

**Your Guide to Duke University  
Medical Center Oncology  
Services**

**Clinics 1A, 1B, 1C**

**Hours of Operation:**

**1A**  
**7:30am – 5pm, Monday-Friday**  
**Tel: 919-660-1240**

**1B/1C**  
**7am – 5pm, Monday-Friday**  
**Tel: 919-684-3725**



Please visit our website at:  
[www.cancer.duke.edu/](http://www.cancer.duke.edu/)

***Welcome to the Oncology Clinics  
at Duke University Medical Center***

The Private Diagnostic Clinic (PDC) is part of Duke's academic health center, which includes clinical trials, teaching and research for interns, residents, nurses and others. However, you are our focus while in the clinic, and we appreciate you choosing our facility for your care. We want you to know we are fully committed to make your visit as pleasant as possible.

Surgical Oncology (1A) and  
Hematology/Oncology (1B/1C)

***Clinic Service Coordinators*** are the first clinic staff you will encounter when you arrive to the clinic. They are the people at the front desk who will check you in and out, collect your payment, and schedule appointments and tests. ***Patient Representatives*** assist you with your insurance benefits and financial needs. Some insurance plans require preauthorization prior to treatments. If so, return to the patient representative's office and notify them about your treatment. They will assist in contacting the insurance companies to get your treatment approved. Our clinics have blood-drawing labs inside the clinic, and you may visit them if you need blood tests. ***Nurses*** and ***Nursing Assistants*** may take your temperature, blood pressure, weight, and ask about your pain and general health. Then, you will be taken to the exam room and meet your ***Doctor*** and members of his/her team which may consist of nurses, ***Nurse Practitioners*** (NPs), or

**Physician Assistants (PAs).** We have a team approach to care in the clinics. You may be seen by your doctor at the first visit and see other members of the team for follow-up on future visits. When you are seen by a Nurse Practitioner or a Physician Assistant, your visit will be under the supervision of your doctor. If you have questions about this, please feel free to ask.

If you experience delays or have extra time until your appointment, pagers are available from the nurses. You may leave the clinic area, and we will page you to return when we are ready to see you. A complete map of the clinic is available at the front desk of the main PDC entrance and the Morris Clinic entrance.

#### Tests Only Clinic (1D)

You may be scheduled for blood work and/or x-ray tests on days that you do not need to see your doctor. To provide faster service, we have clinic 1D set up just for this. Appointments and directions to 1D will be made for you when you check out. If you are a local resident, having your tests done several days before your doctor's appointment will allow test results to be completed and speed up your visit.

#### Radiation Oncology

Radiation Oncology is located in the sub-basement two floors below clinic 1A. It is staffed with specially trained physicians, nurses, and personnel who provide quality care to patients who need radiation therapy.

Valet parking for patients receiving daily radiation treatments is available at no cost at the entrance to the Morris Cancer Clinics.

#### Outpatient Treatment Room

We have a Treatment Room that is staffed with specially trained nurses who give chemotherapy, blood transfusions, and other IV treatments. This room is located on the second floor Morris building (above 1A).

#### X-Rays, Scans, and Mammograms

X-Rays, Scans, and Mammograms are done in other areas at Duke. The front desk staff in your clinic will schedule these tests, and set up an appointment and give you directions. The nursing staff will give you instructions about the test and what you need to do to prepare. If you need to drink contrast (dye), that will be provided by the nursing staff.

#### Cancer Support Program

The Cancer Patient Support office is located at the end of the main hall in the Morris Clinic, just before clinic 1A. Individual and family counseling and numerous support groups are available without charge. Trained volunteers are in all the oncology clinics as well as the Patient/Family Lounge. They provide refreshments, information about available resources and a listening ear. The lounge also has computers for patient and visitor use, toys for children who may accompany

patients and a comfortable place to relax.

Wigs and turbans are also available through the volunteers.

### Patient/Family Resource Center

The library, located across from the Cancer Support office, has information about various types of cancers, treatments, diets, etc. You may checkout books, videotapes and audiotapes. You are allowed to take items home for up to two weeks.

### Transportation Around Duke

To go between the clinics and Duke Hospital, there is an outdoor walkway, and a train. The train is called the "PRT", which stands for Patient Rapid Transit. If you are sent to Duke Hospital for tests, you will be given instructions by the clinic staff.

### Parking

The garage/deck closest to Duke Clinic is called Parking Garage I. You may park there and walk across the street to the main entrance or cross a covered walkway on the 2<sup>nd</sup> floor of the garage. Patients may also be dropped off at the front entrance where wheelchairs are available. Parking fees are \$1 per hour up to \$6 a day.

Valet parking is available by pulling up to the main entrance. This fee is \$7 per park, payable when you arrive.

### Cafeteria/Food Court

A cafeteria is located on the first floor of Duke Hospital and a Food Court at Duke Clinic. The Food Court at Duke Clinic is located one floor below the 1B/1C clinic and it offers a variety of choices. Please check with the nursing staff before eating or drinking anything to make sure this will not conflict with any of your tests.

### Lodging

If you need to stay overnight, there are several hotels located in the surrounding area and most will offer medical discounts. Information on area hotels is located in clinic waiting areas. In addition to hotels, Caring House is available for patients receiving outpatient treatment at the Duke Cancer Center. It is a safe, home-like place for out-of-town patients. To obtain more information about the Caring House, please ask for a brochure in the Cancer Patient Support office.

### Insurance/Billing

Please bring your insurance card(s)/policy information with you to all appointments. If you belong to a managed care plan or HMO you will probably need to bring a referral form, pre-certification authorization, or an authorization number. If you do not have authorization, you will be asked to sign a waiver stating that you will pay your bill if your insurance company does not. Co-payments must be collected before you see the doctor.

If you have questions about your bill after visiting Duke Clinic, call the Private Diagnostic Clinic Billing Customer Service at (919) 286-5505.

### Language Translation/Hearing-Impaired Services

If you have difficulty communicating in English, a language translator can be provided to help you by calling (919) 681-3007. Hearing-impaired translators and the use of telecommunications devices can be arranged as well. To make arrangements for hearing-impaired services, please call Patient and Visitor Relations at 681-2020.

### Banking

Wachovia Bank has both a 24-hour ATM and a branch office located on the first floor of Duke Clinic that is open daily from 9am to 5pm.

### Gift Shops

The Pink Smock gift shops are located in the lobbies of Duke Clinic and Duke Hospital. Both shops offer a wide variety of gifts, flowers, magazines, toiletries, and special products such as turbans for our clinic patients. Gift shop hours in Duke Clinic are Monday-Friday from 9:30am to 4:30pm.

### Patient Comments

We make every effort to provide the best service. If we have not met your needs or expectations, we would like you to let us know. If you can tell us what we need to improve while you

are here, we will try to do it. If you do not think the concern has been addressed to your satisfaction, or prefer not to discuss the situation directly with a caregiver, you may contact PDC

Customer Service Representative at 684-6298.

If we have exceeded your expectations in some way, we also want to know. There are comment cards available at the clinic desks for both compliments and complaints. We welcome your feedback.

Again, thank you for choosing us, and please REMEMBER to bring the following materials to your appointment:

- Insurance card
- Co-payment
- Previous X-rays / pathology slides
- A list of current medications
- Any forms you have been sent or information you have been asked to provide.

We hope your stay here is pleasant. A Health Center Administrator, a clerical supervisor, and nurse managers are available at any time if you feel you would like to speak to them. If there is an issue, they would appreciate speaking with you during your visit. Please do not hesitate to notify the front desk staff to contact these individuals. Thank You!