

PATIENT GUIDE

Cancer Support Services





INTEGRATED CANCER PROGRAM

Advanced diagnostic imaging, promising medications, new treatment regimens and innovative technologies are changing the fight against cancer. Duly Health and Care (Duly) physicians are at the forefront of these new developments to identify cancer in the early stages, provide comprehensive cancer treatment at any stage and utilize the most advanced tools possible.

Duly is proud of its Integrated Oncology Program which includes medical oncology, radiation oncology, specialty care, palliative medicine, nutrition, infusion, radiology, surgery and a variety of support programs and services.

At Duly, we strive to bring the best level of cancer care to our community. Through expert staff, leadership, innovation, and quality assessment, our dedication is tangible in everything we do. In 2022, we were honored to have this dedication once again rewarded as Duly's Integrated Oncology Program was accredited for the third time by the American College of Surgeons Commission on Cancer (CoC). This reaccreditation signifies Duly's unwavering dedication to our Oncology service line and a team that delivers the pinnacle of quality cancer care. Duly is proud to be the only free-standing cancer program to receive this accreditation in Illinois.

Nurse Navigation

Nurse Navigators serve as the points of contact for Duly patients diagnosed with cancer and their families. Nurse Navigators serve as patient educators and advocates, system navigators and community ambassadors. Our Navigators can help improve the quality and continuity of cancer treatment by removing barriers and helping to bridge gaps in care.

Generally, Nurse Navigators work alongside patients and their families to bring understanding and treatment options for their specific diagnoses and care plans. They communicate with our Cancer Care Coordinators and Patient Resource Navigator to ensure all treatment appointments, testing, procedures and outside resources are scheduled in a timely manner. These valuable team members are the administrative right-hands of our Nurse Navigators and work behind the scenes to ensure patients can focus on their respective journeys, rather than navigating the innerworkings of a large multi-faceted medical organization.

Our Navigation Team delivers effective and seamless communication to both patients and families every step of the way. In addition, Duly offers many support services that help patients and their families receive the most holistic, well-rounded care. Support services include nutritional services, social services, financial counseling, palliative care, genetic counseling, cancer rehabilitation, survivorship, and resources in the community, such as wellness classes/resources and support groups.

The Nurse Navigators ensure that our Care Coordinators and Patient Resource Navigators provide our patients with access to those resources. To speak to a Nurse Navigator, please call our Oncology Care Line: 630-364-7850.



Duly Cancer Services

CANCER CARE COORDINATORS

Duly Cancer Care Coordinators provide administrative support to Nurse Navigators. They ensure the patient's care continuum is smooth and seamless. They will assist cancer patients with scheduling necessary consultations as directed by the nurse navigation team.

ONCOLOGY SOCIAL WORKER

Our licensed Clinical Social Workers can help identify practical and psycho-social needs and direct patients to the appropriate physical, mental and emotional resources. Our social workers are available at any point in the cancer continuum—from the point of diagnosis through survivorship—and can provide a wide range of support including counseling, education, coordination of home health services, transportation assistance and more. Our social workers are an integral part of the care team and will work closely with your physicians and nurse navigators to develop and coordinate each patient's individualized care plan.

PALLIATIVE MEDICINE

Living with a serious illness affects more than just your body. Duly Health and Care is committed to improving your quality of life through compassionate and comprehensive care. That's why we offer Palliative Medicine: a holistic, specialized approach to care specifically for those living with serious and complicated illness. Our palliative physician and nurses (nurse practitioners and registered nurses) are board-certified in palliative medicine and our team-based approach to care is unique in the outpatient clinic setting.

Bringing together the physical, emotional and practical support you need, palliative medicine facilitates relief from the symptoms and stress associated with your illness and its treatment. We spend the time you need to help you to better understand your diagnosis and identify treatment options based on your goals. Your palliative medicine team collaborates with you, your loved ones, and your providers beginning at diagnosis and throughout the treatment of your illness so you get the care you need and can focus on what matters most.

GENETIC COUNSELING

Genetic counseling is available by referral to individuals who are at an increased risk for a hereditary cancer syndrome and helps patients make informed medical decisions based on their own personal risk assessment.

Genetic counseling and genetic testing can have a significant impact on a person's life by allowing them to better manage their health and reduce their risk of and/or their family's risk of developing cancer through increased awareness, screening and management. Genetic counseling is typically recommended for individuals who are diagnosed with cancer at a young age, bilateral disease (i.e., bilateral breast cancer) or a rare type of cancer (i.e., Ovarian cancer or male breast cancer) and for families with a strong history of cancer. Please talk to your physician to see if genetic counseling and testing is right for you.



Duly Cancer Services (cont.)

NUTRITION COUNSELING

Duly Health and Care licensed dietitians provide expert care through comprehensive nutrition assessment, education and supplementation. Our goal is to prevent malnutrition, reduce side effects, promote healthy eating habits and enhance your overall well-being and quality of life—especially while undergoing treatment.

The dietitian will work with patients to create a personalized meal plan to optimize health and help mitigate side effects of treatment. While meeting with a dietitian soon after diagnosis can be a helpful step to early intervention, patients have access to a licensed dietitian at any point during their cancer experience. To schedule an appointment with a Duly Dietitian, please call 630-364-7850.

FINANCIAL NAVIGATION

Finances are often a major concern when dealing with a serious illness. At Duly, we strive to help with every aspect of a patient's cancer journey, which is why we provide access to a Financial Navigator as part of our Integrated Oncology Program.

We have dedicated Financial Navigators to support and guide you by:

- Working with you to help reduce stress and hardship related to the cost of your treatments.
- Assisting with enrollment in co-pay and foundation assistance programs to see if you qualify to reduce the cost of oncology and infusion therapy treatments.
- Proactively communicating and explaining reimbursement programs to minimize your out-of-pocket expenses for in-office injections and infusions and verify what your insurance may cover.
- Locating patient assistance programs to help in the event you are uninsured or underinsured.
- Guiding you through the complex healthcare system to help gain access to care by reducing financial barriers and offering payment options.

Meeting with a financial navigator can help provide clarity about medical expenses and allow patients to focus on their recovery. For more information, please call 630-432-6350.

CANCER REHABILITATION

Through education, rehabilitation, exercise and support the care team at Duly strives to empower patients diagnosed with cancer to maintain or improve their quality of life during and following cancer treatments.

The Duly Cancer Rehabilitation program, part of physical therapy, is uniquely designed to address your physical needs throughout and following treatment. Cancer rehab visits help patients regain motion, build strength, increase endurance, battle fatigue, decrease pain, address scar tissue, improve emotional well-being and decrease swelling. Experienced therapists will evaluate and treat you one-on-one to help you reach your specific goals. For more information, please call Duly Physical Therapy at 630-967-2000.

SURVIVORSHIP

Following a cancer diagnosis, patients will begin their survivorship. Regardless of the type of cancer or type or treatment, patients are supported in mind, body and spirit through education and care as they transition into post-treatment life. This is with the understanding that survivorship may mean different things to different people.

Bringing Support to You

Members of our Navigation Team (Nurse Navigators, Patient Resource Navigator, Oncology Social Workers, and Care Coordinators) can help you decide and subsequently connect you with appropriate resources within the community.

AMERICAN CANCER SOCIETY

Mission

- At the American Cancer Society, we're on a mission to free the world from cancer. Until we do, we'll be funding and conducting research, sharing expert information, supporting patients, and spreading the word about prevention. All so you can live longer – and better. While most people know us for our research, we do so much more. We attack cancer from every angle. We promote healthy lifestyles to help you prevent cancer. We research cancer and its causes to find more answers and better treatments. We fight for lifesaving policy changes. We provide everything from emotional support to the latest cancer information for those who have been touched by cancer. And we do it all 24 hours a day, 7 days a week.



800-227-2345

Cancer.org

CANCER SUPPORT CENTER

Mission

- The Cancer Support Center exists to provide strength, guidance, and support to anyone impacted by cancer – whoever and wherever they are. Our evidence-based programs and services are created and delivered personally, virtually and in ideal settings by professional therapists, counselors, nutritionists, and healthcare experts and our resources are available and accessible to all through many communities, channels, and tools. We are able to provide all of this at no cost to our participants near and far because of the dedication of our donors, benefactors, volunteers, and friends who know how critical this depth of support is for people to not just survive, but to thrive.



HOMEWOOD
2028 Elm Road
Homewood, IL 60430
708-798-9171

MOKENA
19645 S. LaGrange Road
Mokena, IL 60448
708-478-3529

Cancersupportcenter.org

LIVINGWELL CANCER RESOURCE CENTER

Mission

- LivingWell exists to provide compassionate care that empowers, encourages, supports and offers hope to patients with cancer and their families. LivingWell's focus is to help cancer patients and their caregivers learn vital skills that enable them to regain control, reduce isolation and enhance their quality of life.



GENEVA

442 Williamsburg Avenue
Geneva, IL 60134
630-933-7860

WARRENVILLE

4525 Weaver Parkway, Suite 103
Warrenville, IL 60555
331-732-4900

Livingwellcrc.org

WELLNESS HOUSE

Mission

- Wellness House envisions a community where all people affected by cancer thrive. Offered at no cost, and as a complement to medical treatment, our programs educate, support and empower participants in order to help them improve their physical and emotional well-being. Today, we offer a variety of programs and services – exercise classes, nutrition seminars, support groups and more. You can always find us at The Kay & Mike Birck Home of Hope, our Hinsdale home base, but we facilitate programs, classes and groups all around metro Chicago and online wherever you are.

Wellness
House for LIVING
with CANCER

You'll feel better inside.

HINSDALE

The Kay & Mike Birck Home of Hope
131 N. County Line Road
Hinsdale, Illinois 60521
630-323-5150

Wellnesshouse.org





For those served through our Integrated Oncology program, our care team is there every step of the way from diagnosis to treatment. This program is known for its exceptional quality and building trust among the individuals and families it supports.

Team Duly is here for you.