



YOUR PATIENT REFERRAL GUIDE FOR
**HEMATOPOIETIC CELL TRANSPLANTATION
AND GENERAL ONCOLOGY SERVICES**





Fast Facts

City of Hope is a biomedical research, treatment and education center dedicated to the prevention, treatment and cure of cancer and other life-threatening diseases. Our mission is to shorten the time from initial research idea to new treatment, quickly bringing cures to patients who need them.

Since its founding in 1913, City of Hope has achieved numerous scientific breakthroughs and pioneered many lifesaving procedures that have impacted treatment worldwide.

Here are the latest facts about this institution.

INSTITUTIONAL DISTINCTIONS

- City of Hope is one of 40 Comprehensive Cancer Centers, the highest designation bestowed by the National Cancer Institute and a recognition of excellence in cancer treatment, research, prevention and education.
- City of Hope is a founding member of the National Comprehensive Cancer Network, an alliance of the 21 leading cancer centers that defines and sets standards for cancer care nationally.
- City of Hope is the one of the largest and most successful transplant programs in the world. We are leaders in Autologous, Allogeneic, Matched Unrelated Donor (MUD), and Bone Marrow Oncology (BMO) transplants.
- City of Hope maintains the No. 1 hematology program and No. 1 prostate cancer program in California, and ranks No. 3 in the state for its breast cancer and musculoskeletal programs, based on the number of patients treated. (Source: Office of Statewide Health Planning and Development)
- City of Hope has not only the most sophisticated surgical robots and other equipment for performing minimally-invasive and robotic-assisted cancer surgeries; we also have the most experienced surgeons, who have performed more of these types of procedures than many other hospital in the nation.

RESEARCH QUANTIFIED

One of 40
NCI-designated
Comprehensive
Cancer Centers

40



Performed nearly 10,000 bone marrow
and stem cell transplants

10,000

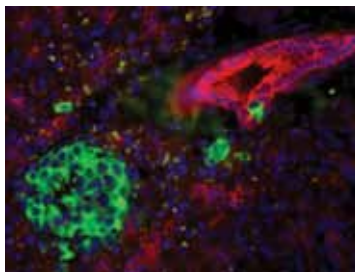


Awarded more than \$59 million in
research grants

59

Designated one of 10 islet cell resource and transplantation centers in preclinical trials.

10



Founding member of the National Comprehensive Cancer Network's top 21 cancer centers that defines and sets standards for cancer care

21

Currently conducts more than 300 clinical studies

300

- City of Hope has been designated an islet cell transplant center by the Juvenile Diabetes Research Foundation (JDRF). JDRF centers are programs at select institutions — focused on islet transplantation, diabetes complications and immunology — that enable scientists and clinicians to collaborate and turn new ideas into treatments for diabetes.
- At any given time, City of Hope conducts more than 300 clinical studies, with an impressive 25 percent of our patients participating — far more than the national average of less than 5 percent.
- City of Hope was awarded more than \$59 million in research grants and received nearly \$190 million in revenues from patented technologies in FY2009.

RESEARCH AND TREATMENT MILESTONES

- Numerous breakthrough cancer drugs, including Herceptin, Rituxan, Avastin and Erbitux, are based on technology pioneered by City of Hope and are saving lives worldwide.
- Millions of people with diabetes worldwide benefit from synthetic human insulin developed through research conducted at City of Hope.
- City of Hope has the largest program for prostate cancer in California, and its surgeons have more experience performing robotic urologic procedures than anyone else in the nation.
- A pioneer in bone marrow transplantation, City of Hope has performed more than 10,000 bone marrow and stem cell transplants, and today operates one of the largest, most successful programs of its kind in the world.
- Patients with HIV-related lymphoma could soon get a new stem-cell treatment — developed in part at City of Hope — that will attempt to knock down virus levels while also eradicating the cancer. The treatment is one of the first to use specially engineered, HIV-fighting genes that are inserted into patients' own stem cells. The cells would then be reinfused into HIV-infected patients during a

bone marrow transplant. If successful, the new treatment could allow patients' bodies to produce HIV-resistant white blood cells indefinitely.

RECENT RESEARCH BREAKTHROUGHS

Improving early detection of prostate cancer

City of Hope investigators are working to determine whether or not expressed prostate secretions (EPS) can be used to rule out prostate cancer in patients. These studies use molecular biology to identify whether or not cancer cells are present in EPS. Researchers hope to develop a new non-invasive tool that may eventually eliminate the need for invasive prostate cancer testing such as a prostate biopsy.

New hope for advanced breast cancer

Researchers believe that sorafenib, the first Food and Drug Administration-approved oral anticancer agent used to treat liver and kidney cancers, may hold potential for advanced breast cancer treatment in combination with other drugs.

City of Hope is conducting a clinical trial of sorafenib in combination with the chemotherapeutic agent Navelbine, for women with the most advanced form of breast cancer. While the trial is in its early phase, stabilization of cancer growth in a group of women with stage 4 breast cancer has been observed.

Using the immune system to fight brain cancer

Researchers at City of Hope are genetically reprogramming disease-fighting immune cells to treat malignant glioma, an aggressive and often lethal form of brain cancer. Glioma's location in sensitive brain tissue makes them very difficult to treat. Genetic reprogramming is a novel approach to treating these cancers, in which T cells are

engineered to reboot the immune system to recognize and attack tumor cells, leaving the normal brain cells in the vicinity unharmed.

Researchers are also exploring the use of nanotubes, tiny molecules built out of carbon atoms, and neural stem cells as vehicles to deliver these immune stimulating therapies directly to the tumor cells.

Survivorship and support

Over the past two decades, new techniques to diagnose prostate cancer early have boosted the survival rate for men with all stages of prostate cancer. Addressing the unique needs of these survivors, City of Hope's Prostate Cancer Survivorship Program provides comprehensive, long-term follow-up care to improve the overall quality of life. Patients receive personalized health plans based on their treatment history and comprehensive monitoring for possible cancer recurrence. The program, part of City of Hope's Center for Cancer Survivorship, is unique nationally, as it combines both multidisciplinary follow-up care and clinical research to help improve the overall quality of life and long-term survival of prostate cancer patients.

UNPARALLELED RESOURCES

- City of Hope created a new model for rapidly translating innovations from the research lab to the clinical setting with its Center for Biomedicine & Genetics (CBG), which allows scientific and clinical investigators the freedom to test and refine the most promising new therapeutics. Recognized as one of the nation's premier academic biologic manufacturing facilities, the CBG provides the isolation, environmental control and security needed for the manufacture of products for human use.
- City of Hope established a consortium among leading academic institutions in Southern California, known as the

Southern California Islet Consortium, to further the study of islet cell transplantation as a possible cure for type 1 diabetes. In islet cell transplantation, insulin-producing beta cells are taken from a donor's pancreas and transferred into a person with diabetes. Once transplanted, the donor islets begin to make and release insulin.

EXPANSION EFFORTS

- The Arnold and Mabel Beckman Foundation awarded City of Hope \$20 million for construction of a new cancer immunotherapeutics and tumor immunology building. Completed in 2009, the Arnold and Mabel Beckman Center for Cancer Immunotherapeutics and Tumor Immunology provides a self-contained and integrated research environment where novel immunotherapeutic approaches to cancer treatment are conceived, developed and refined.
- A \$20 million gift from the Leslie and Susan Gonda (Goldschmeid) Foundation will further City of Hope's nationally-recognized diabetes research program. The gift supports construction of a four story addition to the 41,000-square-foot Leslie and Susan Gonda (Goldschmeid) Diabetes and Genetic Research Center. The expansion will house programs that integrate research into diabetes, metabolic disease and other related conditions.
- A gift from the Sheri and Les Biller Family Foundation established a new center at City of Hope to assist patients and families facing cancer and other life-threatening diseases. The 3,000 square-foot Sheri & Les Biller Patient and Family Resource Center is a uniquely comprehensive model that integrates and expands a wide range of important patient support

services, including health education, psychological services, healing arts programs and end-of-life and bereavement care programs.

HOW CITY OF HOPE ADDS UP

- City of Hope is ranked as one of "America's Best Hospitals" in cancer and urology by *U.S. News & World Report*.
- City of Hope received full accreditation by the Joint Commission, the nation's most widely recognized health care accrediting body.
- City of Hope is one of only eight cancer hospitals nationwide listed as *AARP Magazine's* "Doctors Faves" — hospitals that doctors indicated they are most likely to refer patients to for extremely difficult cancer cases.
- The National Heart, Lung, and Blood Institute (NHLBI), part of the National Institutes of Health, awarded City of Hope an \$8.6 million contract to facilitate stem cell research from laboratory to clinical study. The five-year contract is the first from the NHLBI to focus on development and manufacturing of stem cell therapies. The contract establishes City of Hope as the official partner for NHLBI-designated researchers who are developing cellular therapies derived from human embryonic stem cells and mature cells reprogrammed to mimic embryonic stem cells.
- Numerous City of Hope physicians are featured in "America's Top Doctors for Cancer," a consumer guide to the nation's top cancer specialists.
- *Forbes*, *The Chronicle of Philanthropy* and *The Nonprofit Times* featured City of Hope in their annual surveys of the nation's top nonprofit organizations.

INNOVATIVE TREATMENT STRATEGIES

developed at City of Hope are now utilized
in transplant programs around the world.



FOR REFERRAL, CALL: **800-826-4673**

REFERRAL PROCESS FOR HEMATOPOIETIC CELL TRANSPLANTATION (HCT) AND GENERAL ONCOLOGY

STEP 1

To refer a patient to City of Hope, please call **New Patient Services at 800-826-HOPE (4673)**, Monday through Friday, 8 a.m. to 5 p.m., Pacific time. Diagnosis, health care coverage and demographic information are requested, and a referral application is generated.

STEP 2

The caller is then transferred to the referral nurse who collects additional clinical information. The referral nurse will request current clinical treatment records, including diagnostic test results and biopsy slides to review and assess for clinical appropriateness of the case. This may require the patient to sign a "Release of Information" form in order to obtain the historical medical records for physician review.

STEP 3

Insurance information is verified by the financial counseling staff. Patients who are members of managed care plans may require an authorization for service.

STEP 4

A clerical specialist calls the patient to schedule an appointment. At this time, staff also provides directions to the medical center and may answer any last-minute questions.

STEP 5

On the day of the appointment, the patient meets with the physician for evaluation and development of the treatment plan.

STEP 6

All new patient cases are presented to a multidisciplinary team at a weekly conference. The treatment recommendations are reviewed by many physicians before the treatment plan is instituted.

For HCT patient referrals, please continue to next page.

CITY OF HOPE IS ONE OF THE WORLD'S LEADING
biomedical research and treatment centers for cancer,
diabetes and other life-threatening diseases.



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ADDITIONAL STEPS FOR HCT REFERRAL

STEP 7

Once the patient is accepted as a candidate for transplant, he/she is assigned a transplant nurse coordinator.

STEP 8

The transplant nurse coordinator contacts the outpatient/ utilization review (UR) case manager to begin the authorization process for transplant related procedures required to prepare the patient for the transplant admission.

STEP 9

Outpatient/UR case managers maintain continuous communication with the inpatient transplant case manager and the transplant nurse coordinator.

STEP 10

Once the transplant patient is admitted, the inpatient transplant case manager is responsible for attaining any necessary authorizations for the continued acute care stay.

STEP 11

Upon discharge, the inpatient transplant case manager processes any necessary authorizations for home health services, accommodations at Hope and Parsons Village and durable medical equipment, and assists with authorizations for discharge medications. The outpatient/UR case manager provides referrals for patients to receive outpatient services.

STEP 12

Long-term follow-up care is coordinated by the long-term follow-up nurse.

STEP 13

City of Hope physicians are available 24 hours a day, seven days a week for patients and their physicians.

STEP 14

The Evaluation and Treatment Center is accessible 24 hours a day, seven days a week for City of Hope patients.

THE SHERI & LES BILLER PATIENT AND FAMILY RESOURCE CENTER



The Sheri & Les Biller Patient and Family Resource Center embodies the heart and soul of City of Hope's mission to care for the whole person.

City of Hope opened the Biller Patient and Family Resource Center facility in summer 2008 and strives to make it a national model of compassionate care. Led by multidisciplinary teams of professionals and volunteers, it offers the most integrated array of support services in the country, from psychological to palliative.

FOR REFERRAL, CALL: **800-826-4673**

Here patients and their caregivers have access to patient navigators, pain management specialists, psychiatrists, psychologists, social workers, spiritual care providers, healing arts workshops, peer support groups, health information, complementary medicine, nutrition education and much more. Staff members work one on one and in groups with patients and their loved ones, focusing on strengths, resilience and hope.

Sustained by compassion and support, the Biller Patient and Family Resource Center stands as the center of hope for those who need it most.

The Biller Patient and Family Resource Center is made possible through generous donations, including a lead gift from the Sheri and Les Biller Family Foundation in 2006, as well as an ongoing matching gift from the foundation in 2008.

Services offered

- Patient navigators
- Patient and family education
- Support and counseling
- Educational, problem-solving and support groups
- Peer Patient Pals
- Supportive care, pain and palliative medicine
- Spiritual care
- End-of-life and bereavement counseling
- Nutrition
- Child Life Program
- Healing arts programs
- Pet visitation
- Positive Image CenterSM
- Patient websites
- Community resources
- Complementary medicine

For more information, go to www.cityofhope.org/billercenter.

THE NATIONAL CANCER INSTITUTE AWARDED CITY OF HOPE
a five-year, \$15.2 million program project grant to develop
innovative therapies for leukemia, lymphoma and myelodysplasia.



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HOPE AND PARSONS VILLAGE

In keeping with our mission to care for the whole person — physically and emotionally — City of Hope is one of the few cancer centers in the country to offer patients and their caregivers temporary, on-site housing in a comfortable, home-like setting.

Service and Amenities

Each of the 40 studio-style units comes with these features:

- a fully equipped kitchen with refrigerator and stove or microwave
- two twin beds
- a full bath
- a television, VCR and DVD player

Additional services and amenities include:

- emergency phones providing one-touch access to the operator and security
- trams staffed 24 hours a day to transport patients to and from therapy or infusion procedures
- a laundry room equipped with four washing machines and four dryers available to patients and their caregivers free of charge
- a lounge area for overnight visitors, featuring a complete kitchen with refrigerator, stove, and shower
- a computer room, open seven days a week, with Internet and e-mail access

Transplant patients staying in Hope and Parson's Village also have access to all of the facilities available on campus, such as the Patient & Family Learning Center, Supportive Care Resource Desk, Positive Image CenterSM, cafeteria, automated teller machine and Pastoral Care Services.

Rates

Rooms with two twin beds, full bathroom and kitchen are \$65 per night.

For more information, contact Hope and Parson's Village at 626-256-HOPE (4673), ext. 62380.

CITY OF HOPE IS A FOUNDING MEMBER of the
National Comprehensive Cancer Network, an alliance of the
top 21 cancer centers that sets standards for cancer care nationally.



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FIND A DOCTOR

City of Hope physicians are among the most highly regarded specialists in the country, with many featured year after year in *America's Top Doctors for Cancer*, a consumer guide to the nation's top cancer specialists.

To learn more about their research, training and other points of distinction, you may go to www.cityofhope.org/findadoctor and search by a doctor's name, specialty or department.

Step 1: Select a specific area of search

- By First or Last name
- By Disease
- By Gender
- By Specialty
- By Language

Step 2: Enter first name, last name or select a letter:

At any given time, **WE CONDUCT MORE THAN 300 STUDIES**
involving up to 25 percent of our eligible patients —
much higher than typical cancer centers.



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CLINICAL TRIALS

Clinical trials — research studies that involve volunteer patients — are a crucial component to developing new, more effective treatments that save lives. Many of today's standard therapies are based on the results of previous trials, some of which were initiated at City of Hope.

Our aggressive pursuit to discover better ways to help patients now — not years from now — places us among the leaders worldwide in the administration of clinical trials. At any given time, we conduct more than 300 studies involving up to 25 percent of our eligible patients — much higher than typical cancer centers.

By participating in a clinical trial, patients could receive the latest treatments available — treatments that hold promise, but are unproven. As with all decisions regarding your medical care, the choice is yours to make.

For a listing of clinical trials in English or Spanish, visit clinicaltrials.coh.org.

For more information by phone, please call (toll free) 800-826-HOPE (4673).

HOW TO CONTACT US

City of Hope
1500 East Duarte Road, Duarte, CA 91010-3000

New Patient Services
Tel: 800-826-HOPE (4673)

DEPARTMENTS, DIVISIONS AND PROGRAMS

Medical Center Departments/Divisions

Anesthesiology
Clinical Diabetes, Endocrinology & Metabolism
 Islet Cell Transplant Program
Diagnostic Radiology
 Nuclear Medicine
Hematology & Hematopoietic Cell Transplantation
 Hematopoietic Stem Cell and Leukemia Research
Information Sciences
 Biomedical Informatics
 Biostatistics
 Clinical Research Information Management
Medical Oncology & Therapeutics Research
 Cancer and Aging Research Program
 Clinical and Molecular Pharmacology
Medical Specialties
 Cardiology
 Gastroenterology
 Hospital Medicine
 Infectious Diseases
 Neurology
 Pulmonary and Critical Care Medicine
Pathology
 Anatomic Pathology/Cytology
 Clinical Pathology
 Transfusion Medicine
Pediatrics

FOR REFERRAL, CALL: **800-826-4673**



Radiation Oncology
Clinical Radiation Oncology
Radioimmunotherapy
Radiation Physics

Supportive Care Medicine
Psychology
Psychiatry

Surgery
General Oncologic Surgery
Gynecologic Oncology
Neurosurgery
Orthopedic Surgery
Otolaryngology/Head and Neck Oncology
Plastic and Reconstructive Surgery
Thoracic Surgery
Urology and Urologic Oncology

National Medical Center Major Programs/Centers

Brain Tumor Program
Breast Cancer Program
Rita Cooper Finkel and J. William Finkel Women's Health Center
Gastrointestinal Cancer Program
General Clinical Research Center
Gynecologic Oncology/Peritoneal Malignancy Program
Head and Neck Service
Hematologic Malignancies Program
Kidney Cancer Program
Leukemia Program
Lung Cancer and Thoracic Oncology Program
Lymphoma Program
Lymphoma SPORE
Matched Unrelated Donor Program
Multiple Myeloma Program
Musculoskeletal Cancer Program
National Marrow Donor Program - Be The Match Registry™
Pediatric Cancer Program
Prostate Cancer Program
Sheri & Les Biller Patient and Family Resource Center

**For a listing of accepted health plans, you can go to
www.cityofhope.org/managedcare.**

VISIT US AT: www.cityofhope.org

THERE IS NO PROFIT in curing the body
if, in the process, we destroy the soul.

- Samuel Golter



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City of
Hope™

1500 E. Duarte Road
Duarte, CA 91010-3000