Patient Handbook

Markey makes a difference.

UKHealthCare
Markey Cancer Center
Welcome to the UK Markey Cancer Center. We understand this may be a difficult time for you and your family, but we are pleased you have chosen Markey to be your treatment home. Our team of specialists includes surgeons, oncologists, radiologists, researchers, nurses, geneticists, counselors and volunteers, and we are all dedicated to making your fight against cancer a winning one. It is amazing what can be accomplished when we work together, and we are grateful you have chosen to let us work for you.

Part of our success as your care provider is measured by the team members who make discoveries in our research laboratories; by those who do exceptional work in our Cancer Control Program; by the number of Kentuckians we treat close to their homes via our affiliate network; and by generous donors who make our work possible. The defining measure of our success as health care practitioners, however, lies in our patients themselves. We do not consider ourselves successful until your health improves – simple as that. The exceptional care and treatment our clinical teams provide to all of our patients is second to none, and we sincerely hope you find your experience with us to be a positive one.

Markey has been providing state-of-the-art patient care for more than 20 years, and we utilize the latest research programs to offer breakthrough treatments and therapies. More than 100 nationally sponsored clinical studies for different types of cancer are available to our patients. The resources of Markey are combined with those of UK Albert B. Chandler Hospital, offering you access to the more than 600 physicians and the 80 specialty services and centers that form UK HealthCare.

To better familiarize you with the Markey Cancer Center, we have prepared this booklet of helpful information to assist you throughout your experience with us. If you need more information, our care providers will be happy to answer any questions you may have.

Sincerely,
B. Mark Evers, MD

*Director, Lucille P. Markey Cancer Center*
*Professor and Vice Chair for Research, Department of Surgery*
*Markey Cancer Foundation Endowed Chair*
*Physician-in-Chief, Oncology Service Line*
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UK Markey Cancer Center location and facilities

The Markey Cancer Center is located next to UK Albert B. Chandler Hospital at 800 Rose Street, Lexington, Ky. The center is part of the UK HealthCare continuum of care and has complete access to UK HealthCare patient care services and research programs.

The Markey Cancer Center is made up of the following four buildings:

- **Whitney-Hendrickson Cancer Facility**
  The Whitney-Hendrickson Cancer Facility (also known as Chandler Hospital Pavilion WH) provides outpatient treatment services for major cancers, including gynecologic, breast, lung, gastrointestinal, urologic, and head and neck cancers. The chemotherapy infusion suite is across from the Multidisciplinary Cancer Care lobby on the first floor and across from the Comprehensive Breast Care Center on the second floor. Gynecologic patient care services are on the third floor.

- **Ben F. Roach Cancer Care Facility**
  The Ben F. Roach Cancer Care Facility (also known as Chandler Hospital Pavilion CC) is dedicated to the care of cancer patients. Outpatient treatment services for leukemia, lymphoma, myeloma and other blood disorders, and blood and marrow transplantation are provided in the Markey Hematology Program on the first floor. New treatment areas, including the Brain & Body Radiosurgery Program, are located on the ground floor.

- **Dorothy Enslow Combs Cancer Research Building**
  The Combs Cancer Research Building houses research laboratories, offices and conference space used to advance cancer research.

- **Margrite Davis-Ralph Mills Building**
  The Margrite Davis-Ralph Mills MRI Building also houses research laboratories. This building is connected to the Whitney-Hendrickson Cancer Facility.
Frequently called numbers
For appointment information or issues related to your care, call one of the following numbers Monday – Friday, 8:30 a.m. – 4 p.m.

Markey Cancer Center Patient Information:
Local: 859-257-4488
Toll free: 1-866-340-4488
On rare occasions, it may be necessary for you to leave a message. One of our care providers will return your call as soon as possible.

If you have an urgent situation after hours that you think requires a doctor’s attention, please call 859-323-5321 and ask the operator to page the oncology doctor on call. A doctor is on call 24 hours a day, seven days a week. In a life-threatening emergency, always call 911 or go immediately to the nearest emergency department.

Other helpful numbers
If you are calling from a UK Chandler Hospital phone, dial only the last five numbers.

UK Chandler Hospital Admitting: 859-323-5062
UK Chandler Hospital Financial Counseling: 859-323-6577
Gynecologic Oncology Care: 859-323-5553
Health Information Library: 859-323-7808
Hospital security: 859-323-6152
On-call physician: 859-323-5321
Markey Cancer Center outpatient social worker: 859-323-5501

Your nurse is: __________________________________________

Your attending physician is: ___________________________________
Markey Cancer Center hours of operation

The following Markey Cancer Center outpatient services are open Monday – Friday, 8 a.m. – 4:30 p.m. We are closed on weekends and major holidays.

- Chemotherapy Infusion Suite (also open for limited hours during the weekend)
- Comprehensive Breast Care Center
- Gynecologic oncology
- Hematology oncology and the Outpatient Blood & Marrow Transplant Program
- Multidisciplinary Cancer Care Program
- Brain & Body Radiosurgery Program

Please remember to call before coming to the cancer center without an appointment. Your physician may not be available to see you.

When to call your doctor or nurse

For questions or problems related to your care Monday – Friday, 8 a.m. – 4:30 p.m., you or your caretaker can call Markey Cancer Center at 859-257-4488 or toll free at 1-866-340-4488.

Please call if you have any of these signs and symptoms:

- Fever greater than 100.5 degrees.
- Shaking chills.
- Blood in your bowel movement or urine.
- Uncontrolled nausea and vomiting.
- Uncontrolled diarrhea.
- Drowsiness, confusion or an inability to awaken.
- Redness, swelling or drainage from any wound or venous access device.

After hours: If you have an urgent situation after hours that you think requires a doctor’s attention, please call 859-323-5321 and ask the operator to page the oncology doctor on call. A doctor is on call 24 hours a day, seven days a week.

In a life-threatening emergency, always call 911 or go immediately to the nearest emergency department.
Medical history
Your care providers will frequently ask you about your medical history. Please be prepared to answer these questions.

Prescriptions
Please bring your medicine bottles, current list of medicines, and any vitamins and supplements you are taking with you to your doctor’s appointment.

- Ask for the prescription refill while your doctor is in the room with you.
- Please allow 72 hours for prescription refills by your doctor and for prescriptions requiring prior authorization from your insurance company.
- Remember to tell your doctor about any drug allergies you have.

Plan ahead
Not all physicians are in the outpatient center every day, so please remember to call 72 hours in advance for prescription pickup.

Most pain medications cannot be called in to a pharmacy – federal law requires that pain medicine prescriptions are written. These prescriptions may be picked up in person or mailed. Allow seven business days for delivery by mail. Be aware of how much medication you have left and how much you need before choosing to have any prescription mailed to you.

Radiation medicine outreach treatment centers
In addition to offering radiation treatment at Markey Cancer Center, the following outreach centers are available so patients can receive care closer to home.

Georgetown Cancer Treatment Center
1152 Lexington Road
Georgetown KY 40324
502-570-4003 or toll free 1-866-570-4003
Fax: 502-570-4150

Maysville Cancer Treatment Center
1115 Progress Way
Maysville KY 41056
606-759-4442 or toll free 1-800-759-4431
Fax: 606-759-4443

Morehead Cancer Treatment Center
at St. Clair Cancer Center
228 W. Second St.
Morehead KY 40351
606-784-3443
Fax: 606-783-6757
Do you have more questions about your health?

The Health Information Library is UK Chandler Hospital’s resource center for patients and family members. The information in the Health Information Library supplements the information provided by your physician, nurse and other health care providers.

The library provides information in a variety of formats, including:

- Books
- Pamphlets
- Videos
- Health newsletters
- Internet access

The library’s helpful staff will assist you in finding information about your diagnosis and treatments, as well as the management of side effects and emotional support information. Whether you are newly diagnosed, a longterm cancer survivor or a caregiver, the Health Information Library can help find the information you need.

Health Information Library
UK Chandler Hospital, Room C104 (first floor, down the hall from the Information Desk and the ATM)
9 a.m. – 4:30 p.m., Monday – Friday
859-323-7808
ukhealthcare.uky.edu/patiented

Important cancer resources
Markey Cancer Center
ukhealthcare.uky.edu/markey
For more information about Markey Cancer Center’s services and programs, visit our website.

UK HealthCare
ukhealthcare.uky.edu/patient
Find a list of national and local support groups and services on this page by clicking the options in the Health Information section at the top right. Groups are listed by topic.

American Cancer Society
1-800-ACS-2345 (1-800-227-2345)
www.cancer.org
Many patient support services are offered through the American Cancer Society. Please call for a complete list of patient programs.

The American Cancer Society has local offices across Kentucky. ACS information is available 24 hours a day, seven days a week by calling 1-800-227-2345. Trained volunteers can answer questions and connect you to local resources.

National Cancer Institute
Cancer Information Service
1-800-4-CANCER (1-800-422-6237)
www.cancer.gov
This service provides up-to-date, accurate information in either English or Spanish. The website includes information about treatment, prevention, screening and testing, and coping with cancer.

The Kentucky Tobacco Quitline
1-800-QUIT-NOW (1-800-784-8669)
The Kentucky Tobacco Quit Line provides callers with counseling and information about how to quit smoking.

National Cancer Institute
Smoking Quitline
1-877-448-7848
Call the National Cancer Institute’s toll-free Smoking Quitline, where specialists are available to answer smoking-related questions in English or Spanish.

Leukemia and Lymphoma Society
1-800-955-2566
www.leukemia.org
This society assists patients who are living with a diagnosis of leukemia, lymphoma, Hodgkin’s disease or multiple myeloma. It provides financial aid to those who qualify for treatment expenses and transportation, family support groups, and more.
Local sources for...

Wigs
American Cancer Society
(Lexington Office)
1504 College Way
Lexington KY 40502
859-276-3223

Creative Hair Illusions for Men
107 E Reynolds Road
Lexington KY 40517
859-245-1516

Jerome
153 Patchen Drive, No. 59
Lexington KY 40517
859-269-5753

Pamela Dee Wigs
837-A Lane Allen Road
Lexington KY 40504
859-278-4004
www.pameladeewigs.com

VDK/Turning Point
1016 S. Broadway
Lexington KY 40504
859-254-6661

Support groups

Head and neck cancer support group
Meets the first Tuesday of every month, 3 p.m.
Second floor conference room
Combs Cancer Research Facility
UK Markey Cancer Center
800 Rose Street
Lexington KY 40536

Lung cancer support group
Meets the second Tuesday of every month, 3 p.m.
Second floor conference room
Combs Cancer Research Facility
UK Markey Cancer Center
800 Rose Street
Lexington KY 40536

The Dr. Carol Kramer Women's Survivor and Support Group
Meets the third Wednesday of the month, 11:45 a.m. – 1 p.m.
Markey Cancer Center Board Room
800 Rose St.
Lexington KY
Please RSVP each month to Terri Mollineaux at 859-323-7132.

For more support group information, call 859-257-7614. To reach our social worker, call 859-257-6351.

Breast prosthesis
Grogan’s HealthCare Supply
1016 S. Broadway
Lexington KY 40508
859-254-6661

Jerome
153 Patchen Drive, No. 59
Lexington KY 40517
859-269-5753

Josephine’s Post-mastectomy
814 Euclid Avenue
Lexington KY 40508
859-269-6222

VDK/Turning Point
1016 S. Broadway
Lexington KY 40504
859-254-6661
Hotels
The following Lexington hotels offer discounts to patients receiving treatment at UK Chandler Hospital and their families. Discounts may vary and are subject to change; please check when you book.
Distances provided are from the Markey Cancer Center and are approximate.

The Inn on Broadway
1301 S. Broadway
859-519-2060
Distance: 1.5 miles

Crowne Plaza Lexington: The Campbell House
1375 S. Broadway
859-255-4281
Distance: 1.2 miles

Hilton Suites
245 Lexington Green Circle
859-271-4000
Distance: 3 miles

Holiday Inn Express
1000 Export St.
859-254-1177
Distance: 1 mile

La Quinta Motor Inn
1919 Stanton Way
859-231-7551
Distance: 1 mile

Microtel
2240 Buena Vista Road
859-299-9600
Distance: 5 miles

Red Roof Inn
2651 Wilhite Drive
859-277-9400
Distance: 2.7 miles

Springhill Suites by Marriott
863 N. Broadway
859-225-1500
Distance: 3 miles

Super 8 Lexington
2351 Buena Vista Road
859-299-6241
Distance: 5 miles

University Inn
1229 S. Limestone
859-278-6625
Distance: 0.3 miles

Temporary lodging information
To stay in one of the following lodges, you must have a referral from your nurse, your physician or a Markey Cancer Center social worker.

St. Agnes House
635 Maxwelton Court
Lexington KY 40508
859-254-1241
St. Agnes House is an ecumenical ministry of the Episcopal Diocese of Lexington that provides low-cost housing for patients who are undergoing outpatient cancer treatment in Lexington area hospitals.

American Cancer Society
Hope Lodge
1500 College Way
Lexington KY 40502
859-260-8303
The American Cancer Society Hope Lodge offers a free short-term residential facility that provides housing, counseling and referral services to patients and their families who are receiving cancer treatment in Lexington area hospitals. The Hope Lodge is sponsored by the American Cancer Society.

For additional information, please call UK Chandler Hospital Patient and Family Services at 859-323-5501.
On-campus dining locations

Whether you are visiting a loved one or are between appointments, a number of food and beverage options are available during your visit to the Markey Cancer Center.

Cash, Visa and MasterCard are accepted at all locations, and vending machines and ATMs are also available.

The following information is subject to change:

Hospital Cafeteria
UK Chandler Hospital, first floor
Open daily, 6:30 – 10 a.m. and 11 a.m. – 11 p.m.
The cafeteria serves a wide selection of food such as breakfast, hot food, grilled items, pizza, a salad bar, deli and snacks.

Coffee Shop
UK Chandler Hospital, first floor, near main entrance
Hours vary. Please check the posted hours.
The coffee shop serves a variety of items including pancakes, bacon, hash browns, grilled sandwiches, burgers, freshly prepared salads, large stuffed pretzels and Starbucks® brand coffee.

The Wildcat Café
Kentucky Clinic, third floor, near the pedestrian bridge
Serving breakfast and lunch
Monday – Friday
Closed on weekends and holidays
The Wildcat Café features hot breakfast, pastries, pizza, pasta and subs.

The Whitney-Hendrickson Café
Whitney-Hendrickson Building, first floor
Serving breakfast and lunch
Monday – Friday
Closed on weekends and holidays
The Whitney-Hendrickson Café offers a variety of lighter dining options including paninis, specialty wraps, homemade chicken or tuna pita pockets and freshly made salads.

Starbucks® Coffee
Kentucky Clinic, first floor
Monday-Friday, 6:30 a.m. - 5:30 p.m.
Closed on weekends and holidays
Starbucks has fresh coffee, espresso beverages, blended beverages, iced beverages, pastries, sandwiches, salads and assorted candies.

Vending machines
Vending machines are located across from the UK Chandler Hospital Cafeteria, on the ground floor to the left of the elevators in Markey Cancer Center’s Ben F. Roach Cancer Care Facility, and in the emergency department. Vending machines are also located in the Kentucky Clinic, Wing D, on the ground level. Coin machines are located across from the hospital cafeteria vending area and in the emergency department.

Cash machines
ATMs are located on the first floor of Chandler Hospital next to the Information Desk, on the first floor of the College of Medicine, in the Wildcat Café and in the main entrance to the Kentucky Clinic.
UK Markey Cancer Center walking directions

The Markey Cancer Center is next to UK Chandler Hospital. The next few pages feature walking directions to help you navigate our campus. Please refer to the map on page 16.

From the Whitney-Hendrickson Building to Nuclear Medicine (Roach Cancer Care Facility)

Via above ground:

- Exit the Whitney-Hendrickson Building through the south doors (near the café).
- Turn right and cross the courtyard to the Roach Cancer Care Facility.
- Enter through the front door of the Roach Cancer Care Facility into the main lobby. Go through the lobby and take the hallway on the far left, walking through a set of double doors. Just past the doors, there will be an elevator on your left.
- Take the elevator to the ground floor. Exit the elevator and go straight. Nuclear Medicine will be on your right at the end of the hallway.

Via tunnel:

- From the Whitney-Hendrickson Building lobby, take the elevator to the ground floor.
- Walk toward the black doors and follow the blue line on the left-hand wall of the tunnel through the double doors.
- When you reach the vending machines, turn left and take the long hallway. Nuclear Medicine will be on your right at the end of the hallway.

From the Whitney-Hendrickson Building to the Kentucky Clinic, the Pre-op Clinic or the Outpatient Pharmacy

- Exit the Whitney-Hendrickson Building through the south doors (near the café).
- Turn right and cross the courtyard (veering left) between the Roach Cancer Care Facility and the Combs Research Building.
- Follow the sidewalk to the front of UK Chandler Hospital.
- You will see a small concrete structure on your left that houses an elevator and stairway leading to the pedway over Rose Street to the Kentucky Clinic.
- Take the pedway across the street.
- You will exit the pedway onto the third floor of Kentucky Clinic, Wing C. Follow the hallway past the deli/snack shop to the information desk on your right.
- Pre-op Clinic is in the Kentucky Clinic, Wing C, second floor.
- Outpatient Pharmacy is in the Kentucky Clinic, Wing D, first floor.
From the Whitney-Hendrickson Building to X-Ray, CT Scan and MRI* (UK Chandler Hospital)

Via above ground:
- Exit the Whitney-Hendrickson Building through the south doors (near the café).
- Turn right and cross the courtyard (veering left) between the Roach Cancer Care Facility and the Combs Research Building. Follow the sidewalk to the front entrance of UK Chandler Hospital.
- Enter through the revolving door at UK Chandler Hospital, and go straight to the registration desk.*
- Follow the copper squares on the floor to the A elevators. Take the A elevator to the second floor.
- Exit the elevator and walk away from surgery center. Take a slight right and walk to Diagnostic Radiology.

Via tunnel:
- From the Whitney-Hendrickson Building lobby, take the elevator to the ground floor.
- Walk toward the black doors and follow the blue line on the left-hand wall of the tunnel through the double doors and to the vending machines.
- Turn left at the vending machines and follow the signs above your head to the hospital and Markey Cancer Center.
- Proceed down the hallway on your left.
- Turn left at the end of this hallway and you will see the C elevator.
- Take the C elevator to the second floor of UK Chandler Hospital and proceed straight down the hallway, following the signs to Diagnostic Radiology.

*For MRI: Follow above-ground instructions to the Registration Desk at UK Chandler Hospital. They will direct you to MRI.
From the Whitney-Hendrickson Building to the Markey Cancer Center Hematology Program and the Radiation Medicine Clinic (Roach Cancer Care Facility)

Via above ground:
- Exit through the Whitney-Hendrickson Building south doors (near the café).
- Turn right and cross the courtyard to the Roach Cancer Care Facility.
- Enter through the front door of the Roach Cancer Care Facility into the main lobby.
- Proceed to the first hallway on your right, next to the information desk.
- The entrance to the Markey Hematology Program is on the right; Radiation Medicine is on the left.

Via tunnel:
- From the Whitney-Hendrickson Building lobby, take the elevator to the ground floor.
- Walk toward the black doors and follow the blue line on the left-hand wall of the tunnel through the double doors.
- When you reach the vending machines, there will be an elevator on your right.
- Take this elevator to the first floor lobby of the Roach Cancer Care Facility.
- Turn right off the elevator and take the first hallway on your left.
- The entrance to the Markey Hematology Program is on the right; Radiation Medicine is on the left.

From Whitney-Hendrickson Building to Patient Admitting (UK Chandler Hospital)

Via above ground:
- Exit the Whitney-Hendrickson Building through the south doors (near the café).
- Turn right and cross the courtyard (veering left) between the Roach Cancer Care Facility and the Combs Research Building and follow the sidewalk to the front entrance of UK Chandler Hospital.
- Enter through the revolving door of UK Chandler Hospital.
- The registration desk is located straight ahead.

Via tunnel:
- From the Whitney-Hendrickson Building lobby, take the elevator to the ground floor.
- Walk toward the black doors and follow the blue line on the left-hand wall of the tunnel, through the double doors.
- When you reach the vending machines, turn left and follow the signs above your head to the hospital and Markey Cancer Center.
- Proceed down the hallway and take a left at Radiation Medicine.
- At the end of this hallway, turn right and proceed until you reach the A elevators.
- Take the A elevators to the first floor of UK Chandler Hospital.
- Exit the elevator and walk toward the gift shop. The registration will be on your right.
Parking
Limited free patient parking is available in the lot next to the Whitney-Hendrickson Building. Please see the map below for details.

If you are unable to park in Markey Cancer Center’s parking lot, park in the UK HealthCare Garage on S. Limestone and take the free patient shuttle. The shuttle will take you to the front of the hospital.

Please note: We are unable to validate parking passes. We apologize for any inconvenience this may cause.