

# Navigating Cancer Resources and Tools to Guide You

Katie Hanna, BA, JD, OPN-CG

American Cancer Society Patient Navigator  
University of Colorado Cancer Center

[katie.hanna@uchealth.org](mailto:katie.hanna@uchealth.org)

720.848.0316

720.504.5609 (temporary during COVID work from home)

# Navigating Cancer Resources and Tools to Guide You

1. General Tips To Get You Started
2. American Cancer Society Patient Navigation, Programs & Services
3. UCHealth Resources and Support
4. Local and National Resources & Support

## General Tips to Get You Started

# General Tips to Get You Started

- The patient or caregiver should educate themselves on the diagnosis and treatment plan (to the level they are comfortable with)
- It may be good to write down the questions you have for the doctor, so you don't forget (they can be practical questions as well)
- Understand your insurance and what it will cover
- Know who your supportive care team is, if you have one, and how they can help you: social worker, dietician, nurse navigator, patient navigator, psychologist, financial counselor, etc...
- Be aware that the information and resources you need or want may change throughout your treatment or care. It may be good to anticipate some needs ahead of time, but seek out information or support throughout your care if needed
- Don't be afraid to ask for help from family, friends and the community.

# American Cancer Society (ACS) Patient Navigation, Programs & Services

# ACS Patient Navigators in Colorado

**ACS Patient Navigators serve the patients of the hospital system they work at and not the community at large. If a patient is being treated at another cancer center, they can still access information and resources through ACS National Cancer Information Center at 800-227-2345.**

- Katie Hanna, BA, JD, OPN-CG  
University of Colorado Cancer Center  
[katie.hanna@uchealth.org](mailto:katie.hanna@uchealth.org)  
720-848-0316  
720-504-5609 (temporary during COVID-19 remote work from home)
- Ashley Doty, BS, OPN-CG  
Lutheran Medical Center  
[ashley.doty@cancer.org](mailto:ashley.doty@cancer.org)  
303-403-3609

# ACS Patient Navigation Program

How an ACS Patient Navigator can help:

- learn about your cancer and treatment
- find help with transportation or lodging
- learn what questions to ask your doctor
- find local or national support groups
- learn about financial resources
- find community resources for practical concerns

Things that an ACS Patient Navigator cannot do:

- Medical referrals
- Medical advice / clinical navigation
- Emotional Counseling
- Referrals for: medical home health, medical durable equipment, palliative care, hospice
- Setting up appointments at the hospital

# ACS Programs & Services

## ACS National Cancer Information Center:

ACS NCIC offers help as you're dealing with cancer by connecting you to caring, trained staff to answer questions about a diagnosis, identify resources, or provide a listening ear and guidance. NCIC can offer health insurance assistance, access to ACS programs, and referrals to other services. NCIC can assist in English, Spanish, and more than 200 other languages via a translation service. Open 24/7, 365 days a year. The number to call is 800-227-2345.

**\*NCIC is fully operational 24/7 during COVID-19**

## Wigs:

ACS offers a gift certificate to be redeemed from the "tlc" *Tender Loving Care* catalog to assist patients in need of a wig who cannot afford to purchase one. Eligible patients can receive a \$70 gift certificate. To request a voucher, patients can call 800-227-2345.

In some areas, ACS has wig banks with on-hand wigs. Free wigs are available at University of Colorado Cancer Center and Lutheran Medical Center, where navigators are located. Appointments are required for onsite programs. For other wig programs locations, patients should call ACS at 800-227-2345 and have a representative search what is available in desired area.

Patients may receive only one wig, either through a wig program or with a TLC coupon.

**\*Due to COVID-19 precautions, ACS wig banks are currently closed. Patients can still request a TLC coupon to order a wig during this time**

# ACS Programs & Services

## Road to Recovery:

This provides free rides to patients for oncology-related appointments. Volunteer drivers pick patients up from home, drive them to their appointments, then back. In some areas, there may be additional ride assistance. Patients can access the program through their assigned ACS patient navigator at their clinic, or can self-refer to the program by calling 800-227-2345.

Patients are required to give three (3) business day notice and rides are not guaranteed as this is a volunteer-based program. Patients must be ambulatory, or have a caregiver travel with them to assist.

**\*Due to COVID-19 precautions, this program is currently suspended**

## Hotel Partner Program:

ACS works with local hotels to try and provide free or reduced rate hotel rooms for patients having to travel 40 or more miles to their oncology-related appointments. Patients can access the program through their assigned ACS patient navigator at their clinic, or can self-refer to the program by calling 800-227-2345.

Patients are required to give five (5) business day notice. Fulfillment of request is based on room availability.

**\*Due to COVID-19 precautions, this program requires a medical letter of authorization to be eligible at this time.**

# ACS Programs & Services

## **Reach to Recovery:**

matches breast cancer patients with trained volunteers who have had similar diagnoses and treatment plans to provide more personal, one-on-one support.

\*Due to COVID-19 precautions, this program is operational but done fully remotely at this time.

# UCHealth Resources and Support

# UCHealth Resources and Support

## **Supportive Oncology:**

For information on supportive oncology services available to UCHealth patients, like social work and nutrition services, please contact Supportive Oncology Services at 720-848-9266

You can also ask that a member of your medical team make a referral to social work or nutrition.

**Questions?**

# Local and National Resources & Support

# General Cancer Information & Support

American Cancer Society

<https://www.cancer.org>

800-227-2345

National Cancer Institute

<https://www.cancer.gov>

800-4-CANCER

MedlinePlus

<https://medlineplus.gov/>

Cancer.net (American Society of Clinical Oncology)

<https://www.cancer.net>

CancerCare

<https://www.cancercare.org>

800-813-HOPE (4673)

Cancer Support Community

<https://www.cancersupportcommunity.org/>

Springboard Beyond Cancer

<https://survivorship.cancer.gov/>

# Resources and Information for Newly Diagnosed Patients

## Cancer Basics

<https://www.cancer.org/cancer/cancer-basics.html>

## After Diagnosis: Guide for Patients and Families

<https://www.cancer.org/treatment/understanding-your-diagnosis/after-diagnosis/intro.html>

## Understanding Your Diagnosis:

<https://www.cancer.org/treatment/understanding-your-diagnosis.html>

## The Doctor-Patient Relationship

<https://www.cancer.org/treatment/understanding-your-diagnosis/talking-about-cancer/the-doctor-patient-relationship.html>

## Telling others about your cancer

<https://www.cancer.org/treatment/understanding-your-diagnosis/talking-about-cancer/telling-others-about-your-cancer.html>

## Coping with Cancer

<https://www.cancer.org/treatment/treatments-and-side-effects/emotional-side-effects.html>

## Treatment and Side Effects

<https://www.cancer.org/treatment/treatments-and-side-effects.html>

## Finding and Paying for Treatment

<https://www.cancer.org/treatment/finding-and-paying-for-treatment.html>

## Caregiver and Family Support

<https://www.cancer.org/treatment/caregivers.html>

# Searchable Database for Assistance / Services

American Cancer Society

<https://www.cancer.org/treatment/support-programs-and-services.html>

National Cancer Institute

<https://supportorgs.cancer.gov/home.aspx>

Patient Advocate Foundation (National Financial Resource Directory)

<https://www.patientadvocate.org/explore-our-resources/national-financial-resource-directory/>

CancerCare (Helping Hands Resource Search)

<https://www.cancercare.org/helpinghand>

Cancer Financial Assistance Coalition

<https://cancerfac.org/>

Colorado 211

<http://211colorado.communityos.org/cms/home>

844-493-8255

# Transportation

DRMAC (Denver Regional Mobility & Access Council)

<https://www.drmac-co.org>

303-243-3113

Intelliride (non-emergency Medicaid transportation)

<https://gointelliride.com/colorado/>

855-489-4999

National Patient Travel Center

<http://patienttravel.org>

Angel Flight West

<http://www.angelflightwest.org>

Footprints in the Sky

<https://www.footprintsflights.org/>

Corporate Angel Network

<http://www.corpangelnetwork.org/#/home>

# Lodging

Joe's House (searchable database for cancer patients to locate hotels near treatment facility)

<https://www.joeshouse.org>

The Healthcare Hospitality Network

<https://www.hhnetwork.org>

Fisher House (VA patients, Aurora)

<https://www.fisherhouse.org/>

Brent's Place (Pediatric and Bone Marrow Transplant, Denver Metro)

<https://www.brentsplace.org/>

Ronald McDonald House (Pediatric, Denver Metro)

<https://rmhc-denver.org/>

John Zay Guest House (Penrose St Francis, Colorado Springs)

<https://www.centura.org/locations/penrose-st-francis-health-services/foundation/john-zay-guest-house>

The Thomas House (UCHealth Memorial Hospital Central, Colorado Springs)

<https://thethomashouse.org/>

Rose Hill Hospitality House (St Mary's, Grand Junction)

<https://www.sclhealth.org/locations/st-marys-medical-center/patients-visitors/>

NCMC Hospitality House (Northern Colorado Medical Center, Greeley)

<https://ncmcfoundation.org/supported-programs/hospitality-house/>

# Housing Resources

Colorado Housing Connects

<http://www.coloradohousingconnects.org>

Colorado 211

<http://211colorado.communityos.org/cms/home>  
844-493-8255

Local County Housing Authorities

# General Financial Assistance Resources

Ray of Hope

<http://rayofhopecolorado.org>

Rocky Mountain Cancer Assistance (RMCA)

-currently tied with Ray of Hope

Friends of Man

<https://www.friendsofman.org>

James L. Quint

[www.jameslquintfoundation.org](http://www.jameslquintfoundation.org)

CancerCare

[https://www.cancercare.org/financial\\_assistance](https://www.cancercare.org/financial_assistance)

Cancer Financial Assistance Coalition

<https://cancerfac.org>

# Medication Financial Assistance

Healthwell Foundation

<https://www.healthwellfoundation.org>

Patient Access Network Foundation

[www.panfoundation.org](http://www.panfoundation.org)

Chronic Disease Fund

[www.gooddaysfromcdf.org](http://www.gooddaysfromcdf.org)

Patient Advocate Foundation

[www.copays.org](http://www.copays.org)

You can also check to see if the medication / drug manufacturer has assistance programs available.

# Insurance / Access to Care

Patient Advocate Foundation

<https://www.patientadvocate.org>

Medicare

<https://www.medicare.gov/>

Medicaid

<https://www.medicaid.gov/>

Connect for Health Colorado

<https://connectforhealthco.com/>

Benefits in Action

<https://www.benefitsinaction.org/application-assistance>

720-221-8354

# Employment Resources

Cancer and Careers

<https://www.cancerandcareers.org/en>

Triage Cancer

<https://triagecancer.org/>

# Legal Resources

Cancer Legal Resource Center

<https://thedrlc.org/cancer/>

866-THE-CLRC (843-2572)

Colorado Legal Services

<https://lawhelp.coloradolegalservices.org>

# Support and Psychosocial Resources

Local Hospitals or Cancer Centers: social workers, psychologists and support groups

UCHealth Supportive Oncology

<https://uchso.com/>

CancerCare: Counseling and online/phone support groups

<https://www.cancercare.org/services>

Imerman Angels: one on one mentoring for patients and caregivers

<https://imermanangels.org/>

4<sup>th</sup> Angel: one on one mentoring for patients and caregivers

<http://4thangel.org/>

Center for Oncology Psychology Excellence

<https://www.du.edu/gspp/services/cope/>

# COVID-19 Resources & Information

Coronavirus, COVID-19 and Cancer

<https://www.cancer.org/about-us/what-we-do/coronavirus-covid-19-and-cancer.html>

Colorado Cancer Coalition

<https://www.coloradocancercoalition.org/for-patients-survivors/covid-19-and-cancer-patients/>

-provides information and links to resources for support, assistance and education

CancerCare

<https://www.cancercare.org/coronavirus>

Patient Advocate Foundation – COVID Resource Center

<https://www.patientadvocate.org/covidcare/>

# Questions?

Thank You for Participating!