

PERSONALIZED EXCEPTIONAL CANCER CARE





LEADERSHIP MESSAGE

The White Plains Hospital Cancer Program brings together compassionate, personalized cancer care with precision diagnostics, a wide choice of treatment options and access to clinical trials and cutting edge research – all brought to our patients from expert, experienced specialists.

This brochure outlines the services we offer, including: medical oncology, surgical oncology, chemotherapy and biotherapy, radiation oncology, genetic counseling, diagnostics, and a full array of complementary and supportive services.

The White Plains Hospital cancer team is here for you from diagnosis to treatment and survivorship. We work as partners with you, your family, your care team, and your community to deliver exceptional cancer care.

Our patients also have access to all the comprehensive services available at White Plains Hospital, including 24/7 emergency care at our Flanzer Center for Emergencies and Critical Care.

Thank you for choosing the White Plains Hospital Cancer Program.

*White Plains Hospital
Cancer Program leadership*

Susan Fox
President & Chief Executive Officer

Laurence Smith
*Chairman, White Plains Hospital
Board of Directors*

Mark Gordon, MD, FACS
*Chairman, Cancer Committee
Surgical Director, Cancer Program*

Dan Costin, MD, FACP
Co-Medical Director, Cancer Program

Mark A. Fialk, MD, FACP
Co-Medical Director, Cancer Program

Sara Sadan, MD, FACP
*Director of Breast and Women's
Medical Oncology*

Randy Stevens, MD
*Director of Radiation Oncology
and Chair,
Institutional Review Board*

Kaare Weber, MD
Director of Surgery

Todd Weiser, MD
Director, Thoracic Surgery

Steven Libutti, MD, FACS
*Director, Montefiore Einstein Center
for Cancer Care
Vice Chairman, Department of Surgery
The Marvin L. Gliedman, MD
Distinguished Surgeon
Professor of Surgery and Genetics
Montefiore Medical Center and
Albert Einstein College of Medicine*

White Plains Hospital Cancer Program...Exceptional, every day.

ABOUT US

The Cancer Program at White Plains Hospital is dedicated to providing exceptional cancer care that is comprehensive, coordinated and compassionate. The White Plains Hospital Cancer Program is setting the standard for cancer care in the region through its commitment to clinical excellence and an unwavering focus on the unique needs of each individual patient. White Plains Hospital is a member of the Montefiore Health System.

OUR MISSION AND GOALS

The mission of the White Plains Hospital Cancer Program is to provide patient-focused cancer care in a highly specialized, caring environment.

OUR GOALS INCLUDE:

- Providing patients with the best care available in an easily accessible setting.
- Meeting our patients' physical and psychosocial needs by combining state-of-the-art diagnostic treatment technologies, surgical techniques, and professional expertise with a compassionate and personal approach to patient care.
- Offering access to 24/7 emergency care and seamless referrals to physicians with expertise in various specialties across all departments of White Plains Hospital.



ABOUT US

OUR PARTNERSHIP WITH MONTEFIORE

White Plains Hospital is a member of the Montefiore Health System – and that means more options and a seamless system of care for our patients. White Plains Hospital is a gateway to highly-specialized treatment at Montefiore, with all the advantages of Montefiore's innovative care delivery system and academic partnership with the Albert Einstein College of Medicine.

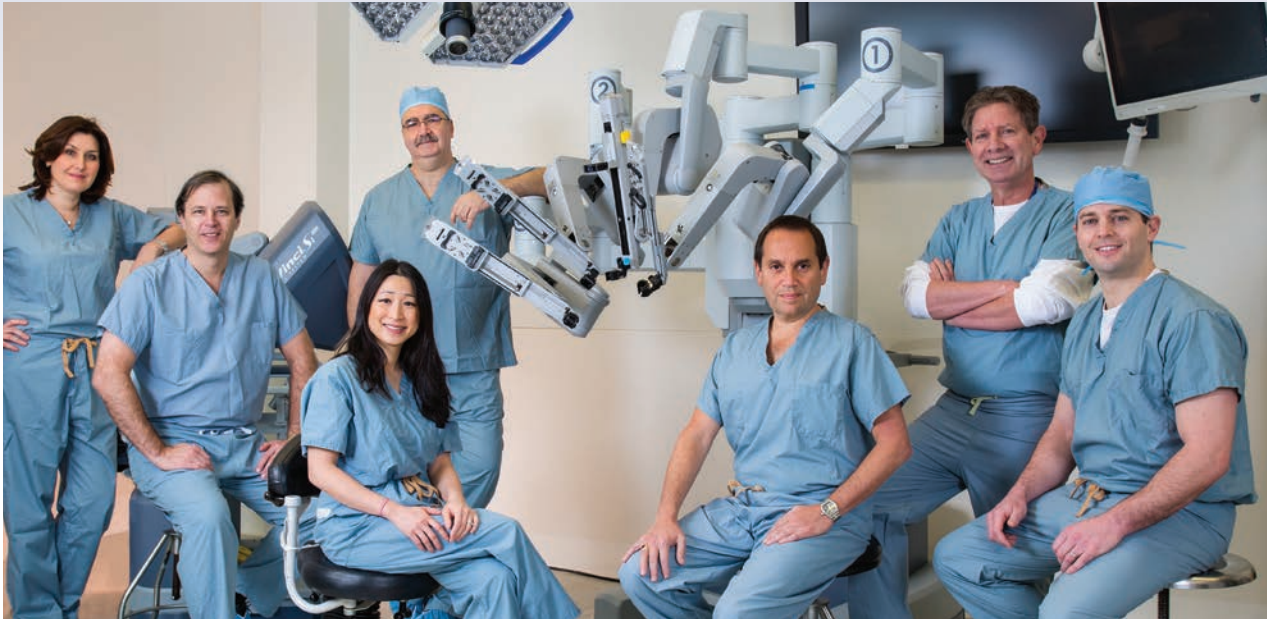
Patients seen at White Plains Hospital have more options than ever before to enroll in cancer clinical trials, including access to clinical trials offered at Montefiore Medical Center.



"I was about to fulfill a dream and join the Yankees Fantasy Camp. Then melanoma threw me a curveball. Thankfully, an all-star team came together to save my life."

– Louanne Mitchell

The White Plains Hospital and Montefiore Health System partnership ensured that Louanne Mitchell received exceptional, all-star care, close to home. Her medical team consisted of doctors from the White Plains Hospital Cancer Program and Montefiore Einstein Center for Cancer Care.



Left to Right: Nicole Fleischmann, MD; Herbert Gretz, MD; Kimberly Yee, MD; Nabil Khoury, MD; Seth Lerner, MD; Jay Lupin, MD; and Jk Rasamny, MD.

ADVANCED CARE

The White Plains Hospital Cancer Program offers the right kind of care, at the right time – close to home. The Hospital offers advanced care, including the following:

Next Generation DNA sequencing: This type of DNA sequencing of cancers allows for improved targeting of the malignant disease – a personalized approach to cancer therapy.

Navigational 3-dimensional bronchoscopy: Navigational bronchoscopy is a tool used for early diagnosis of lung cancer. It uses a flexible tube and GPS monitor to look inside the lungs and airway.

SPY intraoperative perfusion assessment system: This system is used to help reduce complications and improve outcomes in women undergoing post mastectomy breast reconstruction.

Robotic surgery: Minimally invasive surgery is used for the management of head and neck cancer, thoracic tumors, prostate cancer, and gynecologic tumors. The advantages of this type of surgery include smaller incisions, less blood loss, and quicker recovery time.

Immunotherapy: White Plains Hospital is able to offer cutting-edge immunotherapy for management of numerous forms of cancer. Immunotherapy is a promising new area in the treatment of cancer, and uses a patient's own immune system to destroy cancer cells. There are many clinical studies available that explore the use of immunotherapy in cancer treatment, sometimes in combination with more traditional cancer treatment such as chemotherapy, surgery, or radiation.

OUR PHYSICIANS AND STAFF

One of the many factors in distinguishing good cancer care from exceptional care is the people delivering it. The staff at White Plains Hospital have trained at the finest institutions around the world and across the country, and have chosen to bring that care into our community. Every member of the cancer care team at White Plains Hospital is here for patients, ready to listen to personal concerns as they go through cancer diagnosis and treatment.



OVERVIEW OF SERVICES

COORDINATION OF CARE

At White Plains Hospital, you will receive individualized, compassionate cancer care from dedicated and caring people.

Whether you're undergoing surgery, receiving chemotherapy or radiation therapy, or a combination of the above, you can expect coordination of care from your healthcare team. Patients with concurrent health issues – such as high blood pressure, heart disease, fertility concerns, diabetes, arthritis, chronic lung disease, or geriatric issues – can easily be referred to other specialists across a multi-disciplinary care team.

In addition, the Hospital offers a comprehensive array of psychosocial services to support every aspect of physical and emotional well being.

Our cancer center has expanded hours of operation to meet the needs of patients, with appointments available weekends and evening hours.

Those who require emergency care can receive it 24/7 at the advanced Flanzer Center for Emergencies and Critical Care at White Plains Hospital.

DIAGNOSTICS

Laboratory

In addition to laboratory tests patients receive to help diagnose and understand the staging of cancer, labs are drawn prior to most treatment visits to: monitor a patient's general health during treatment, check for potential side effects of the treatment, and determine whether a cancer is responding to treatment. The White Plains Hospital Center for Cancer Care has a New York State certified laboratory on site. Having laboratory services on the premises helps minimize the time patients and physicians need to wait for results.

Pathology

White Plains Hospitals Pathology provides diagnostic laboratory testing for the Cancer Program and is accredited by the College of American Pathologists (CAP). Complete reports are usually available within one to two days of tissue sampling. Pathology and Laboratory services operate 24 hours a day, seven days a week.

Radiology

Radiologists use a variety of techniques and equipment to produce images of the human body and diagnose disease. White Plains Hospital's Radiology Department is able to perform complex tests and emergency procedures. Our Radiology Department utilizes state-of-the-art equipment with board-certified Radiologists to provide our patients with the most precise results and highest quality care possible.



WHITE PLAINS HOSPITAL'S RADIOLOGISTS PERFORM:

- CT (Computed Tomography) scans, including the use of advanced 64-slice CT scan
- MRIs (Magnetic Resonance Imaging)
- PET (Positron Emission Tomography) scans
- Nuclear Medicine testing such as bone scans, SPECT (Single Photon Emission Computed Tomography), thyroid scans, and lung scans
- Nuclear Cardiology procedures
- Women's Imaging services such as 3D digital mammography, breast ultrasound, pelvic ultrasound, breast MRI, and breast and thyroid biopsies (women's imaging is also available at our Rye Brook, New Rochelle and Armonk locations)

OVERVIEW OF SERVICES

TREATMENTS

Surgical Oncology

Our surgeons utilize the latest minimally invasive and laparoscopic surgical techniques with smaller incisions, which can help reduce discomfort from surgery as well enable faster recovery times. Since 2005, White Plains Hospital has been a regional leader in robotic surgery for oncology patients using the da Vinci® Surgical System.

Medical Oncology

Medical Oncologists are doctors who specialize in the diagnosis and treatment of cancer. They oversee and coordinate care, providing a comprehensive array of diagnostic, consultative, and therapeutic services. Medical oncologists have specialized training in the use of therapies such as chemotherapy, hormonal therapy, biological therapy, immunotherapy, and targeted therapy.

Infusion Services

White Plains Hospital provides infusion services to patients with cancer and other chronic conditions that require intravenous treatments, injections, and blood transfusions. The staff includes a dedicated team of oncology nurses with specialized training and certification in chemotherapy administration, as well as dedicated Nurse Practitioners. Infusion patients have immediate access to a medical oncologist.

Amenities at the newly renovated infusion center include: valet parking, Wi-Fi, and refreshments. Each infusion chair is fully adjustable to suit patients' preferences and includes lighting, temperature, and sound controls.

Radiation Oncology

Radiation Oncology utilizes precise doses of radiation to treat tumors with pinpoint accuracy. It can be used alone, or in conjunction with other treatments such as surgery or chemotherapy. The Cancer Program's Department of Radiation Oncology combines state-of-the-art therapy using advanced equipment within a comfortable, personal environment.





THE RADIATION ONCOLOGY DEPARTMENT'S TECHNOLOGY INCLUDES:

- Varian Trilogy and Varian 21EX Linacs: Two High energy linear accelerators that deliver carefully focused X-ray therapy to tumors.
- Varian RapidArc™: A radiotherapy technology that is a sophisticated approach to image-guided, intensity-modulated radiation therapy (IGRT/IMRT) that delivers precise treatments in shorter times than conventional IMRT. White Plains Hospital was one of the first hospitals in Westchester to acquire this method of radiation therapy.
- GE Advantage CT Simulator used for planning the radiation treatments.
- Millennium Multileaf Collimator: Allows for custom treatment field shaping, reducing or eliminating the dose of radiation to normal healthy tissue.
- ARIA EMR, Treatment Delivery Computerized System and Quality Assurance System and Varian Eclipse radiation therapy planning system.
- Brachytherapy, low and high dose rate options: In brachytherapy, radioactive seeds or material are implanted or temporarily placed in or near the cancerous tissue using computerized axial tomography and real time ultrasound guidance. This approach is used for prostate, breast and gynecologic cancers.
- Stereotactic body radiation therapy (SBRT) is a technique designed to deliver radiation therapy very precisely to tumors anywhere in the body. The accuracy allows for a higher dose of radiation to be delivered supporting improved cure rates in a convenient schedule with a lower likelihood of harming healthy surrounding tissue.

The Department is fully accredited by the American College of Radiology-Radiation Oncology Program and by the National Accreditation Program for Breast Centers.

OVERVIEW OF SERVICES

SUPPORTIVE SERVICES

A cancer diagnosis is challenging and can be overwhelming. In addition to the medical and surgical services, supportive services are a key component of our program. White Plains Hospital offers a full array of supportive services to our patients. We also offer referrals to additional resources from trusted community partners.

Genetic Counseling

Cancer genetics professionals are trained to assess a person's risk for developing cancer, based on a person's genetic makeup and family history. Following an in-person consultation, specific genetic tests may be ordered based on your personal and/or family history of cancer. Our genetic counselors tailor each consultation to fit your specific needs and provide valuable information on early detection and prevention.

Clinical Navigation

Navigating a cancer diagnosis can be complex and sometime overwhelming. Currently, White Plains Hospital offers clinical navigation services to assist breast and lung cancer patients in the coordination of their care, with plans to expand the Clinical Navigation program to other diagnoses. Clinical Navigators help facilitate consultations, appointments, testing, and treatments. Navigators can serve as a point of contact for patients, their families and the multidisciplinary team with the goal of integrating care and improving its effectiveness and efficiency.

Social Work

Social work services are available to provide support to patients, families, and caregivers through their journey of treatment and care. The oncology social worker focuses on the psychological, social, and emotional issues that people face during and after cancer treatment. Our social workers can also offer assistance with decision making, goals of care, advance directives, and communication needs. Counseling services are available to patients and family members to help alleviate anxiety and stress and to explore techniques that will lead to stronger and more effective coping. They can also provide other services, including education, referrals to outside resources, and support groups.

Nutrition

Nutrition is an important part of the cancer experience. Our dedicated oncology nutritionists are available to address nutritional concerns. Workshops and educational in-services on relevant topics are ongoing throughout the year and open to the public.

Holistic Care/Complementary Medicine

At White Plains Hospital, we recognize that people are more than the sum of their parts, and that attention to all aspects of their being – mind, body, and spirit – is essential to health and wellness. The Holistic Care Program at White Plains Hospital provides evidence-based holistic modalities which complement conventional medical care. Delivered by licensed health care professionals with advanced education and training in complementary and integrative health/ Holistic Nursing, our innovative model of care improves the quality of life, manages symptoms, and helps individuals cope with illness and actively participate in their health and healing.



A VARIETY OF HOLISTIC MODALITIES WE OFFER INCLUDE*:

- Reiki
- Meditation
- Therapeutic Touch
- Relaxation Techniques
- Guided Imagery/Visualization
- “M” Technique (gentle touch therapy)
- Hypnosis
- Yoga
- Tai Chi

* subject to change and availability of practitioners

Palliative Care/Pain Management

Pain Medicine and Palliative Care helps provide an integrated and holistic approach to wellness. The approach addresses goals of care and anticipates symptoms and reactions so that the response to treatment is well managed for the best possible outcomes. Members of the White Plains Hospital oncology team are experts in symptom management and helping to establish the best possible quality of life. Palliative care also focuses on planning which may include health care proxies and advanced directives. Patients and caregivers are provided with ongoing medical management and counseling, educational materials and other resources to optimize a sense of wellness and healing.

OVERVIEW OF SERVICES

Women's Health and Cancer

White Plains Hospital has special services for women undergoing cancer treatment, providing individualized guidance on hormonal, dietary and lifestyle factors, as well as information on treatment side effects, screening, early detection and community outreach initiatives. A Clinical Navigator is available as part of the program.

Caregiver Support

The Caregiver Support Center, located on the fifth floor (room # 563) of the main hospital, is a place where caregivers can take a physical and mental respite, talk to a volunteer, use a computer or access valuable information in our resource library.



Pastoral Care

Care of the spirit is an integral part of patient care at White Plains Hospital. The Department of Pastoral Care, comprised of professionally trained and Board Certified chaplains, is available to support patients and families encountering the challenges of illness, treatment options, or loss. Worship Services of many religious traditions are offered periodically throughout the year. Roman Catholic Eucharistic Ministers bring Holy Communion to Catholic patients every day. Electric Sabbath Candles are available to Jewish patients on request. Your own religious leaders are always welcome to visit you in the Hospital, should you wish to contact them.

Speech Pathology

The speech-language pathologist (SLP) provides services including comprehensive evaluation and treatment of both inpatients and outpatients with swallowing disorders as well as voice, speech, language, and cognitive-linguistic disorders in individuals with cancer diagnoses. Patients will be supported prior to, during and after their cancer care for any changes in speech-language or swallowing function.



RESEARCH

Research And Clinical Trials

At White Plains Hospital, we offer a variety of clinical trials for various cancer diagnoses, from early-stage to metastatic disease. This program sets White Plains Hospital apart from most community hospitals and expands access to the most promising and innovative approaches to cancer care.

All clinical trials at White Plains Hospital are held to high standards of safety and oversight. The White Plains Hospital staff includes physicians credentialed by the National Cancer Institute (NCI) to direct clinical trials. A 14-member

Institutional Review Board (IRB) meets monthly to discuss clinical trials. If you are interested in participating in a clinical trial or finding out more information, you can ask your doctor if you may be eligible for a clinical trial.

White Plains Hospital also works in close partnership with the Montefiore Einstein Center for Cancer Care and its research partner, Albert Einstein Cancer Center, to offer clinical trials to White Plains Hospital patients. The Albert Einstein Cancer Center is a National Cancer Institute-designated Cancer Center.



Left: Cancer survivor Rebecca Schmidt in 2013 with her son, with whom she was pregnant during her cancer diagnosis and treatment.
Right: Rebecca and her son in 2016.

FOLLOW-UP CARE AND SURVIVORSHIP

There are now almost 14.5 million people in the United States who are cancer survivors. Survivorship involves every aspect of your well-being and health maintenance after your cancer diagnosis and once your treatment is completed. Patients receive a great deal of support during their treatment, but once treatment ends, it is often difficult to make a transition to a new way of life. In 2006, the Institute of Medicine issued a report recommending that every cancer patient

receive an individualized survivorship care plan that includes guidelines for monitoring and maintaining their health.

White Plains Hospital has a Survivorship Care Plan to help improve the quality of care of our survivors as they move beyond their cancer treatment. The Hospital celebrates Survivors' Day every year on the first Sunday in June.

OUR COMMUNITY PARTNERS

Members of the White Plains Hospital Cancer Program care team regularly refer patients to the following resources, which you may find useful.

American Cancer Society (ACS)

www.cancer.org

1-800-227-2345 or 914-949-4800

Help with insurance issues, transportation issues, hair-loss and mastectomy products, online communities, and Reach to Recovery, a breast cancer referral process that pairs newly diagnosed patients with survivors.

Cancer Support Team

www.cancersupportteam.org

(914) 777-2777

Nursing case management, pain and symptom control, counseling, community referrals, advocacy and bereavement services. Limited financial and transportation assistance is available.

Gilda's Club Westchester

gildasclubwestchester.org

(914) 644-8844

Free of charge and non-profit, Gilda's Club Westchester offers networking and support groups, lectures and workshops, and social activities in a nonresidential, yet home-like setting.

Westchester County Department of Social Services

<http://socialservices.westchestergov.com/>
(914) 995-5000

Provides an array of services including child support, food, housing, medical services, and protective and preventive services for vulnerable children and adults.

WestFair Rides

www.westfairrides.org

914-764-3533

Transportation of older adults and vision-impaired adults of Westchester County, NY and western Fairfield County, CT.



BILLING, FINANCE, INSURANCE AND MISCELLANEOUS

BILLING QUESTIONS

For questions related to bills that you receive from your health care providers, please refer to the phone number listed directly on the bill. For hospital billing questions related to your hospital outpatient treatment or hospital inpatient stay, please call Patient Accounts at 914-681-1004.

FINANCIAL ASSISTANCE

White Plains Hospital is a voluntary not-for-profit organization with the mission of caring for patients 24 hours a day, seven days a week, 365 days a year, regardless of their ability to pay. If you do not have health insurance or worry that you may not be able to pay in full for your care, we can help. White Plains Hospital provides financial assistance to patients based on their income, family size and needs. In addition, we may be able to help you get free or low-cost health insurance, or work with you to arrange a manageable payment plan.

For questions related to financial assistance, call our Patient Accounts Department at 914-681-1004.

INSURANCE

White Plains Hospital accepts most types of insurance, including Medicaid and Medicare. For questions about insurance, please contact Patient Accounts at 914-681-1004.

FOREIGN LANGUAGE INTERPRETATION

Interpretation services for more than 140 foreign languages are available upon request. Sign Language interpretation is also available. Your nurse can access these services for you or a family member.

CANCER CENTER VOLUNTEERS

Cancer Center volunteers are integral members of the interdisciplinary team providing hospitality and support to patients and family members. They offer companionship, information, resources, and advocacy that will enhance a sense of well-being and the community of care.

If you're interested in volunteering, please contact the White Plains Hospital volunteer office at 914-681-1225.



OUR FACILITIES

White Plains Hospital's Center for Cancer Care was renovated and expanded in early 2016 to accommodate the growing number of cancer experts, complementary therapies and services offered in one location for our patients. Creating a healing environment was paramount in the design of this new facility, keeping patient comfort and convenience top of mind.

The 75,000 square foot facility houses nearly 40 infusion bays, radiation therapy, medical and surgical oncologist offices as well as additional clinical support services. Complementary therapy rooms, a state-of-the-art conference center and multi-purpose room, as well as café and boutique are all on the main reception floor.



Parking for 2 Longview Avenue

Valet parking is available for patients' convenience. Visitors may also park in the municipal garage across the street from the Center for Cancer Care on Longview Avenue, where metered parking is available.

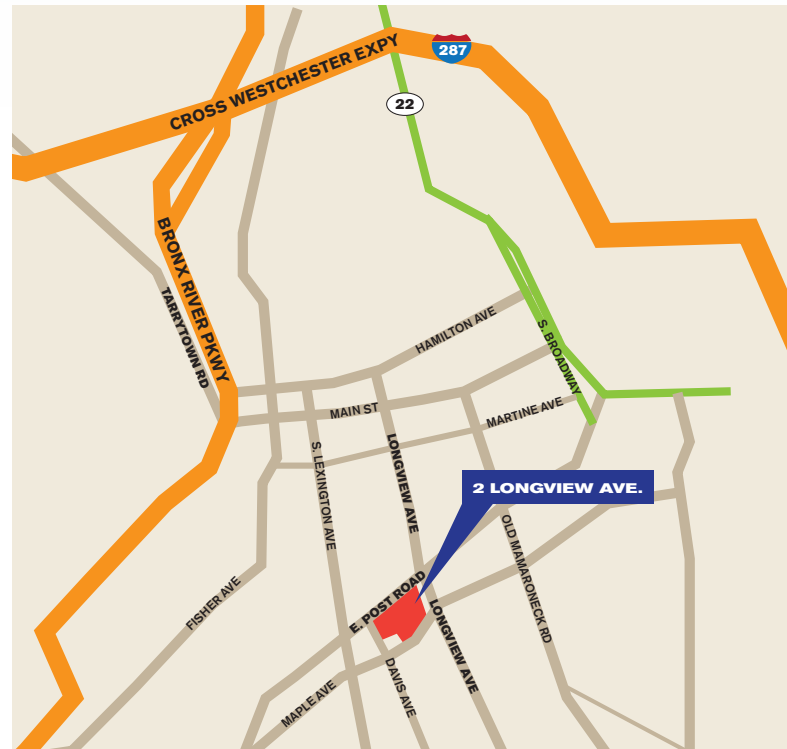
LOCATION

The White Plains Hospital Center for Cancer Care is located at 2 Longview Avenue (on the corner of East Post Road) in White Plains.

We have additional locations both on and off campus providing some of our cancer services. Your healthcare team can direct you to these resources as needed.

Getting to 2 Longview Avenue

The White Plains Hospital Center for Cancer Care is conveniently located in the heart of Westchester County, NY near several major highways (including Route 287, the NY State Thruway, the New England Thruway, and the Hutchinson Parkway) and public transportation (Metro North – White Plains stop on the Harlem line).



PATIENT FEEDBACK

Consumer Advocate Patient Representative

The Consumer Advocate/Patient Representative is a direct link to the Hospital administration and serves as a liaison between the patient, the family and the Hospital. The Consumer Advocate's goal is to improve the hospital experience by explaining policy, answering questions, and seeking resolutions to issues. For more information, call 914-681-2150.

How to Recognize Staff

Every day, we hear from patients about their exceptional doctors, nurses, and technicians. Many tell us about environmental services staff, food servers, parking attendants and other employees who made a difference in their hospital experience by providing comfort, warmth, support and kindness to them and their loved ones. You can share your story or make a donation in someone's honor (we will inform each person you honor of your gift and staff members will also receive an angel pin to wear proudly as a symbol of your gratitude) by visiting www.givetowphospital.org or calling 914-681-1040. You can also send a letter to Susan Fox, President and CEO of White Plains Hospital, at: 41 East Post Road, White Plains, NY 10601.



AWARD WINNING CANCER PROGRAM

White Plains Hospital and its Center for Cancer Care have received many accolades that reflect our dedication and commitment to outstanding patient care. Below are some of the recent recognitions we have received:

- Outstanding Achievement Award for Cancer Care and Commission on Cancer (CoC) Accreditation
- CEO Cancer Gold Standard accreditation
- National Accreditation Program for Breast Centers (NAPBC)
- American College of Radiology (ACR) – Breast Imaging Center of Excellence
- Women's Choice Award as one of America's Best Breast Centers

In addition, the Hospital has received numerous accolades for exceptional quality including:

- Magnet Recognition Program®
- Healthgrades® Outstanding Patient Experience Award
- Joint Commission Gold Seal of Approval
- The Leapfrog Group Hospital Safety Score®
- Nurses Improving Care for Health System
- Elders (NICHE) Designation
- American Association of Critical Care
- Nurses Beacon Award for Excellence
- Joint Commission Top Performer
- Women's Choice Award for America's Best Hospitals

White Plains Hospital is certified by the New York State Department of Health (DOH), approved by the New York State Department of Mental Hygiene, and accredited by the American College of Radiology and American Committee of the College of American Pathologists.

