

Oncology

Resource Guide for Supportive Cancer Care





Northwestern Medicine is committed to providing excellent care and an outstanding patient experience. This booklet covers important information about preparing for peripheral nerve surgery, plus what to expect in the hospital and during recovery. Please bring it with you to the hospital for reference.

Your involvement in your care is very important. We look forward to working with you.

Thank you for choosing Northwestern Medicine.

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Behavioral health

General resources

988 Suicide and Crisis Lifeline:

- › 24/7 support for people in distress
- › Confidential and available at no cost
- › Call or text 988

BetterHelp:

- › Message a professional therapist 24/7 online

Cancer Care:

- › A nonprofit that offers professional support services for no cost
- › Available to people with cancer, caregivers, children and loved ones
- › Trained cancer care social workers provide the programs
- › There is no cost for services
- › Call 800.813.4673

National Alliance on Mental Health (NAMI) Illinois:

- › NAMI Illinois is a nonprofit for people who live in Illinois
- › They provide mental health support, online groups, resources and education for no cost
- › Visit the NAMI Illinois webpage to find the NAMI-affiliated facility closest to you

Northwestern Medicine Behavioral Health Services:

- › We provide research-based treatments, care tailored to your needs, 1-on-1 therapy and family involvement in your treatment
- › Call 847.535.6489 for availability

Psychology Today:

- › The Psychology Today Therapy Directory lists clinical professionals, psychiatrists and treatment centers that provide mental health services

Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline:

- › The SAMHSA is an agency in the U.S. Department of Health and Human Services. It leads public health efforts to advance the behavioral health of the United States.
- › The National Helpline is a confidential 24/7 treatment referral and information service for people with mental or substance use disorders
- › There is no cost to use it
- › It is available in English and Spanish
- › Call 800.662.HELP (4357)

Veterans Crisis Line:

- › This resource is available for veterans, current service members and their loved ones
- › You do not need to be enrolled in Veterans Affairs (VA) benefits or health care
- › Call 988 and press 1 to contact the Veterans Crisis Line

Psychiatric clinicians

These clinicians are trained in psychiatric care for people with cancer, undergoing treatment and in survivorship. They also have experience caring for loved ones of people with cancer.

Juliet J. Spelman, MD

Northwestern Medicine

800 North Westmoreland Road, Suite 201, Lake Forest
847.535.6489

Christian Charvet, APRN-FPA, OCN, AGNP-C

LumiClinics Behavioral Wellness Center
2700 Patriot Boulevard, Suite 250
Glenview, Illinois
847.795.4500
lumiclinics.org

Yana Dubinsky, PsyD

1828 West Webster, 450, Chicago
847.686.009

Elizabeth Fishman, PsyD

Lake Forest Wellness
240 East Illinois Road, Lake Forest
847.234.0534

Jeffrey Gersten, PsyD

9933 Lawler Avenue, #331, Skokie
847.329.9210
ascension.org

Robert Heinrich, PhD

655 Rockland Road, Suite 106, Lake Bluff
847.615.9900

Paul Kredow, PsyD

Primary Care Psychology Associates, LLC
160 East Grand Avenue, 5th floor, Chicago
847.686.0090

Candace Love, PhD

419 County Road A27, Grayslake
drcandacevlove.com
847.767.3540

Richard Markin, PhD

Telehealth ONLY appointments
NorthShore
708.671.8440

Jeffrey O’Koon, PhD

O’Koon Psychology Group
300 Center Drive, Suite 103,
Vernon Hills, Illinois
847.729.5510

Paul Smiley, PsyD

Parkside Psychological
840 South Waukegan Road, Suite 203, Lake Forest
847.420.5088

Community mental health services

[Cancer Wellness Center](#)

The center offers evidence-based programs and services to educate you, develop your coping strategies and strengthen your support network.
215 Revere Drive, Northbrook
847.509.9595

[Family Service of Lake County](#)

Provides counseling, education and support services to help you succeed in school, at work, in relationships and in the community.
777 Central Avenue, Suite 17, Highland Park
847.432.4981

[Josselyn Center](#)

Offers a full range of therapy care, including therapy, psychiatry, case management, art therapy and job support. They provide counseling for a sliding scale rate that is based on your income.

Northfield location:

1135 Skokie Boulevard
Northfield, Illinois
847.441.5600

Grayslake Location:

100 N. Atkinson Road
Grayslake, Illinois
847.441.5600

Highland Park Location:

777 Central Avenue
Highland Park, Illinois
847.441.5600

Waukegan location:

204 N. Genesee Road
Waukegan, Illinois
847.441.5600

[Lake County Outpatient Mental Health Services](#)

This program aims to prevent and treat long-term and/or severe emotional and psychiatric disorders. Services are intended for adults with a history of long-term mental illness.

Libertyville location:

18698 Peterson Road, Libertyville
847.377.8855

Waukegan location:

3010 Grand Avenue, 1st Floor, Waukegan
847.377.8180

[Lake County Mobile Response Program](#)

This program supports people wherever they are, whenever they need it. If someone is experiencing a mental health or substance use crisis, the program will send a mental health clinician and an engagement specialist to provide care.

3002 Grand Avenue, Waukegan
For the 24/7 Crisis Care Line, call: 847.377.8088
For program information, call: 847.377.8622

[Lake County Crisis Care Program](#)

This 24/7 program provides services to people facing a crisis. A mental health crisis could include overwhelming depression, thoughts of suicide, poor concentration, disturbing thoughts or feeling out of control.

3002 Grand Avenue, Waukegan
847.377.8088

[Neuropsychological Associates](#)

These clinicians focus on providing psychiatric evaluations, medication management and therapy.
977 Lakeview Parkway, Vernon Hills
847.367.1611

[Primary Care Psychology Associates](#)

You can schedule an in-person or telehealth (virtual) visit.

Locations in Evanston, Northbrook, Vernon Hills
847.686.0090



Rockland Professional Group LLC

800 South Milwaukee Avenue, Suite 105
Libertyville
847.816.9180

Domestic violence resources

Domestic violence is a pattern of behavior that is used to gain or keep power and control over a family member or intimate partner. An intimate partner may be a current or former spouse or significant other.

Domestic violence is often when someone uses these behaviors to influence a person:

Physical violence	Emotional abuse
Sexual violence	Economic actions

Domestic violence can happen to anyone. These organizations offer resources to help

A Safe Place

2710 17th Street, Zion

847.731.7165

asafeplaceforhelp.org/contact

Turning Point Domestic Violence Services

McHenry Court House—McHenry patients ONLY

turnpt.org

Skokie Location:

8324 Skokie Blvd

Skokie, Illinois

847.933.0051

Woodstock Location:

2200 Seminary Avenue

Woodstock, Illinois

815.334.4624

National Domestic Violence Hotline

800.799.7233 (SAFE)

ndvh.org

Illinois Domestic Violence Help

877.863.6338

877.863.6339 (TTY)

**National Center on Domestic Violence,
Trauma, and Mental Health**

312.726.7020 ext. 2011

nationalcenterdvtraumamh.org

National Runaway Safeline

800.786.2929

1800runaway.org

Grief counseling and behavioral health services

Northwestern Medicine Lake Forest Hospital Grief Support Group for Spousal and Partner Loss

- › Meets 1 time a month in person
- › Lake Forest Hospital, 1000 North Westmoreland Road, Lake Forest
- › Call 847.535.6489 to sign up

Cancer Wellness Center (CWC)

CWC has support services to address the emotional impact of cancer.

215 Revere Drive, Northbrook

847.509.9595

GriefShare

- › A GriefShare support group is a safe, welcoming place where people understand the hard emotions of grief
- › You will meet 1 time a week for 13 weeks
- › Topics include loneliness, fear, anger, regrets, relationships and hope
- › Call 800.395.5755 or visit GriefShare.org to find a local group

In-Home Counseling for All

- › A counseling agency that takes Medicare insurance, and other insurances, and does home visits and telehealth.
- › No longer take Medicaid
- › 888.903.5604

Journey Care Family Support

- › JourneyCare's team can offer emotional support and grief education in a setting that is comfortable for you. It can be in 1-on-1 settings or in group sessions.
- › 844.656.8763 Hospice/palliative care- select Option 1. Home Health Care-select Option 2.

A photograph of two healthcare workers in a clinical setting. On the left, a woman with long dark hair, wearing a white surgical mask and blue scrubs, sits at a desk. On the right, a man with short dark hair, wearing a white surgical mask and a light blue button-down shirt, sits across from her. They are both looking at a large computer monitor mounted on the wall. The monitor displays a software interface with various fields and text. A keyboard and a multi-line office phone are on the desk. A purple semi-transparent triangle is overlaid on the left side of the image, containing the text 'Northwestern Medicine supportive services'.

Northwestern Medicine supportive services

At Northwestern Medicine, we offer specialized clinical services that support your cancer treatment and well-being. Talk with your physician about referrals for supportive services.

Northwestern Medicine Marianjoy Rehabilitation

Hospital: Marianjoy offers specialty programs that can help address your rehabilitation needs. Therapists use the latest technology through these specialty programs to deliver the most advanced therapy options available. The programs offer highly specialized services and a full range of resources.

Cardio-oncology Program: This program provides seamless care and promotes heart health of patients affected by cancer.

Fertility preservation: We will help you understand how cancer treatment can affect your fertility. We will talk with you about the available options. Your clinician can refer you.

OncoSET precision medicine: This type of care uses genetics to better target cancer tumors.

Palliative care and symptom management: We offer these services to improve your quality of life at any stage of treatment. This type of care aims to make you more comfortable.

Radiation oncology: We use the latest technology to precisely target tumors.

Regional cancer therapies: This is for some patients with advanced cancers. It delivers treatment right to a specific region or organ.

Tobacco cessation: This program has a team of experts who help people with cancer stop smoking, safely and comfortably.

We are dedicated to listening and responding to patient concerns, promoting well-being and treating each patient with respect and compassion.

Social workers:

- › Provide emotional support
- › Help you find resources close to home
- › Help you and your loved ones with other practical needs and referrals

Registered dietitians:

- › Help you plan a healthy diet during and after your cancer treatment, based on up-to-date nutrition resources

Psychologist:

- › Works with you and your loved ones to manage the feelings that often come with cancer

Fertility preservation coordinator:

- › Works with physicians and reproductive specialists to help you:
 - Determine how cancer treatment may affect your fertility
 - Understand available treatment options
 - Can refer you for fertility preservation interventions, as needed

**Adolescent and young adult (AYA) program:**

- › Specializes in advocating for patients who were diagnosed with cancer between the ages of 18 and 39
- › Provides counseling, education and guidance for AYA patients and their loved ones before, during and after treatment
- › Connects patients with resources
- › Helps AYAs transition to focusing on survivorship

Breast cancer nurse navigators:

- › Give you information about your diagnosis, treatment and available support services
- › Serve as educators, advocates and guides before, during and after treatment, as well as throughout survivorship
- › Talk with your physician if you have not been assigned a nurse navigator and think you would benefit

Tobacco cessation specialists:

- › Help people with cancer stop smoking, safely and comfortably



Cancer organizations and resources

American Cancer Society
800.227.2345
cancer.org

**American Cancer Society/
Clinical Trials**
800.227.2345
acts.cancer.org

**Association of Cancer
Online Resources**
acor.org

**American Association for
Cancer Research**
aacr.org

Breastcancer.org
breastcancer.org

Cancer Care, Inc.
800.813.4673
cancercare.org

Cancer Hope Network
cancerhopenetwork.org

Cancer Wellness Center
847.509.9595
cancerwellness.org

Chemo Angels
chemoangels.com

**Coalition of Cancer Cooperative
Groups**
coccg.org

Colorectal Cancer Alliance
colorectalcancer.org

Fertile Hope
hopeforfertility.org

**FORCE (Facing Our Risk of
Cancer Empowered)**
facingourrisk.org

GO2 for Lung Cancer
go2.org

Imerman Angels
866.463.7626
imermanangels.org

Leukemia and Lymphoma Society
800.955.4572
lls.org

Look Good Feel Better
lookgoodfeelbetter.org

Living Beyond Breast Cancer
855.807.6386
lbbc.org

**Mothers Supporting Daughters
With Breast Cancer**
[aacr.org/patients-caregiver/
parent-advocacy](http://aacr.org/patients-caregiver/parent-advocacy)

My Life Line
mylifeline.org

National Lymphedema Network
lymphnet.org

National Breast Cancer Coalition
800.622.2838
stopbreastcancer.org

National Cancer Institute
800.4CANCER (800.422.6237)
cancer.gov

**National Ovarian Cancer Coalition
(NOCC)**
ovarian.org

People Living With Cancer (ASCO)
plwc.org

SHARE
888.990.6598
sharecancersupport.org

Sisters Network Inc.
866.781.1808
sistersnetworkinc.org

**The Susan G. Komen Breast
Cancer Foundation**
komen.org

**The Susan Love Research
Foundation**
susanlovemd.org

The Wellness Community
thewellnesscommunity.org

The Cancer Support Community
cancersupportcommunity.org

Young Survival Coalition
877.904.4016
youngsurvival.org

PICKLES
picklesgroup.org

Local service organizations

Local service or volunteer organizations may offer financial help. These may include Catholic Charities, Jewish Social Services, the Lions Club, Lutheran Social Services, the Salvation Army and others.

Some of these organizations offer grants to help cover the cost of treatment and other expenses. Others may help with specific services or products, such as travel or medications. Many hospitals and clinics also have a list of service organizations in the community.

- › **The American Cancer Society** (800.227.2345) and your local United Way office can direct you to services in your community.
 - The American Cancer Society has Hope Lodge locations that give people with cancer and their caregivers a place to stay for no cost while they are getting treatment away from home.
- › **The Department of Social Services** in your city or county may offer food, housing and other helpful services. Sometimes they may offer direct financial help. Check your local phone directory or go to usa.gov/state-social-services for more information.
- › Community-based groups, such as local churches, synagogues, mosques and lodges, may also provide help, even if the person is not a member of their organization or religion. Some hospitals also have private funds available for patients in need.
- › **The Healthcare Hospitality Network** (800.542.9730) is an association of more than 200 nonprofits that provide lodging and support services to patients, families and their loved ones who are getting medical treatment away from home.
- › **Joe's House** (877.563.7468) is a nonprofit that helps people in the U.S. with cancer and their families find a place to stay when traveling away from home for medical treatment.



Breast cancer resources and accessories

- › **Benchmark Atlantic Healthcare:** They offer fitting days 1 time a month at Northwestern Medicine Lake Forest Hospital. They are in network with Medicare, some Blue Cross Blue Shield plans, Aetna and Humana. You can check if you are within network with Benchmark Atlantic by calling 815.578.0304.
- › **American Breast Care:** Makes mastectomy bras, breast forms, custom prosthetics, post-surgery products and accessories.
- › **EverYou by the American Cancer Society:** A nonprofit website and catalog of the American Cancer Society. They provide wigs and other hair loss products, and teach you how to use them. They also provide mastectomy products.
- › **Breastcancer.org:** A digital resource for people affected by breast cancer.
- › **Living Beyond Breast Cancer:** A nonprofit that connects people with trusted information and a community of support.

Wig resources

These wig providers can help you find a wig that fits your needs. Make an appointment, **and ask your physician for an order** for “cranial prosthesis.” When you get your wig, you must pay the wig provider for the wig. They will give you a receipt for you to submit to your insurance plan. If your insurance plan covers cranial prostheses, they may reimburse you.

**Alternative Hair Couture**

860 Milwaukee Avenue
Building 200, Suite 107
Buffalo Grove
224.623.4838

Amazing Wig World

457 North Lake Street/Route 45
Mundelein
847.566.0686
amazingwigworld.com

BSM International Wig World Inc.

Oak Mill Mall Plaza
7900 North Milwaukee Avenue
Niles
847.966.5200

Carol's House of Hair

907 West Rand Road
Arlington Heights
847.858.9844
carols-houseofhair.com

Chrysalis Custom Hair

565 North York Road
Elmhurst
312.622.1475
chrysaliscustomhair.com

Hairline Creations

656-58 East Golf Road
Arlington Heights
847.593.7900
hairlinecreations.com

Hair For You Salon

210 Skokie Valley Road
Suite 12
Highland Park
847.322.3395

Hair Response, Inc.

3295 North Arlington Heights Road
Suite 111
Arlington Heights
847.541.9799
hairresponse.com

Jerome Krause

9150 North Crawford Avenue
Skokie
847.673.2442
jeromekrause.com

JuliAnne's

827 North Roselle Road
Roselle
Located in Dazzles Salon & Spa
224.422.9914

Linda's Headquarters

3339 West Dempster Street
Skokie
847.679.0669

LuLu's Wigin' Out

63 North Williams Street
Crystal Lake
815.356.9900
luluswiginoutboutique.com

Tu Bella Hair Studio

4710 Main Street # 4
Lisle
By appointment
630.493.9300
tubellahairstudio.com

The Wig Boutique

@ Merle Norman Cosmetics
1153 Weiland Road
Buffalo Grove
847.279.3243

406 Lake Street

Antioch
224.788.8820
merlenormanil.com/wigs

Step by step guide to getting your wig reimbursement

Did you know that if you need a wig for a medical reason (cancer related or alopecia wig) you may be eligible for a reimbursement from your current health insurance provider?

Most insurance plans will cover between 80% and 100% of the purchase price of your wig.

The trick is knowing what insurance companies are looking for. A claim with the term “wig” will more than likely be rejected by insurance companies because it is seen as a cosmetic expense, while referring to the same product as a “Cranial Hair Prosthesis” will just as often result in a paid claim as a medical necessity.

How to file your initial insurance claim

- › Receive EPIC (electronic medical record system) prescription from your doctor for a “Cranial Hair Prosthesis” which will include their electronic signature
- › Use the Healthcare Common Procedure Coding Systems (HCPCS) CODE: **A9282**
- › Have a receipt from the cranial hair prosthesis. Make sure it does not say “wig” anywhere and includes the HCPCS insurance codes and the company’s TAX ID (**Northwestern Lake Forest Hospital tax ID is 362179779**)
- › Double check your insurance claim form to make sure you included the following elements:
 - The item “Cranial Hair Prosthesis”
 - The HCPCS code: A9282
 - The company’s tax ID #
 - Your physician’s 10-digit national provider identifier (NPI) number (refer to numbers in column at right)
 - ICD 10 code L65.8

North suburbs physician NPI numbers:

Daniel Dammrich	1417199670
Valerie Nelson	1215183934
Alok Pant	1538207162
Bindiya Patel	1184087173
Adam Prescott	1538722152
Michael Schieber	1609267533
Jori Sheade	1235587643
Dean Tsarwhas	1093797987

If you cannot find your physician’s NPI number, you can find it on npiregistry.cms.hhs.gov/search.

Appealing a denied insurance claim

- › Know your rights and be informed. Obtain a copy of your full contract with your insurance company.
- › Carefully read and understand the exclusions (“wigs”) and covered items (“Cranial Hair Prosthesis”) in your policy. See if your insurance policy calls it something other than “prosthesis.”
- › Write a letter to the medical review board asking for a review. Be sure to attach a copy of original claims.
- › Emphasize that a wig is a cosmetic item and unnecessary. A prosthesis, however, is necessary (comparable to plastic surgery for a burn victim).
- › Address your letter to a supervisor in the claims department and ask for a written reply.

* Due to the differences in every individual’s insurance policy, this may not work for everyone. This guideline is for you to reference and to show you how to research if your insurance company covers “Cranial Hair Prosthesis” or something similar. Make sure you review and understand the the procedures outlined by your insurance policy as they may differ between carriers. The customer service phone number on the back of your insurance card is the first place to start. Keep copies of all documentation including the receipt/invoice for your cranial hair prosthesis (it may even be a taxable medical expense).



Durable medical equipment



Durable medical equipment (DME) is special equipment that is:

- › Durable (can withstand repeated use)
- › Used for a medical reason
- › Typically only useful to someone who is sick or injured
- › Used in your home
- › Expected to last at least 3 years

Medicare coverage of DME

Medicare Part B (medical insurance) covers medically necessary DME if a Medicare-enrolled healthcare professional prescribes it.

Learn more about Medicare coverage of DME.

Community lending closets and DME donations

These organizations offer DME that you may borrow or keep. Many communities have lending closets.

› Ela Township “The Lender”

1155 East Route 22, Lake Zurich
847.438.7823

Hours:

Monday–Thursday, 8:00 am–5:00 pm

Friday, 8:00 am–1:00 pm

Available:

Canes, crutches, commodes, wheelchairs and walkers.

Serves:

People who live in Ela Township

› McHenry Township

3703 North Richmond Road, Johnsburg
815.385.5605

Hours:

Monday–Friday, 8:30 am–3:30 pm

Available:

Canes, walkers, crutches, wheelchairs, commodes and shower seats

Serves:

Everyone

› Prospect Heights Lending Closet

8 North Elmhurst Road, Prospect Heights
847.398.6070

Hours:

Monday–Friday, 8:30 am–5:00 pm

Available:

Walkers, canes, crutches and wheelchairs

Serves:

People who live in Prospect Heights

› Senior Care Volunteer Network

42 East Street, Crystal Lake
815.455.3120

Hours:

Monday–Friday, 9:00 am–3:00 pm

Available:

Canes, walkers, crutches, wheelchairs, commodes and shower seats

Serves:

Everyone

Financial resources

If you or family member has been diagnosed with cancer, the cost of care may be a concern. Because medical bills can add up quickly, get financial help soon after you or a loved one is diagnosed with cancer.

Social workers, case managers and clinicians can help or refer you to support services and financial resources. Although coping with financial responsibilities may sometimes seem overwhelming, do not let bills go unpaid.

Talk with your care team to see if there are diagnosis-specific resources available to you.

- › [Northwestern Medicine Financial Assistance](#) is for people who have trouble paying their Northwestern Medicine bills and who meet other criteria. Apply online or call 847.535.6100 and ask for an application.
 - › [Cancer Financial Assistance Coalition](#) has a database of financial resources you can search.
 - › [CancerCare](#) provides some financial help for co-pays, transportation, home care and child care. It also provides a list of sources for financial help and a database of organizations that offer financial or practical help.
 - › [Cancer Family Relief Fund](#) encourages and facilitates grants to children whose parent or guardian has been diagnosed with cancer. These grants support the children's extracurricular activities.
 - › [Cancer Finances](#) has an online tool to guide you through key topics that may affect your financial situation. No matter where you are in your cancer journey, this site can help you navigate finances.
 - › [HealthWellFoundation](#) is a nonprofit that helps patients with a long-term, life-altering disease afford their medications when health insurance is not enough.
 - › The [Leukemia & Lymphoma Society](#) provides financial help for treatment-related expenses. This support is for patients diagnosed with a blood cancer who have a significant financial need.
 - › The [National Foundation for Transplants](#) offers fundraising help for patients who need transplants.
 - › The [Patient Advocate Foundation](#) provides education, legal counseling and referrals for people with cancer who need help managing insurance, financial, debt crisis and job discrimination issues. For eligible patients, it also provides co-pay help and financial aid.
 - › [Triage Cancer](#) is a nonprofit that provides cancer survivorship materials and resources.
- ## Help with medication and treatment costs
- › The [Assist Fund](#) provides financial support to patients with long-term health conditions with high-cost medications.
 - › [Good Days](#) covers co-pays for people who have life-changing conditions.
 - › [Good Rx](#) helps with information on lower-cost medications and pharmacies.
 - › [Mark Cuban Cost Plus Drug Company](#) offers hundreds of common (and often life saving) medications often at the lowest possible prices.
 - › [NeedyMeds](#) helps people find programs to help them afford medications and other healthcare costs.
 - › [Partnership for Prescription Assistance](#) helps certain patients who do not have prescription drug coverage get the medications they need.
 - › The [Patient Access Network Foundation](#) helps patients with out-of-pocket costs related to their treatment.
 - › [The Hap Foundation](#) offers help with insurance premiums and co-pays for people with long-term diseases
 - › Pink Fund provides a financial bridge for breast cancer patients in active treatment for non-negotiable, non-medical bills for housing, transportation, utilities and insurance. (pinkfund.org)
 - › [RxHope.com](#) helps patients get prescription medications for lower costs or no cost.

Food assistance

[2-1-1 United Way of Lake County](#) connects millions of people to help every year. Trained call specialists and the online portal are available 24/7. They can connect you with food-specific resources such as:

- › Brown bag food programs
- › Food pantries
- › Grocery ordering and delivery
- › Congregate meals/nutrition sites
- › Formula and baby food
- › Home-delivered meals
- › In-home meal preparation
- › Packed lunches and dinners
- › School closure-related breakfast and lunch services
- › Soup kitchens
- › Summer food service programs
- › SNAP food stamps and WIC

[Illinois Department of Human Services SNAP](#)

[Program](#) gives Illinois Link cards to eligible people who live in Illinois so they can buy groceries from participating stores.

[Northern Illinois Food Bank](#) works with more than 900 food pantries, mobile food truck markets and soup kitchens.

- › You can find food pantries near you with this link: [Get Groceries and Resources – Northern Illinois Food Bank](#)





Transportation services

American Cancer Society Road to Recovery

This program provides transportation to and from treatment for people with cancer who do not have a ride or who cannot drive themselves.

Depending on your needs and what is available in your area, we may be able to coordinate a ride with an American Cancer Society volunteer driver.

You must be traveling to a cancer-related medical appointment. You may also have to meet other eligibility requirements. For example, a caregiver may need to accompany a patient who cannot walk without help or is under age 18. Call us to find out what is available in your area and what the specific requirements are.

It can take several days to coordinate your ride, so please call us at 800.227.2345 well before the day of your visit.

ElderCARE Lake County

ElderCARE provides services, including transportation to medical appointments, grocery shopping and friendly visits. Please call us at 847.406.4683.

First Transit

If you have traditional Medicaid and need help finding a transportation company, you can call First Transit at 877.725.0569.

- 1 They will ask for:
 - › Your name
 - › If it is OK to talk with the person calling for you
 - › Your pick-up address and phone number
 - › Your Medicaid ID number (9-digit recipient ID number)
 - › The general reason for your medical visit
 - › The name of the office, clinic or hospital where you are going

- › The name of the clinician you will be seeing
 - › The address and phone number where you are going
 - › Your visit date and time
 - › If there are medical or non-medical reasons why you cannot use public or other transportation
 - › If you use a walker, wheelchair or cane.
 - › If you can travel by yourself
- 2 First Transit will give you a reference number. They will suggest a transportation company.
 - 3 Call the transportation company. Give them your reference number and schedule your pick-up time.
 - 4 Call the transportation company before your visit to confirm your reservation.

Modivcare Illinois

Modivcare has a website and mobile device app. You can use them to schedule transportation for a medical visit.

Ride Lake County

Ride Lake County is a borderless countywide service for adults 60 and older, as well as people with disabilities. They provide transportation to any area of Lake County for work, shopping, medical appointments and more.

To learn more, call 1.800.201.6446 or review the Ride Lake County FAQ.

Transportation Assistance by Catholic Charities of the Archdiocese of Chicago - Lake County Emergency Assistance Program. **Call 312.655.7700**
findhelp.org

Government insurance assistance

- › **Social Security disability insurance (SSDI)** is a benefit for those who have worked a certain amount of time, paid Social Security taxes and meet certain criteria.
- › **Supplemental security income** is a program for people with a low income who meet criteria for being disabled.
- › **Medicare** is a health insurance program that the U.S. federal government offers. It is for:
 - People 65 and older
 - People who have collected SSDI for more than 2 years
 - People who have been diagnosed with end-stage renal disease or amyotrophic lateral sclerosis
- › **Medicaid** is a health insurance program that is run by the state you live in. It is for people with income below a certain amount. Medicaid rules and eligibility are different for each state.



Support to help you stop smoking

Quitting smoking is one of the most important things you can do to improve your health. It will help your body respond to cancer treatment. Quitting also lowers the chance that your cancer comes back or that you develop a new cancer.

The Tobacco Cessation Program at Lurie Cancer Center

The [Tobacco Cessation Program at Robert H. Lurie Comprehensive Care Center of Northwestern University](#) can help you quit smoking. We offer evidence-based tools and strategies to help you become—and stay—smoke-free.

- › You do not have to be ready to quit completely to benefit from our program. Just by learning about the process or reducing how much you smoke, you can take steps toward achieving your best health possible.

Northwestern Medicine can schedule services to coordinate with your cancer treatment visits. If you are a patient, there is no cost for the Tobacco Cessation Program. Services include:

- › In-person counseling and behavioral therapy with our tobacco treatment specialists
- › Phone counseling
- › Medications to help you quit smoking (these are often covered by insurance)
- › Smartphone apps and other phone-based resources

Ask your cancer care team about making an appointment with the Tobacco Cessation Program.



To schedule a visit with a tobacco treatment specialist or for more information, please email lurietobaccocessation@nm.org.

Resources to help you stop smoking

- › [Quit Assist](#): This is a website with many resources. The website can be translated into Spanish. You can also call 800.QUIT.NOW (800.784.8669).
- › [Smokefree.gov](#): This resource has information on how to build a quit plan, download quit apps, join a text messaging program or get tips on quitting. Resources are also available in Spanish.
- › [Stay Away From Tobacco](#): These resources from the American Cancer Society can help you learn more about quitting tobacco.

Support groups and centers

Support groups at Northwestern Medicine

Support groups give patients and their loved ones an opportunity to meet and share their experiences.

Brain Tumor Support Group

Open to:

- › Patients diagnosed with brain tumors
- › People previously treated for brain tumors
- › Loved ones
- › Healthcare professionals

Living Well With Metastatic Breast Cancer

Open to people with metastatic cancer (cancer that has spread).

Support Group for Young Adults With Cancer

Open to adults 18 to 39 years old

Prostate Cancer Support Group

Open to :

- › Patients
- › Survivors
- › Families
- › Caregivers

Bladder Cancer Support Groups

Learn and share experiences in these bladder cancer support groups, including one focused on information for women.

Meaning-Centered Psychotherapy Cancer Support Group 8-Week Program

Helps patients look for meaning in their past, present, future and everyday life.

- › Lake County Coroner's Office (local Grief Support

Services): lakecountyil.gov/712/Grief-Support-Services

- › Grief-Loss-Bereavement: nm.org/healthbeat/healthy-tips/emotional-health

Cancer Survivor Facebook Group

- › Open to people who have been treated at Lake Forest Hospital, Northwestern Medicine Grayslake Cancer Center or Northwestern Medicine Glenview Cancer Center.
- › If you want to join this group, please talk to your nurse navigator or social worker. Or, you can call 847.535.7441.

Chicago-area support centers

Cancer Wellness Center

The Cancer Wellness Center offers programs and services to people with cancer and their loved ones. There are **no costs** for their classes and programs. 215 Revere Drive, Northbrook 847.509.9595

Cancer support groups at any stage of treatment or after treatment:

- › Women under 50
- › Women 50 and older
- › Young men, 18 to 55
- › Men 55 and older
- › Young adults, ages 20 to 40
- › Parents with cancer diagnosis
- › Pre-teens and teens with cancer

Support groups for loved ones:

- › Significant others and caregivers
- › Caregivers for adults and children
- › Parents of children with cancer

Bereavement groups:

- › Spousal loss
- › Young widows and widowers

- › Family loss

Counseling services:

- › Individuals
- › Couples
- › Family
- › Parent consultation
- › Child and teen
- › Nutrition

For more information, please call 847.562.4981.

To register for programs and support groups, visit cancerwellness.org or call 847.509.9595.

Gilda's Club Chicago

Gilda's Club is a place where anyone affected by cancer, as well as their loved ones, can join a community of support.

Locations: Wells Street Clubhouse, Advocate Christ Medical Center, Ann & Robert H. Lurie Children's Hospital of Chicago, Mount Sinai Hospital, Lurie Cancer Center
537 North Wells Street, Chicago
312.464.9900

Imerman Angels

This program connects people with cancer, survivors, "previvors" and caregivers to mentor angels, who have similar experiences. You will be matched with someone of a similar age, gender, cancer type and experience.

2001 North Halsted Street, Suite 302, Chicago
866.IMERMAN (866.463.7626)

Wellness House

Wellness House improves the lives of people living with cancer and their loved ones. They offer a whole-person approach to healing. There is no cost for services or programs. They offer exercise classes, nutrition seminars, support groups and more.

131 North County Line Road, Hinsdale
630.323.5150

PICKLES (for children)

Pickles Group provides peer support and resources to kids affected by their parent or guardian's cancer. This support is available at no cost.

Team Pickles Group is led by youth services and mental health experts. Their approach is grounded in research that shows that kids are more likely to thrive through their parent's cancer when they have 3 things:

- › Open, age-appropriate information about cancer
- › Coping skills to help identify and process their feelings in healthy ways
- › Connection with peers who share their lived experience

Pickles resources:

- › Family support kits: A booklet and guide to help you talk about your cancer diagnosis with your kids
- › Webinars for parents: Public webinars help parents talk about cancer with their kids
- › 5-week virtual youth programming: Art- and play-based group meetings and peer support for ages 6 to 18 online
- › Monthly in-person youth meetings: Fun in-person programs and gatherings in the Chicago area for kids 6 to 18





Resources for caregivers

The [American Cancer Society Caregiver Resource Guide](#) is for people who are caring for someone with cancer. It can help you:

- › Learn how to care for yourself as a caregiver
- › Better understand what your loved one is going through
- › Develop skills for coping and caring
- › Protect your health and well-being

[Cancer Support Community](#) provides an online webinar series on becoming a caregiver.

[Caregiver Action Network](#) (CAN) works to improve the quality of life for people who care for loved ones with long-term conditions, disabilities, disease, or who are older adults.

[The Caregiver's Companion](#) provides support and resources for caregivers.

[The Caregiver Space](#) provides a community of caregivers. It is a place to ask questions, share experiences and get answers.

[Caring Community](#) is an online resource for people planning for or living with a person with a serious illness and end-of-life issues.

[Colorectal Cancer Alliance](#) is a collection of caregiver resources on:

- › Organizational and practical concerns
- › Communication

- › Finances and work
- › Emotional well-being, stress and burnout
- › Physical well-being
- › Grief

[Eldercare Locator](#) has a list of resources that provide information and support for older adults and caregivers.

The [Family Caregiver Alliance](#) offers caregiver resources.

[CareNav](#) is a tool to help families navigate caregiving.

[HelpGuide](#) is a nonprofit that provides information on many areas, such as:

- › Family caregiving
- › Caregiver stress and burnout
- › Respite care
- › End-of-life care

The [Leukemia & Lymphoma Society Caregiver Workbook](#) is a guide for caregivers of people with leukemia and lymphoma.

[Lotsa Helping Hands](#) can help you coordinate meals and help for friends and family.

The [National Alliance for Caregiving](#) is a nonprofit coalition of national organizations.

Northwestern Medicine Living Well Cancer Resources

Northwestern Medicine Living Well Cancer Resources provides compassionate care that empowers, encourages, supports and offers hope to patients with cancer and their families.

Living Well Cancer Resources offers programs and services at no cost at two locations:

Living Well Geneva
442 Williamsburg Avenue, Geneva
630.933.7860

Living Well Warrenville
4525 Weaver Parkway, Warrenville
331.732.4900

Programs may be in person, virtual or hybrid (a combination of in person and virtual).

Living Well programs

Art classes: A wide variety of art classes including jewelry-making, prompted painting and guided sketch.

Counseling services: Ongoing psychosocial support including individual, family and children counseling, support groups and special presentations.

Medical discussions: Northwestern Medicine clinicians offer virtual medical updates, treatment advances and side-effect management.

Stress management: Programs are designed to promote self-care, help participants stay in the moment and learn healthy ways to cope.

Mindful movements: Movement classes include chair yoga, fitness for bone health, yoga and guided relaxation.

Nutrition classes: Online classes to help you make informed choices about nutrition and move through cancer treatment into survivorship.

Support groups: Help patients connect with others who understand their cancer journey, learn new ways to cope and handle difficult situations.

Touch therapy: Offered just for patients, this therapy can help you relax, boost immunity, improve circulation and reduce pain.

Wig Boutique: Patients dealing with hair loss will be fitted for a wig that they choose.



Support for survivors at Living Well

Back-On-Track Surviving Survivorship

Open to patients and caregivers, this 7-week series aims to help you navigate common challenges as you transition into survivorship. We encourage you to attend every session, but it is not required. This class is virtual. Visit livingwellcrc.org to register.

- Week One: Pressure to Thrive
- Week Two: Discussion Group
- Week Three: Managing Moods, Stress and Feeling Stuck
- Week Four: Survivorship 101: Medical Discussion
- Week Five: Discussion Group
- Week Six: Fear of Recurrence
- Week Seven: Envisioning Your Future

Scanxiety Drop-In Group

This virtual drop-in group gives you an opportunity to process your anxiety. You can also learn strategies to help manage the stress that is commonly experienced while waiting for tests, scans or test results. We encourage you to join any time you are experiencing “scanxiety.”

This class takes place on the 3rd and 1st Monday of every month from noon to 1pm. Visit livingwellcrc.org to register.

Being Well

Classes in the Being Well series are designed to guide patients in early survivorship to make positive choices and get back on track with their nutrition.

- Week One: Moving Forward After a Cancer Diagnosis With Culinary Nutrition
- Week Two: Mediterranean-Style Eating
- Week Three: Eating Well for Survivorship – Maintaining a Healthy Weight
- Week Four: Gut Health and the Microbiome
- Week Five: Cooking for One or Two
- Week Six: Culinary Completion – Hands-On Cooking

You can attend this class virtually or in person at Living Well Geneva. Visit livingwellcrc.org to register.

Back On Track

The series is open to patients and caregivers who would like to start an exercise program or would like guidance on their current exercise program. Offered in person at Living Well Geneva and Living Well Warrenville.

Resources for cancer survivors

National survivorship resources

- › [American Cancer Society Cancer Survivors Network](#) is a support community for people with cancer, survivors, caregivers and loved ones.
- › [Living Beyond Breast Cancer](#) (855.807.6386) is a nonprofit that provides educational materials on survivorship topics for people diagnosed with breast cancer.
- › [National Coalition for Cancer Survivorship](#) (877.NCCS.YES [877.622.7937]) is a survivor-led advocacy group that works on behalf of cancer survivors and caregivers. Tools includes information on employment rights, self-advocacy, talking with your physician and staying hopeful.
- › [Triage Cancer](#) (424.258.4628) is a nonprofit that provides education and resources on the entire cancer survivorship journey. Many of their resources are available in Spanish. There is no cost for these resources.

Survivorship care plans

A survivorship care plan is a summary of your cancer history. It includes details about your diagnosis and treatment, as well as a roadmap for your follow-up care.

These long-term follow-up guidelines include:

- › A schedule for follow-up visits, screening and tests
- › An explanation of common side effects of treatment, with suggestions and treatment options
- › Screening recommendations for late effects of treatment
- › Wellness recommendations to decrease recurrence risk and improve your quality of life and health
- › Referrals to specialists and community resources

Eligibility

You are eligible for a survivorship care plan if all of the following apply to you:

- › You have a Northwestern Medicine oncologist or surgeon.
- › You have completed your initial treatment.

What to expect

You will meet with a Northwestern Medicine clinician who specializes in cancer survivorship. They will review your treatment and follow-up care. They will also discuss common side effects from treatment.

After your first visit, the clinician will finalize your survivorship care plan. Then, they will send it to you and your primary care clinician. The care plan will improve communication between you, your cancer care team, and other healthcare professionals.

Scheduling a visit

If you have cancer other than breast cancer, call 847.535.7442 to request a visit.

If you have breast cancer, please call the Nurse Navigator Line at 847.535.6401. We will contact you to make an appointment.

If you receive care at Lake Forest Hospital, Grayslake Outpatient Center or Glenview Outpatient Center, speak to your care team about a survivorship care plan.

Northwestern Medicine SurviveWell

Northwestern Medicine offers information, resources, classes, support groups and more for patients and families affected by cancer.

SurviveWell health and wellness programs are offered at:

- › Northwestern Medicine Lake Forest Hospital Cancer Center
- › Northwestern Medicine Grayslake Cancer Center
- › Northwestern Medicine Glenview Cancer Center

Financial assistance

Northwestern Medicine has a financial assistance program that can help patients with cancer pay for their Northwestern Medicine medical bills. You can apply at [nm.org](https://www.northwesternmedicine.org/nm) or ask your social worker for an application.

Your social worker/nurse navigator may know about other available programs if you need help with co-pays for medications or help with living expenses.

Garment fitter and lymphedema sleeve provider

Certified garment fitters, from Benchmark Atlantic Healthcare, will meet with you once per month at Lake Forest Hospital at the Sunshine Boutique. Appointments can also be made for her private boutique to discuss your garment fitting needs. Call 815.578.0304 to schedule an appointment.

Lung Cancer Screening Program

Early detection of lung cancer is vital for effective treatment. You may be eligible for a low-dose CT scan if you are at a higher risk of developing lung cancer. Call 847.535.7442 for more information.

Managing stress

Our cancer care social workers can help you manage your stress. They can find resources to help you during and beyond cancer treatment. Call:

- › Grayslake Outpatient Center: 847.535.7441
- › Lake Forest Hospital: 224.271.6316
- › Glenview Outpatient Center: 847.535.6523

Music therapy

Music therapy is the clinical and evidence-based use of music interventions to accomplish your goals. It can help you relax, lower anxiety and help you manage pain. Please call 224.271.7767 for more information and to schedule an appointment at Lake Forest Hospital.

Nutrition services

Schedule a no-cost visit with a registered dietitian who can help you meet your nutrition needs during your cancer journey. Call 847.582.2134 for more information.

Physical therapy and lymphedema care

Oncology physical therapy is often a key part of your recovery journey. Our oncology physical therapists have advanced training and extensive experience.

You might benefit from physical therapy if you have any of the following:

- › Impaired range of motion and function of upper or lower extremities
- › Scar tissue that causes pain and/or limits your motion
- › Swelling of the chest wall (including breast), arm, leg, face or neck
- › Impaired balance
- › Cancer-related fatigue
- › Questions about lymphedema or risk of lymphedema

You must have a physician's order to schedule an appointment with one of our physical therapists. Call 630.933.1500 to make an appointment.

Smoking cessation

Ask your cancer care team about making an appointment with our Lurie Cancer Center Tobacco Cessation Program. To schedule a consultation with one of our tobacco treatment specialists, please email krogers2@nm.org.

Survive Strong Program and MyFit RX

The Northwestern Medicine Lake Forest Hospital Health & Fitness Center has designed programs for people with cancer who are experiencing fatigue or weakness, or who are not sure how to start exercising.

You must have an evaluation and/or referral for the program to determine if you can participate. Ask your clinician to complete one of these:

- › The MyFitRX healthcare provider referral
- › The Survive Strong Cancer Exercise Program Approval form

Call 847.535.7060 to learn more.

Survive Strong is an 8-week program. It takes place on Mondays from 9:00 to 10:00 am, and on Thursdays from 10:30 to 11:30 am. The program is in person at Lake Forest Health & Fitness Center.



Therapeutic massages

No-cost therapeutic massages are available to our patients getting cancer treatment. You must make an appointment for this service. We offer massage at:

- › **Northwestern Medicine Lake Forest Hospital Cancer Center**
Appointments: Call 224.271.6316 or email marie.fuentes-harris@nm.org
- › **Northwestern Medicine Cancer Center Grayslake**
Appointments: Call 847.535.7441 or email noelle.mack@nm.org

Therapeutic yoga for cancer survivors

Relieve stress and promote recovery from injury and illness. You set your own pace. Call Lake Forest Health & Fitness Center at 847.535.7060 to register. Please bring your own water bottle, towel, straps if desired. The classes take place at:

- › **Lake Forest Health & Fitness Center Mind/Body Studio**
1200 North Westmoreland Road, Lake Forest

Northwestern Medicine Osher Center for Integrative Medicine

Our vision for the future of individual care and ultimately, our healthcare system revolves around introducing new integrative care models into the mainstream. As part of The Osher Collaborative our faculty are working together to create innovative clinical models of care, advance medical education, and collaborate on research initiatives. We are dedicated to taking a leadership role alongside the six other

Osher Centers for Integrative Health to create positive change in healthcare for individuals and better health for communities. To make an appointment by phone, call 312.926.DOCS (3627).

Speak directly with a social worker by contacting:

Noelle Mack, LCSW
847.535.7441
noelle.mack@nm.org

Marie Fuentes-Harris, LCSW
224.271.6316
marie.fuentes-harris@nm.org

Alejandra Alfar, LSW
837.535.7946
Alejandra.alfaro@nm.org

Allison Baughman, LCSW
847.535.6532
Allison.Baughman@nm.org

Northwestern Medicine Cancer Care Network

At Northwestern Medicine, we are committed to delivering comprehensive care and support for patients with cancer and for their families. Learn more about our locations and services.

Robert H. Lurie Comprehensive Cancer Center of Northwestern University
675 North St. Clair Street, 21st Floor, Suite 100
Chicago, Illinois 60611
866.587.4322

Northwestern Medicine Cancer Center Delnor
304 Randall Road
Geneva, Illinois 60134
630.232.0610

Northwestern Medicine Cancer Center Warrenville
4405 Weaver Parkway
Warrenville, Illinois 60555
630.352.5450

Northwestern Medicine Proton Center
4455 Weaver Parkway
Warrenville, Illinois 60555
877.887.5807

Northwestern Medicine Living Well Cancer Resources Geneva
442 Williamsburg Avenue
Geneva, Illinois 60134
630.933.7860

Northwestern Medicine Living Well Cancer Resources Warrenville
4525 Weaver Parkway, Suite 103
Warrenville, Illinois 60555
331.732.4900

Cancer Center at Northwestern Medicine Lake Forest Hospital
1000 North Westmoreland Road, North Entrance
Lake Forest, Illinois 60045
847.582.2134

Northwestern Medicine Cancer Center Glenview
2701 Patriot Boulevard
Glenview, Illinois 60026
847.582.2134

Northwestern Medicine Cancer Center Grayslake
1475 East Belvidere Road, Pavilion A, First Floor
Grayslake, Illinois 60030
847.582.2134

Northwestern Medicine Kishwaukee Hospital Cancer Center
10 Health Services Drive
DeKalb, Illinois 60115
815.756.5255

Northwestern Medicine Valley West Hospital Cancer Center
1310 North Main Street, Suite 201
Sandwich, Illinois 60548
815.786.9197

Northwestern Medicine McHenry Hospital Cancer Center
4305 Medical Center Drive
McHenry, Illinois 60050
815.344.8000

Northwestern Medicine Cancer Center Orland Park
15300 West Avenue, Suite 108
Orland Park, Illinois 60462
708.226.2318

TTY for all locations: 711



Northwestern Medicine Lake Forest Hospital Cancer Center

1000 North Westmoreland Road
North Entrance
Lake Forest, Illinois 60045

Northwestern Medicine Cancer Center Glenview

2701 Patriot Boulevard
Glenview, Illinois 60026

Northwestern Medicine Cancer Center Grayslake

1475 East Belvidere Road
Pavilion A, First Floor
Grayslake, Illinois 60030

847.582.2134

TTY for those who are deaf or hard of hearing: 711

nm.org



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