



# PERSONALIZED EXCEPTIONAL CANCER CARE



WHITE PLAINS HOSPITAL IS A MEMBER OF THE MONTEFIORE HEALTH SYSTEM





Front row (from left): Dan Costin, MD, FACP, Medical Director, Cancer Program; Karen Banoff, DNP, Vice President, Organizational Performance

Back row (from left): Todd Weiser, MD, Director of Thoracic Surgery; Randy Stevens, MD, Director of Radiation Oncology; Sara Sadan, MD, FACP, Director, Breast and Womens Medical Oncology; Shalom Kalnicki, MD, Director, Oncology Service Line, Montefiore Medicine; Mark Gordon, MD, FACS, Chair, Cancer Committee and Surgical Director, Cancer Program.

# 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, biotherapy, immunotherapy, radiation oncology, genetic counseling, diagnostics, and a full array of integrative services.

The White Plains Hospital cancer team is here for you from screening and 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 and Chief Executive Officer*

### **Michael Palumbo, MD**

*Executive Vice President and Medical Director*

### **William Null**

*Chairman, White Plains Hospital  
Board of Directors*

### **Dan Costin, MD, FACP**

*Medical Director, Cancer Program*

### **Mark Gordon, MD, FACS**

*Chair, Cancer Committee and Surgical Director,  
Cancer Program*

### **Shalom Kalnicki, MD**

*Director, Oncology Service Line, Montefiore Medicine*

### **Sara Sadan, MD, FACP**

*Director of Breast and Women's Medical Oncology*

### **Randy Stevens, MD**

*Director of Radiation Oncology*

### **Todd Weiser, MD**

*Director of Thoracic Surgery*

### **Karen M. Banoff, DNP**

*Vice President, Organizational Performance*

### **Leigh Anne McMahon, DNP, MHA, RN, NEA-BC**

*Executive Vice President, Patient Care Services &  
Chief Nursing Officer*

### **Frances Bordoni**

*Executive Vice President, Ambulatory &  
Physician Services and Business Development*

### **Kristine Cappel, RN**

*Director of Nursing*

### **Kerri Elsabrou, DNP**

*Vice President, Patient Care Services*

### **Jill Schulmann, MS**

*Sr. Director of Operations*

# ABOUT US

The Center for Cancer Care at White Plains Hospital is dedicated to providing exceptional cancer care that is comprehensive, coordinated and compassionate. This high standard for cancer care in the region reinforces our 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, and is among a highly selective group of hospitals nationwide to be designated as a Magnet® organization — the most prestigious distinction for nursing excellence — in 2012, 2016, and again in 2021. The quality of the program is further demonstrated by its accreditation by the Commission on Cancer (CoC), the National Accreditation Program for Breast Centers (NAPBC) and the National Accreditation Program of Rectal Centers (NAPRC). It is also recognized by the American College of Radiology as a Breast Imaging Center of Excellence.

## OUR MISSION

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:

- 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
- Providing interdisciplinary, evidence-based care for each individual patient
- Offering access to a wide spectrum of clinical trials
- Providing a supportive, healing environment, with care for the patient's mind, body and spirit
- 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



### RESEARCH AND CLINICAL TRIALS

The White Plains Hospital Center for Cancer Care is home to a variety of clinical trials offering patients promising new therapies for cancer prevention and treatment. Using the latest in diagnostic approaches, cutting-edge technology, and novel drugs, White Plains Hospital provides patients access to advanced research and clinical trials, close to home.

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. The 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 or explore available trials at [wphospital.org/clinicaltrials](http://wphospital.org/clinicaltrials).

White Plains Hospital also works in close partnership with the Montefiore Einstein Cancer Center to offer clinical trials to White Plains Hospital patients. The facility is a National Cancer Institute-designated Cancer Center.





## 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 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.

## ADVANCED CARE

The White Plains Hospital Cancer Program offers highly specialized and advanced cancer care—close to home. Services offered include the following:

**Genetic and Genomic Profiling:** 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, rectal 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.

**Stereotactic Radiosurgery:** Stereotactic radiosurgery (SRS) has revolutionized the management of many different cancers. With previous techniques, radiation that was delivered to the cancerous growth also affected a significant volume of surrounding, normal tissue. Advances in stereotactic localization, noninvasive neuroimaging, and radiation physics allow us to irradiate a precisely defined target over several days, rather than weeks, while almost completely sparing the surrounding, normal tissue.

**Radioembolization:** Radioembolization is a cutting-edge safe and effective way to manage patients with unresectable liver cancer. Using intra-arterial injection of yttrium-90, (Y-90)-labeled microspheres, radioembolization induces extensive tumor necrosis with minimal side effects.

**CAR-T Cell Therapy:** Chimeric Antigen Receptor (CAR-T) therapy uses the patients own re-engineered T-Cells to fight cancer in their bodies. This groundbreaking therapy is used for certain advanced lymphomas, multiple myelomas and acute lymphoblastic leukemias. The CAR-T cells are collected from the patient and re-engineered in the lab to produce proteins on their surface that bind to antigens on the cancer cells and then eradicate the cancer cells.

# ABOUT US

## OUR PARTNERSHIP WITH MONTEFIORE

White Plains Hospital is a member of the Montefiore Health System — which provides even greater access to advanced treatment 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. Examples of cross-campus programs for highly specialized cancer care include the orthopedic oncology program, Chimeric Antigen Receptor (CAR) T-Cell Therapy, liver transplantation, as well as the stem cell transplantation program.

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.**



# OVERVIEW OF SERVICES

## COORDINATION OF CARE

At White Plains Hospital, specialized staff deliver individualized, compassionate cancer care.

Whether you're undergoing surgery, receiving chemotherapy, immunotherapy, biotherapy or radiation therapy, or a combination of the above, you can expect expert coordination of care from your healthcare team.

Our interdisciplinary team meets multiple times each week at a tumor board. It is here that most patients are discussed and an evidence-based plan of care is decided upon through the collaborative efforts of the many experts in the room.

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



Interdisciplinary Tumor Board Meeting

## DIAGNOSTICS

### Pathology

White Plains Hospital has a full service laboratory on site, offering specialized testing and analysis including Anatomic Pathology, Histology, Cytology, Blood Bank, Chemistry, Hematology and Microbiology. Our pathologists are integrated into disease management groups in the Cancer Center and provide expert diagnoses in a timely fashion after tissue sampling. Biomarker assessment and genomic testing are the cornerstone of precision cancer medicine and pathologists provide expertise regarding state-of-the-art tests and diagnostic algorithms. In addition, laboratory tests are utilized to monitor a patient's general health during treatment, check for potential side effects, and determine whether a cancer is responding to treatment.

Pathology and Laboratory services operate 24 hours a day, seven days a week. White Plains Hospital's Laboratory is accredited by the College of American Pathologists (CAP), NYS Department of Health, The Joint Commission and American Association of Blood Banks.

**Those who require emergency care can receive it 24/7 at White Plains Hospital's Emergency Department.**

# OVERVIEW OF SERVICES

## 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 utilizes state-of-the-art equipment with board-certified Radiologists to perform complex tests.



## WHITE PLAINS HOSPITAL RADIOLOGY SERVICES:

- Interventional Oncology
- CT (Computed Tomography) scans, including the use of advanced 64-slice CT scan
- MRIs (Magnetic Resonance Imaging)
- PET (Positron Emission Tomography) scans
- PET/MRI
- Nuclear Medicine testing such as bone scans
- SPECT (Single Photon Emission Computed Tomography), thyroid scans, and lung scans
- Nuclear Cardiology procedures
- Bone Density studies
- Women's Imaging services such as 3D digital mammography, breast ultrasound, pelvic ultrasound, breast MRI, and breast and thyroid biopsies
- Offered at several convenient locations across White Plains, New Rochelle, and Armonk





## 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 as 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 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.



# OVERVIEW OF SERVICES



## **Department of Radiation Oncology at the White Plains Hospital Center for Cancer Care**

Located within the White Plains Hospital Center for Cancer Care, the Department of Radiation Oncology is a beautiful space that utilizes the latest state-of-the-art technology to provide faster, safer and more effective cancer treatment for our patients. Our physicians use these tools to deliver precise doses of radiation with pinpoint accuracy to treat tumors.

With the full complement of radiotherapy treatment options available, the Center for Cancer Care offers treatment for all cancers including breast, urologic (prostate, bladder, kidney), thoracic (including lung and esophageal malignancies), head and neck/thyroid, gastrointestinal tumors (including colorectal, anal, hepatobiliary, stomach), gynecologic (including uterine, cervical, ovarian), hematologic tumors (including lymphomas, leukemia, and myeloma), skin (including melanoma, squamous, basal cell) and neurologic or central nervous system tumors (both benign and malignant), as well as sarcomas. An individualized treatment plan is provided offering the most sophisticated radiotherapy approaches, combined where appropriate with chemotherapy, immunotherapy, hormonal therapy, and surgery in an interdisciplinary team approach. Patients can also participate in national, international and/or industry-sponsored clinical trials.

Patients are presented at our specialized multidisciplinary oncology conferences, their imaging and pathology shown, for input from all the relevant departments.

The Department is fully accredited by the American College of Radiology-Radiation Oncology Program.



**Center for Radiosurgery Offers Surgical Precision, Without the Incision** The Center for Radiosurgery at White Plains Hospital Center for Cancer Care is an interdisciplinary collaboration between radiation oncologists and subspecialty experts in neurosurgery, thoracic surgery, hepatobiliary surgery, urology, head and neck surgery and interventional radiology. The Center for Radiosurgery offers patients access to the most sophisticated radiosurgical treatment options for tumors of the brain, spine, lungs, liver, pancreas, prostate and head and neck by utilizing the Varian EDGE® Full-Body Radiosurgery system. For patients, this means access to the most effective non-invasive treatment available for many cancer types, which provides sub-millimeter precision and minimal impact on surrounding tissues and organs. Treatments are more convenient, often requiring only one to five outpatient visits. Our Center for Radiosurgery is the first of its kind throughout Westchester, Putnam, Rockland, Orange, and Fairfield counties.

**Advanced Technology** In addition to the Varian Edge system, the Department of Radiation Oncology is equipped with some of the most advanced treatment technology in the region, including the Varian Truebeam® Full-Body Radiosurgery system, Varisource High Dose Rate Remote Afterloading Brachytherapy System, and the GE Discovery 4D CT Simulator.

■ **GE Discovery RT CT** simulator provides an 80 cm wide-bore for maximum patient comfort, metal artifact reduction and Max Field of View for optimal image quality, and a deviceless 4D CT for motion management and tracking of mobile tumor targets.

■ **The Edge and TrueBeam** are state-of-the-art linear accelerators that allow our radiation oncologists to offer patients the full array of advanced radiotherapy treatment options, including:

- Stereotactic Body Radiotherapy (SBRT), also known as Stereotactic Ablative Radiotherapy (SABR)
- Stereotactic Radiosurgery (SRS)
- Volumetric Modulated Arc Therapy (VMAT)
- Intensity Modulated Radiotherapy (IMRT)
- Image Guided Radiotherapy (IGRT)
- 3D Conformal Radiotherapy (3D-CRT)
- Breath-hold and breathing-phase gated radiotherapy delivery using Varian's Optical Surface Monitoring (OSMS), Calypso, and Real-Time Position Management (RPM) systems
- Trigger imaging — used during each daily treatment to track and adjust for any movement of the tumor or treatment area.
- Electron beam therapy

■ **Brachytherapy** is a procedure where smaller amounts of radiation (the size of a pencil tip) are temporarily placed in or near the cancerous tissue using computerized axial tomography.

- High dose rate (HDR) brachytherapy is a sophisticated, extremely effective technique to treat the accessible tumor or tumor bed (the region the tumor was removed from) and minimize any dose and side effects to adjacent normal tissues.
- An average treatment lasts 5-10 minutes and is an outpatient procedure. This technique can be used for many treatment types and is most frequently used for gynecologic malignancies.

# OVERVIEW OF SERVICES

## SUPPORTIVE SERVICES

A cancer diagnosis can be overwhelming. In addition to the radiologic, medical and surgical services, White Plains Hospital offers a full array of supportive services, as well as educational workshops and events, to our patients. We may also offer referrals to additional resources from trusted community partners.

### Clinical Navigation

Navigating a cancer diagnosis can be complex and overwhelming. Clinical navigators can serve as a point of contact for patients, their families and the interdisciplinary team with the goal of enhancing care coordination, treatment compliance, and improved outcomes. Clinical navigators help facilitate appointments, testing and treatments. They can also help refer patients to a variety of support services both within the cancer program and in the community. To contact a clinical navigator, call 914-849-2758.

### Genetic Counseling

Cancer genetic counselors 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. To learn more, call 914-849-7658.

## Holistic Care/Integrative Health

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 Integrative Health 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 quality of life, manages symptoms, and helps individuals cope with illness and actively participate in their health and healing. Art therapy uses a range of creative arts activities to promote personal exploration, alleviate stress, and allow for choice, a sense of control and emotional resilience. Acupuncture is available to relieve some cancer symptoms as well as side effects from treatment. For more information, call 914-849-7653.

### Nutrition

Nutrition is an important part of the cancer experience. Our dedicated registered dietitian is a Board-Certified Specialist in Oncology Nutrition and is available to complete a nutritional assessment and address nutritional concerns.

Workshops and educational programs on relevant topics are ongoing throughout the year and open to the public. For more information, call 914-849-7652.

### Screening Navigation

Our cancer screening navigators work with patients, their families, and their caregivers to overcome barriers and access much-needed screening exams. For more information, call 914-849-7567.



## 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. For more information, call 914-849-7664.

## 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. For more information, call 914-849-7586.

## 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 VARIETY OF OFFERED HOLISTIC MODALITIES INCLUDE\*:

- Acupuncture
- Art Therapy
- Guided Imagery/Visualization
- Healing Touch
- Massage
- “M” Technique (gentle touch therapy)
- Music Therapy
- Reiki
- Relaxation Techniques

\* Subject to change and availability of practitioners.

# OVERVIEW OF SERVICES

## Physical Therapy

Physical therapy services for oncology patients, focused on Lymphedema care, are coordinated through the Burke Rehabilitation Hospital Outpatient Network. Therapy is either provided at the cancer center or at a convenient Burke outpatient location close to home. Certified lymphedema therapists are available to support patients with swelling and edema that may occur after surgery, lymph node removal, and radiation. For more information, call 914-849-3983.

## Caregiver Support

Caring for a family member or loved one with cancer can be challenging physically and emotionally. Caregiver support and counseling, as well as a range of workshops and programming, are available at the Center for Cancer Care. In addition, caregivers have access to the Caregiver Support Room at the Hospital, and the Patient Resource Room in the cancer center, to take respite, talk to a volunteer, use a computer, or access valuable information and resources. For more information, call 914-681-2721.

## Palliative Medicine

The Palliative Medicine Service at White Plains Hospital is an extra layer of support for you and your family members who are living with and adjusting to life with serious illness. Our team provides comprehensive care that focuses on improving quality of life and reducing suffering at any stage of illness, regardless of diagnosis, prognosis or age. Palliative care can begin at the time of diagnosis or at any time during illness, at the same time as treatment intended to cure or control disease. The team offers practical advice that helps you get through treatment, as well as day-to-day support for you and your family, by spending time talking with you about how your illness and the treatments impact your life. For more information, call 914-849-7111.

## Pastoral Care

Care of the spirit is an integral part of patient care. 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. For more information, call 914-681-2695.

## 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)

[cancer.org](http://cancer.org)

1-800-227-2345

Help with insurance issues, Road to Recovery for transportation needs, online communities, and Reach to Recovery, a breast cancer referral process that pairs newly diagnosed patients with survivors.

### Burke Rehabilitation Hospital

[burke.org](http://burke.org)

914-597-2500

Dedicated rehabilitation service for adults to help them regain maximum mobility and independence.

### Cancer Support Team

[cancersupportteam.org](http://cancersupportteam.org)

914-777-2777

They offer in-home services for cancer patients and their families living in southern Westchester. Their nursing support, case management and social work services are provided free of charge for all patients. They assist with pain and symptom control, counseling, community referrals, advocacy and bereavement services. Limited financial and transportation assistance is available as well. of serious illness.

# FOLLOW-UP CARE AND SURVIVORSHIP

There are now almost 18.1 million people in the United States who are cancer survivors. Survivorship involves every aspect of your wellbeing 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 provides an individualized 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.

As you begin to your return to everyday life, having an informative, supportive resource for information



Cancer survivor Jordana Beck with her child and physicians.

can be a key element in improving your physical, as well as emotional, health. Our survivorship support videos offer a wide range of videos focusing on diet, healing and self-care.

Scan code to view our cancer survivorship support videos or visit: **[wphospital.org/services/cancer-care/survivorship-program/](http://wphospital.org/services/cancer-care/survivorship-program/)**



## Gilda's Club Westchester

[gildasclubwestchester.org](http://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.

## Livestrong Program at Rye YMCA

[ryeymca.org/programs/community-health/livestrong-at-the-ymca/](http://ryeymca.org/programs/community-health/livestrong-at-the-ymca/)  
914-967-6363

A research-based physical activity and well-being program designed to help adult cancer survivors build muscle strength, increase flexibility and endurance, and improve functional ability.

## Support Connection

[supportconnection.org](http://supportconnection.org)  
914-962-6402

Provides free emotional, social and educational support to women, their families and friends affected by breast, ovarian and gynecological cancer.

The professional Peer Counselors on staff are cancer survivors themselves. They listen to your individual needs and provide personalized support.

(continues on page 16)



# 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, or call the Patient Financial Advocate at 914-681-1259.

## 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. All of our staff 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 COMMUNITY PARTNERS

### Westchester County Department of Social Services

[socialservices.westchestergov.com/](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.

### Westchester Jewish Community Services (WJCS)

[wjcs.com/services/seniors/pathways-to-care/](http://wjcs.com/services/seniors/pathways-to-care/)  
914-761-0600 x2143

Offers Pathways to Care, which is a program that helps individuals and families address the challenges of serious illness. WJCS provides counseling and supportive connections when patients and their loved ones face chronic or life-limiting illness.



## OUR FACILITIES

White Plains Hospital's Center for Cancer Care accommodates 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 the Center for Cancer Care**

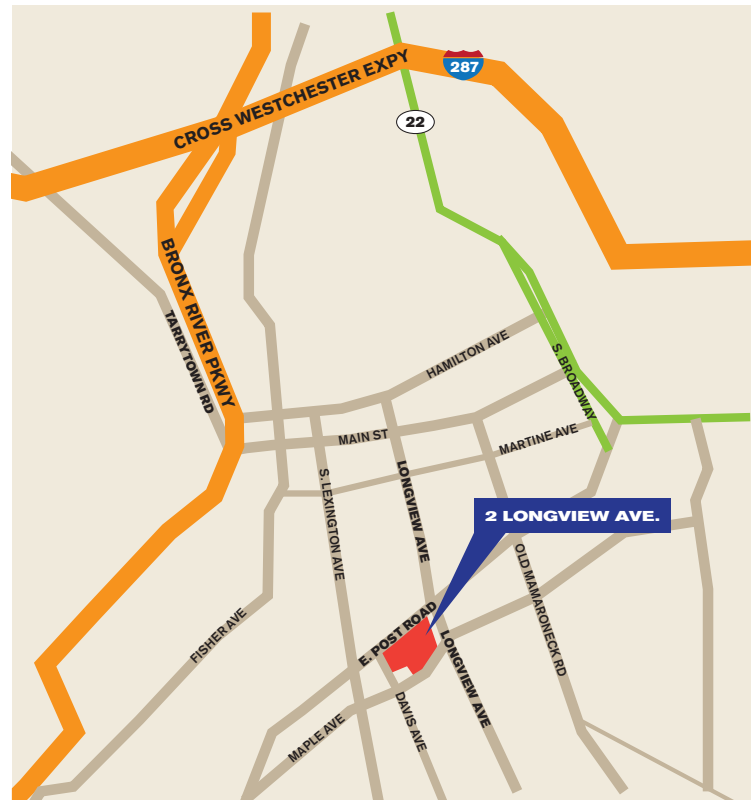
Valet parking is available for patients' convenience. Visitors may also park in the municipal garage across the street from the Center for Cancer Care on Longview Avenue, where metered parking is available.

# 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.

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](http://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:

- Commission on Cancer (CoC) Accreditation
- CEO Cancer Gold Standard Accreditation
- National Accreditation Program for Breast Centers (NAPBC)
- National Accreditation Program for Rectal Centers (NAPRC)
- 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:

- 5-star rating from the Centers for Medicare and Medicaid Services
- Magnet Recognition Program®
- Healthgrades® Outstanding Patient Experience Award
- Joint Commission Gold Seal of Approval
- The Leapfrog Group Hospital Safety Score®
- Consumer Choice Award
- 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.



White Plains Hospital  
Center for Cancer Care

2 Longview Avenue, White Plains, NY 10601 | [www.wphospital.org/cancer](http://www.wphospital.org/cancer) | 914-849-7500