



The Queen's Cancer Center Patient and Caregiver Resource Guide



SCAN
FOR A DIGITAL VERSION
OF THIS GUIDE



**THE QUEEN'S
CANCER CENTERS**

In Clinical Partnership With





THE QUEEN'S MISSION

To fulfill the intent of Queen Emma and King Kamehameha IV to provide in perpetuity quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai'i.

THE QUEEN'S VISION

To be the preeminent health care system of the Pacific, providing superior patient care that is continually advanced through education and research.

SHARED VALUES (C.A.R.E.)

Compassion guides our actions

Aloha inspires us in all that we do

Respect and understanding are essential for the dignity of all

Excellence is our quest

GUIDING PRINCIPLE

One team committed to the best patient
C.A.R.E. for our community.

Welcome to the Queen's Cancer Centers



Aloha!

At the Queen's Cancer Center, your care is number one. Our entire team is dedicated to providing you with the necessary care, support, and guidance to help you throughout your journey.

Our cancer center is patient-centered, multidisciplinary, and equipped with advanced technology to treat all types of cancer. It brings together every aspect of cancer diagnosis and treatment planning in a comfortable and healing environment, minimizing the need for patients and caregivers to travel to different providers or to the mainland for treatment.

From the first moment, we strive to ensure that treatment is as convenient and stress-free as possible. Our experienced team takes care of the details, from collecting medical records to scheduling appointments to booking travel and lodging. Once you're here, our staff will continue to assist you with cancer care coordination and any other needs you may have throughout your treatment.

We pledge that we will provide you with the best care possible, and that we will work as one team to bring you every service that you need. We will treat you like a family member; everything we do will be guided by compassion and aloha.

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Overview of the Queen's Cancer Center

The Queen's Cancer Center is Hawai'i's first world-class cancer center. It features many oncology specialists working together in a patients-first approach, using personal, holistic care, the most advanced technologies and a wide range of treatments that work together in a comfortable place of healing.

Patient navigators ensure that cancer care coordination is as convenient and stress-free as possible, and provides personal care that focuses on each patient's needs. A full array of exceptional services are offered to promote healing of the body, mind and spirit.

Our team of specialists and experienced staff are dedicated to providing innovative and integrated cancer treatments and leading-edge cancer research, combined with compassion and aloha.

From high-tech to high-touch, the Queen's Cancer Center connects cancer patients with the highest quality of care available in Hawai'i.



Patient Navigator Program

Getting through cancer treatment can be overwhelming. Navigators can help patients and their families successfully manage their journey. The Queen's Cancer Center understands that each journey is unique, and offers two types of navigators to address these needs:

Clinical Nurse Navigator

- Orients patients and families to the health care system, the Queen's Cancer Center and the roles of each professional
- Helps develop treatment plans
- Provides individualized education, support and resources during treatment, and refers patients to appropriate resources
- Prevents duplication of medical tests
- Ensures a smooth transition from active treatment to survivorship

Patient Navigator

- Helps coordinate ground transportation
- Helps coordinate off-island travel
- Simplifies access to financial assistance



- Provides educational materials
- Directs access to support groups, classes and helpful community agencies such as the American Cancer Society, Susan G. Komen Foundation and the Leukemia and Lymphoma Society
- Provides access to interpreter services

Both Nurse and Patient Navigators:

- Coordinate care to ensure timely access to care and seamless transitions
- Help improve communication and collaboration between patients, families, providers and staff
- Find the answers to questions patients may have about their care
- Help navigate patients through the health care system

Multidisciplinary Care Clinics (Team Care)

Queen's multidisciplinary clinics benefit patients through faster access to treatment and referral services, improved care coordination, less duplication of medical tests, less travel for treatment planning and a greater opportunity to hear about clinical trials.

Treating Cancer

Cancer patients may receive one or a combination of different types of treatments depending on the type of cancer and its stage. Treatments include but are not limited to chemotherapy, radiation oncology therapy and surgery.

Chemotherapy

Chemotherapy can be a single medication or a combination of medications that are used to kill growing cancer cells. Chemotherapy is given in cycles. After a treatment is given, time is set aside for the body to build healthy cells before the next treatment. During this resting time, the body goes through different phases as it mends. A medical oncologist or nurse will explain what to expect during the different phases.

Radiation Oncology

Radiation therapy uses radiation to kill cancer cells and shrink tumors. About half of cancer patients receive some radiation therapy as a part of their treatment. There are different types of radiation treatments and equipment. A radiation oncologist or nurse will explain the types of treatment, the reasons for the treatment, and what to expect.

Our team of expert radiation oncologists, radiation therapists, dosimetrists, and physicists are committed to the quality of our care. Queen's Radiation Oncology is the only facility in Hawai'i that is accredited by the prestigious American College of Radiology (ACR) accreditation, recognizing the highest quality radiation oncology services.

Queen's Radiation Oncology technologies:

Siemens CT Simulator is a treatment planning technology featuring 4-D CT images for tumors that move with a patient's breathing.

Varian TrueBeam combines advanced imaging, beam delivery and motion management technology to accurately target tumors, while dramatically reducing harm to healthy surrounding tissue. The treatment system includes CBCT imaging for image-guided radiation therapy (IGRT), real time motion tracking, volumetric intensity modulated arc therapy (VMAT) and HyperArc High-Definition Radiotherapy.



Varian HyperArc is a new, state-of-the-art technique in stereotactic radiosurgery that allows radiation oncologists to treat patients with brain metastases with submillimeter accuracy at an accelerated rate.

Stereotactic body radiotherapy (SBRT) uses a special coordinate system for exact targeting of tumors with high dose radiation treatments.

Elekta Flexitron Afterloader for high dose rate (HDR) brachytherapy is a treatment option that places radioactive seeds directly into or next to a tumor.

Surgery

Surgery oncology is a specialized branch of surgery that focuses on the diagnosis and treatment of cancer through surgical procedures. Surgeons are trained to perform surgeries to remove tumors, assess the extent of the cancer, and will refer/ consult to reconstruct affected areas. The goal is to eradicate or reduce the cancerous tissue while preserving as much healthy tissue and function as possible. Our surgeons are up to date with most recent technology, including leading-edge technologies such as da Vinci robots and state-of-the-art operating rooms. For more information please call 808-691-2728.

Head & Neck Institute

The Queen's Head & Neck Institute aims to eliminate head and neck cancers and aid patients in returning to their everyday lives before diagnosis. The Institute's reconstructive surgeons use cutting-edge surgical techniques to restore not only a person's health but also their quality of life by minimizing the potential disfigurement and functional effects of cancer surgeries of the head and neck. Depending on the treatment plan, non-surgical options may also be available to patients.

To learn more about the types of head and neck cancers and other conditions that are treated, call the Queen's Head & Neck Institute. Phone: 808-691-7215



Clinical Trials

Clinical trials are fundamental to determining the safety and efficacy of new treatments that may improve the health and wellbeing of patients. The Queen's Oncology Research Department makes it possible for our local cancer patient population to participate in the National Cancer Institute (NCI) clinical trials from the comfort of their home state.

The Queen's Medical Center, alongside The University of Hawai'i Cancer Center, are members of the NCI Community Oncology Research Program (NCORP), whose goal is to bring cancer clinical trials to individuals in their home communities to improve patient outcomes and reduce cancer disparities.

A wide variety of trials are available, ranging from treatment trials using leading edge therapies or repurposing existing therapies, to prevention and screening trials, to non-treatment trials focusing on cancer care delivery and quality of life. By offering clinical trials, Queen's is conducting groundbreaking research that will advance the world of medicine as we know it, offering hope for many patients today.

Inpatient Cancer Treatment

Cancer patients who require hospital care are provided with private rooms in an oncology unit that specializes in cancer care. The patients are given individual attention and care by a team of experts involved in their treatment. The team makes daily visits to the patients to communicate, collaborate, and coordinate care within the hospital. All the inpatient oncology nurses at Queen's are specialty trained in chemotherapy and have expert knowledge of different types of cancer and how to manage symptoms.

Support Services for Cancer Patients

Queen's Imaging Technologies

The Queen's Imaging Services offers advanced imaging technologies for disease diagnosis and therapeutic treatment plans. Procedures are carried out by certified technologists and interpreted by board-certified radiologists.

Angio/Interventional Radiology

The Queen's Medical Center (QMC) is fully equipped with three Angiography suites that allows for a range of diagnostic and interventional procedures. These include chemoembolization, Y-90 therapy, thrombectomies for strokes, and aneurysm coiling. The Angiography/Interventional Imaging Suites are precisely designed to provide accurate imaging during these procedures, with flat panel technology that enables the integration of angiography, CT, and MRI images.

CT

A Computed Tomography (CT) scan is a medical procedure that creates detailed images of the body's internal structures without the need for surgery. At The Queen's Medical Center (QMC), several CT scanners are available that are designed to produce high-quality images while minimizing radiation exposure to ensure patient safety. Whole-body scans can be completed within minutes, which speeds up diagnosis and improves patient health outcomes.



MRI

MRI is a safe medical imaging technique that uses magnetic fields and radio waves to produce clear images of the body's internal structures. QMC offers advanced MRI technologies, including 1.5 Tesla and 3.0 Tesla MRI with a breast MRI system accredited by the American College of Radiology. MRI helps diagnose various medical conditions with other imaging techniques that may not be visible.

Nuclear Medicine

Nuclear Medicine Gamma Cameras are available at three locations within the QMC network: QMC-Manamana, QMC-West, and QMC North Hawaii. These advanced cameras detect the energy emitted from radioactively labeled tracers introduced into the body. This technology allows for the assessment of various organ functions and cellular activity.

QMC-Manamana Nuclear Medicine offers a range of Radioimmunotherapy treatments, including I-131 therapy for thyroid cancer, Xofigo for bone metastasis from prostate cancer, Y90 Therasphere for hepatic cell carcinoma, Lutathera for Neuroendocrine tumor positive for the hormone receptor somatostatin, and Pluvicto for metastatic castration-resistant prostate cancer.

PET

QMC-Manamana has a PET/CT scanner available in the Hamamatsu/Queen's PET Imaging Center. The center was established in 1996 and is used for research and diagnostic imaging. A new Siemens Biograph Vision 600 scanner has been installed recently, enabling shorter scan times and injected doses. PET/CT scanners detect radioactive tracers to diagnose cancer, heart disease, and brain disorders. QMC-Punchbowl has the island's only Cyclotron, which supports all PET centers on Oahu. PET tracers diagnose cancer cells and determine tumor size, shape, and mass. The Nuclear Med, PET, and Cyclotron teams manufacture radiopharmaceuticals targeting cardiology, neurology, oncology, infectious, and inflammatory conditions.

Mammography

The Queen's Women's Health Center offers a range of medical imaging services to detect and diagnose various medical conditions. The Mammography Department has 2D and 3D capable mammogram machines operated by trained mammographers. The Ultrasound Department has 11 high-resolution machines to perform general and specialty ultrasound imaging. The department offers breast ultrasound services accredited by ACR, Maternal Fetal Medicine ultrasound imaging, and ultrasound-guided diagnostic and therapeutic procedures for palliative care. The Registered Diagnostic Medical Sonographers (RDMS) working closely with the radiologists to provide high-quality care to our patients from preconception to labor and delivery



Food and Nutrition

Registered dietitians help with weight loss and other complications; obtain food choices for those who require special diets; and work with pharmacists, nurses and doctors to provide the best nutrition for cancer patients.

Inpatients and outpatients receiving chemotherapy at the Queen's Cancer Center can order meals through our At Your Request™ Room Service by calling the Concierge between 6:30 am and 6:15 pm. Those with decreased appetites can order small meals many times throughout the day, and anything on the menu can be ordered at any time, such as a breakfast entrée at dinner or soup at breakfast, as desired.

To order meals through our At Your Request™ Room Service from within the hospital, call Extension 14331, option 1. From outside the hospital, call 808-691-4331, option 1.

Registered dietitians offer monthly group classes for patients who need information on dealing with the side effects of cancer treatment and can individually see patients who want more information. They conduct classes on healthy lifestyle to prevent cancer, and attend support groups when asked. Personal nutrition counseling is available to Queen's Cancer Center patients.

Social Work Services

Licensed Clinical Social Workers are members of your Multidisciplinary Care Team who work directly with you and your caregivers. They are available to help you cope with the impact and changes that result from a diagnosis of cancer.

Social Workers provide follow-up with you regarding questions or concerns about:

- Feeling overwhelmed
- Adjusting to your diagnosis
- How your life is being changed
- Advance Care planning; Advance Health Care Directive, POLST (Provider Orders for Life Sustaining Treatment)
- Not feeling safe at home
- The financial impact of your illness/treatment
- Intimacy, sexuality and relationships
- Talking to your children about your diagnosis
- Transitions in care

Community resources are available to support you and your family:

- Support Groups; mental health; alcohol/drug addiction; smoking cessation



Rehab Services

Queen's Outpatient Rehabilitation Services offers Physical Therapy, Occupational Therapy, and Speech Therapy. We are located in the Physician's Office Building III Suite 703, the Queen's Women's Health Center in The Queen's Medical Center Nalani Wing, and at Empower Health at Ocean Pointe. A physician's order is required to start any rehabilitation service.

To learn more about Queen's Outpatient Rehabilitation Services, call 808-691-4211

Hours: Monday-Friday 8:00 am – 4:30 pm

Lymphedema Education

Our certified lymphedema specialists can treat lymphedema that may result from surgery related to oncology treatments. Our lymphedema videos (QR codes below) can help you learn about the lymphatic system, how to identify early signs and symptoms of lymphedema, and what you can do to reduce your risk or address it.

Low Risk for Lymphedema

- Less than 5 lymph nodes removed (Sentinel lymph node biopsy)
- Lumpectomy surgery



Scan to view **low risk** lymphedema video

Elevated Risk for Lymphedema

- 5 lymph nodes or more removed (Axillary lymph node dissection)
- Obesity- high BMI over 30 (Example 5'2" over 164 lbs, 5' 6" over 186 lbs)
- Radiation therapy including the neck region
- Mastectomy surgery



Scan to view **high risk** lymphedema video

Supportive Oncology

Pain & Palliative Care clinicians work with cancer patients and family members to prevent and relieve pain, symptoms and stress related to their illness and provide an added layer of support. The goal is to promote the best possible quality-of-life throughout the course of cancer treatment. Pain & Palliative Care services are available at the request of a patient's attending physician.

Educational Services & Support Groups

The Queen's Cancer Center offers a wide variety of educational classes, support groups and webinars. Please visit www.queens.org/cancer and look under the "Services" tab to find "Educational Services." A complete listing of dates, times and contact information is available for download or print.

For more information, call 808-691-8984.

Spiritual Care

Hospital Ministry Chaplains serving at Queen's provide spiritual and emotional care to patients and their loved ones 24 hours a day, 7 days a week. While religion is one way that spirituality is expressed, the term "spirituality" is much broader, and addresses the ways people connect to the divine, to self and to others to create meaning in their lives.

Healing Through Art

The Queen's Cancer Center offers a Healing Through Art program that helps cancer patients, caregivers and staff meet the challenges of cancer diagnosis, treatment and survivorship by exploring their own creativity. Working in small groups, the program has lessened anxiety, fears, isolation and boredom during cancer treatment.

To learn more about the Healing Through Art program and to schedule, call 808-691-8984.



Pet Therapy

Mikey is a Hospital Facility Dog that has joined the Queen's Medical Center Ohana in May 2021. He is a Labrador Retriever who has a calm and relaxing disposition. Mikey sees patients all throughout the hospital and offers comfort and stress relief to our adult patient population. He is on campus during the day, Monday through Friday.



Mindfulness Meditation

Mindfulness Meditation is an integrative therapy that is referred to in the Survivorship NCCN guidelines for anxiety, depression, trauma, distress, cognitive function, fatigue, sleep disorders, and more!

Please contact 808-691-8914 for information



Genetic Counseling for Cancer

The Queen's Comprehensive Genetics Center uses the latest technology to analyze gene changes that hold the keys to the cause and treatment of cancer.

The goal is to determine if there is a hereditary basis to a patient's cancer or cancer in their family, allowing them to make informed medical decisions. This may include recommendations for additional cancer screening, ways to lower cancer risk and other possible options to treat certain cancers.

Laboratory tests include: genetic testing for cancer risk if facilitated when appropriate.

For more information, please call the Queen's Comprehensive Genetics Center. Phone: 808-686-4780.

High Risk Program

The high risk breast program is a breast cancer prevention program for high risk women who meet one of the following criteria:

- Family history of breast or ovarian cancers
- Previous breast biopsy which revealed abnormal precancerous cells including atypical hyperplasia or lobular carcinoma in-situ (LCIS)
- Known genetic mutation within the family

This comprehensive screening program includes cancer risk assessment, personalized cancer screening, genetic counseling and testing, physical exams, cancer risk reduction strategies using lifestyle modification and chemoprevention using drugs to lower the risks of developing breast cancer. 808-691-8777.

Hereditary Cancer Program

Queen's Comprehensive Genetics Center is designed to provide genetic counseling services for patients with a personal history of cancer, individuals with a family history of cancer (but may not be affected with cancer), and individuals with a known pathogenic genetic variant in a gene related to a hereditary cancer syndrome (such as BRCA or Lynch syndrome). Many additional syndromes are also evaluated and diagnosed through this clinic. Screening and management guidelines are then shared with their oncology team.

Cancer Survivorship Program

Living with cancer means that a patient is a survivor, even at diagnosis. At the Queen's Cancer Center, we believe that a patient's journey continues after treatment ends. Our caring and knowledgeable staff will help navigate the transition from active treatment to follow-up care through our Cancer Survivorship Program.

Our program ensures that each patient receives the appropriate after-care and follow-up needed to improve their quality-of-life. Our highly trained staff is culturally sensitive to the unique needs of Hawai'i's cancer survivors, caregivers and their families.

Our staff will:

- Schedule a one-on-one consultation to review, reflect and understand a patient's treatment history
- Provide a complete survivorship care plan, which includes:
 - A treatment summary
 - Educational materials on long-term side effects and how to manage them
 - Cancer surveillance
 - A long term follow-up care plan
- Discuss physical, psychological, emotional, social and financial concerns
- Provide referrals to specialists, such as a physical therapists, dietitians, genetic counselors or others, as needed
- Help patients live a healthy lifestyle and share available resources
- Give treatment history to members of a patient's health care team

Other survivorship services

- Cancer Survivorship Support Group for patients adapting to life after cancer treatment
- Seminars for survivors on survivorship-related topics
- Mindfulness Meditation classes

Please call the Cancer Survivorship Program as soon as cancer treatments are complete to schedule a personal survivorship consultation. Phone: 808-691-8914.

CANCER CENTER



THE QUEEN'S
MEDICAL CENTER



THE QUEEN'S
MEDICAL CENTER
WEST O'AHU

General Information

The Queen's Cancer Center is located on the first floor of the Kamehameha Wing at The Queen's Medical Center and on the basement level of the Clinical Service Center at The Queen's Medical Center – West O'ahu.

Contact Information

The Queen's Medical Center

1301 Punchbowl Street

Honolulu, HI 96813

Phone: 808-691-8777 • Fax: 808-691-8780

The Queen's Medical Center – West O'ahu

Clinical Service Center, Suite B120

91-2135 Fort Weaver Road

'Ewa Beach, HI 96706

Phone: 808-691-3035 • Fax: 808-691-3823

Parking

The Queen's Medical Center

Valet parking is available at the front entrance,
Monday – Friday, 6:00 am – 6:00 pm

Self parking is available at the Physicians Office
Building 1 (POB1) parking lot Entry on Lusitana Street

The Queen's Medical Center – West O'ahu

Self parking is available in dedicated Cancer Center
stalls on Queen Emma Way.

Radiation Oncology

The Queen's Medical Center

1301 Punchbowl Street Honolulu, HI 96813

Phone: 808-691-4771 • Fax: 808-691-4507

The Queen's Medical Center – West O'ahu

Clinical Service Center, Suite B120

91-2135 Fort Weaver Road

'Ewa Beach, HI 96706

Phone: 808-691-3035 • Fax: 808-691-3823

Cancer Center Clinics

Physician's Office Building I

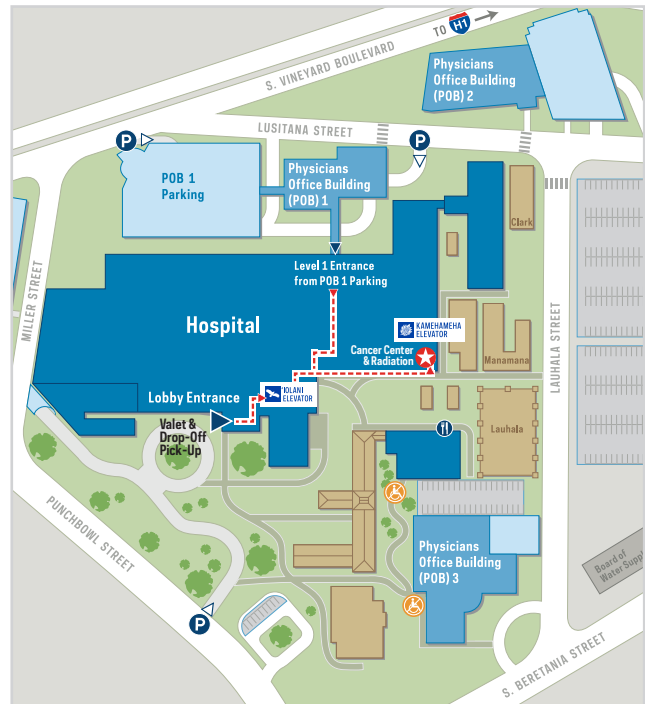
1380 Lusitana St Ste 608, Honolulu, HI 96813

Phone: 808-686-4222 • Fax: 808-686-4223

Kuakini Office

321 N Kuakini St. Suite 402, Honolulu, HI 96817

Phone: 808-686-4244 • Fax: 808-539-9337



The Queen's Medical Center



The Queen's Medical Center – West O'ahu