City of Hope®

CANCER HASN'T STOPPED. NEITHER HAVE WE.

Safety Is Our Highest Priority

Our experience caring for patients with compromised immune systems, particularly those within our bone marrow transplant program, has ensured we maintain the highest standards for infection prevention and control across all of our programs during the COVID-19 pandemic. We are committed to providing the same access to leading-edge cancer care during these uncertain times.

- Call **800-826-4673** between **8 a.m. and 5 p.m., Monday to Friday, to schedule a consult.**

Questions about COVID-19? We have a hotline and website to assist you.
Call **844-961-4673** between 9 a.m. and 5 p.m., Monday to Friday, for general questions about COVID-19 and cancer. Visit **CityofHope.org/covid** for the latest COVID-19 news and information.

Hope Virtual

To keep our patients and communities safe during the COVID-19 pandemic, City of Hope is moving some appointments to online video using Hope Virtual, our convenient telehealth platform. Hope Virtual allows you to connect with members of your health care team at City of Hope through video on your smartphone, tablet or computer. Though not appropriate for all visits, with Hope Virtual you may see your provider from home instead of having to drive to one of our facilities to receive care.

Hope Virtual:

- Offers many of the same benefits as an in-person visit while saving travel time, limiting in-person visits and making it easier to coordinate your care.
- Is private, secure and HIPAA-compliant to safely and confidentially connect you with your health care team online.
- Eliminates exposure to others, an important consideration for cancer patients and the immunocompromised.

If your City of Hope provider recommends a televisit, our team will work with you to schedule it. Once confirmed, you will receive an email with the details of your upcoming appointment and guidance for preparing for your first visit. For more information on Hope Virtual, go to **CityofHope.org/hopevirtual** or contact us at **hopevirtualhelp@coh.org**.

Caring for Patients

The compassionate experts in the Department of Supportive Care Medicine are continuing to provide patient care and many vital services as the COVID-19 situation evolves. The Sheri & Les Biller Patient and Family Resource Center is open to connect patients with community resources, health information and comprehensive services that maximize well-being before, during and after cancer treatment.

For information about the full range of services available to our patients, please call the **Sheri & Les Biller Patient and Family Resource Center** at **626-218-CARE (2273)**.

Donate blood. Save lives.

We need you!
COVID-19 continues to affect our blood supply. Fewer donors and more cancelled blood drives have resulted in less available blood for our patients. In the coming days, we anticipate an even greater impact to our blood supply.

Blood donation is safe.
Blood collection is done with proper safety precautions and individuals are not at risk of contracting COVID-19 through the blood donation process or via a blood transfusion.

Make an appointment.
We are currently requiring all donors to make an appointment in advance, which you can do at **idonateblood4hope.org** or by calling **626-218-7171**.

City of Hope®

CityofHope.org

20000.N.35916