



Resources and services guide

We have processes in place to keep you safe and prevent the spread of infection.

Some services and amenities may be limited or closed. Learn more at mdanderson.org/Coronavirus

THE UNIVERSITY OF TEXAS

MDAnderson
~~Cancer Center~~


Making Cancer History®

We are here for you

Caring for you and your family is our top priority at The University of Texas MD Anderson Cancer Center. Please bring this guide to future visits so you can take full advantage of the resources and services we provide.

Remember, we are here for you.

This guide belongs to



This guide is part of a series of materials designed to give you the information and resources you need at the right time in your care. Be sure to check out our other guides in the series. This information also is available at mdanderson.org.

First visit guide

Resources and services guide

This Week: News and events happening this week at MD Anderson

Monthly class calendar

Hospital stay guide

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This icon denotes services for pediatric and young adult patients.



This icon denotes services available at one of our Houston-area locations.

Communication

Hearing-Impaired Services

American Sign Language interpreters and text telephone (TDD) can be provided for hearing-impaired patients. For patients in the hospital, closed-caption television and a doorknocker can be arranged. Contact your nurse to request these services.

Language Assistance

In-house interpreters are available to help non-English-speaking patients communicate in their language. Interpretation is provided for Arabic, French, Mandarin, Spanish and Vietnamese. With notice, interpreters will be provided for other languages. After hours, weekends and holidays, interpretation services are provided via phones or video devices.

Please contact your care team or center to request an interpreter.

Hours

Monday-Friday: 7:30 a.m.-5:30 p.m.

MyChart



I use MyChart to ask my care team questions and check appointments. Make sure you get an account to manage your care online.”
-Jamie Bernard, survivor

Manage your care online with your secure health record in MyChart. You can send messages to your care team and access your appointment schedule, test results and billing information.

Need help?

Call askMDAnderson (877-632-6789) for help getting an account or for information about navigating the site.

You also can get help by going to one of
The Learning Centers:

- Main Building, Floor 4, Elevator A, R4.1100
- Mays Clinic, Floor 2, near Elevator T, ACB2.1120

Telephone

877-632-6789

Website

MyChart.mdanderson.org

Severe Weather

Houston weather can change rapidly. We encourage patients to watch local news for local weather updates.

Local weather and emergency information websites:

- readyharris.org
- readyhoustontx.gov
- weather.gov/hgx
- weather.com
- For road closings, check Houston TranStar at traffic.houstontranstar.org/roadclosures.

Emergency Alert

In the event of severe weather or an emergency:

- Our website, mdanderson.org, will display information about our emergency operations at the top of the home page. If we are operating at normal operations, you will not see any messages about the weather or emergencies.
- The same information will be at the top of MyChart.mdanderson.org. Note that your schedule may not show the latest appointment information during an emergency. Follow instructions from local officials and check our website for current information.

Wireless Access



MD Anderson has good Wi-Fi. Bring along your laptop or personal mobile device and your charger to work and pass time.”
-Joyce Miles, survivor

Free wireless internet access is available in most public areas of MD Anderson on the MDAGuest network (SSID). No password is required. All users must acknowledge and accept MD Anderson’s acceptable use policy before using Wi-Fi. Open your browser and click accept.

Getting Around

Find more information and videos about transportation and lodging at [mdanderson.org/GettingtoMDAnderson](https://www.mdanderson.org/GettingtoMDAnderson).

Directions

Directions or Wayfinding

We use landmarks, signs and maps to help you find your way. Inside our buildings at the Texas Medical Center, follow the pathway marked by blue carpet stripes to the landmark closest to your destination. Pocket-sized maps are located near building entrances and some elevator banks.

Staffed information centers are located at primary public building entry points at the Texas Medical Center and most of our locations. If you need help, ask an MD Anderson employee or volunteer for directions.

For customized driving directions, walking directions after your arrival and information about your appointments, visit access.mdanderson.org.

Travel Information

Based on your specific needs and eligibility, your social work counselor will help identify

appropriate community resources, including housing and transportation. You also can find information on our website.

Website

mdanderson.org/GettingtoMDAnderson.

Click on Traveling to Houston in the left menu.

You will find lodging resources and patient travel services details.

Discounts

Patient Travel Services has access to MD Anderson airline, lodging and ground transportation discounts (including car rental and town car service) and rates. Bookings for Vonlane Bus Service must be arranged through Patient Travel Services to get a discount. Changes to international tickets must go through the original booking agency.

Location

For ticket changes and a bilingual agent:
Faculty Center, Floor 3, FC3.2030 (near the Rotary House Hotel skybridge)

Hours

Monday-Friday: 8 a.m.-5 p.m.

By telephone: 8 a.m.-6 p.m.

Telephone

713-745-2300

888-848-9992

Email

patienttravel@mdanderson.org

Lodging



Ronald McDonald House at

MD Anderson Children's Cancer Hospital

This Ronald McDonald House location for families of pediatric patients offers a lounge, waiting area, dining area, fully stocked kitchen and two private bedrooms with a shared bath. This location is designed only for short stays. A larger stand-alone facility in the Texas Medical Center is available for long-term visits.

Telephone

713-792-2121

Rotary House Hotel

The Rotary House Hotel, owned by MD Anderson and managed by Marriott, provides housing in a welcoming environment for patients and their families. All rooms include refrigerators and microwaves. Rotary House offers a restaurant, deli, lounge, gift shop, indoor swimming pool and exercise area. Reservations are first come, first served and are booked months in advance.

Location

1600 Holcombe Blvd., connected by skybridges to the Main Building, Mays Clinic and Duncan Building

Telephone

800-847-5783 (toll free) for reservations
713-790-1600 in Houston and for guest room connection

Website

mdanderson.org > Search Rotary House.

Transportation

Parking

Parking is free at our locations in League City, Sugar Land, West Houston and The Woodlands. Use the surface lots in front of the building.

When visiting our Texas Medical Center location, choose valet, garage or reduced-rate remote visitor parking. Fees are paid per exit.

MD Anderson Parking Office

Hours

Monday-Friday: 5 a.m.-5 p.m.

Telephone

713-563-7275

Website

mdanderson.org > Search parking
mdanderson.org/locations for details about parking at our locations.

Texas Medical Center Customer Relations Help Line

Hours

24 hours, seven days a week

Telephone

713-791-6161

Valet Parking

Valet parking is provided at several entrances. Vehicles that are valeted can be picked up at any location during posted business hours, no matter where you dropped off the vehicle.

Locations and Hours

- Main Building, The Aquarium, Entrance 2, 24 hours a day
- Main Building, The Pavilion, Entrance 4, Monday-Friday: 6 a.m.-11 p.m.
- Mays Clinic, Entrance 7, Monday-Friday: 5:30 a.m.-11 p.m.

Telephone

713-792-4525

Rate

\$15 for 0-24 hours

Mays Clinic/Duncan Building patient and visitor garage

The underground garage provides elevator access to the Mays Clinic and Duncan Building.

Hours

Monday-Friday: 5 a.m.-midnight

Closed weekends and holidays

Location

Bertner Avenue and Pressler Street, Entrance 5

Rates

- 0-1 hour: \$3
- 1-2 hours: \$5
- 2-3 hours: \$7
- 3-4 hours: \$8
- 4-5 hours: \$9
- 5-24 hours: \$12
- Lost ticket: \$12

Texas Medical Center Parking

Patients with appointments in the Main Building are encouraged to park in Garage 10. The Level 3 skybridge links it to the Main Building and Rotary House Hotel. Hospital patients and visitors are encouraged to park in Garage 2 and enter the Main Building through The Pavilion lobby.

Locations

- Garage 10: Entrance 2, Holcombe Boulevard and MD Anderson Boulevard
- Garage 2: Entrance 3, Holcombe Boulevard and Elliott Avenue

Rates

- 0-1 hour: \$5
- 1-2 hours: \$8
- 2-4 hours: \$10
- 4-24 hours: \$13
- Lost Value Pass: \$25

Hours

24 hours

Pre-paid Value Passes

Pre-paid Value Passes offer discounted rates and in-and-out privileges for parking in Texas Medical Center garages. These are ideal if you plan to park for several consecutive days or for repeated visits.

- \$52 pre-paid Value Passes
(loaded with \$60 in parking value)
- \$100 pre-paid Value Passes
(loaded with \$115 in parking value)

Value Passes may be purchased at the Garage 10, Level 3 skybridge to MD Anderson or at the Garage 2, Level 1 lobby near MD Anderson.

Patient Shuttles

At the Texas Medical Center, ground shuttles are available for visitors traveling outside between the Main Building, Mays Clinic, Radiology Outpatient Center, Proton Therapy Center and hospitality apartments. Look for the signs on the front and sides of the shuttle.

Patient shuttles service these facilities by request: Mohs and Dermasurgery Unit, Radiation Treatment Center and South Campus Research Building 3. Call the number below to request service.

In League City, a shuttle is available to take you from the parking garage on UTMB Health's campus to MD Anderson's building.

Hours

Monday-Friday: 6 a.m.-6:30 p.m.

Telephone

713-792-2338

Public Transportation

Houston's METRO system can take riders virtually anywhere in town. Visit an Information Desk for routes and schedules. Specially equipped transportation for those with physical disabilities should be scheduled in advance.

Website

ridemetro.org

Skybridge Carts

At our Texas Medical Center location, visitors traveling inside between the Main Building and Mays Clinic can ride shuttle carts on the skybridge.

Hours

Monday-Friday: 6 a.m.-8:30 p.m.

No service on the weekends

Telephone

713-563-2983

Wheelchairs

Wheelchairs are available for patients, family members and visitors. At most locations, they are available near the entrance of the building.

At our Texas Medical Center location

- Faculty Center, Floor 3, Skybridge entrance
- Faculty Center, Floor 3, near Garage 17
- Garage 10, Floors 3-4
- Main Building, Floor 1, The Aquarium (outside, near valet)
- Main Building, Floor 3, Skybridge entrance
- Main Building, Floor 3, near Elevator A, Rotary House Skybridge entrance
- Mays Clinic, Floor 2, Skybridge entrance
- Mays Clinic, Floor 1 (outside, near valet)
- Pickens Tower, Floor 3, Skybridge entrance
- The Pavilion, Floor 1, (outside, near valet)

If you are not at an entrance, you can stop at one of the Information Desks and ask the staff member to request a wheelchair for you. Or call the patient transportation team and you will need to provide your exact location.

Telephone

713-792-2515

General Services

Financial Resources

ATMs

At our Texas Medical Center location, several ATMs are available for convenient banking. The ATMs are withdrawal-only and charge users a \$1.50-per-transaction fee. You may be charged an additional fee from your bank, just as you would with other out-of-network ATMs.

Locations

- Main Building, Floor 1, in Café Anderson
- Main Building, Floor 2, near The Park
- Mays Clinic, Floor 1, near Valet Parking
- Mays Clinic, Floor 2, near The Tree Sculpture
- Mays Clinic, Floor 2, near the skybridge to Pressler Garage
- Pickens Tower, Floor 3, between the skybridge and escalator
- Rotary House Hotel, Floor 2, near Market Best

Billing and Accounts

Patient Business Services is available to help patients understand itemized statements and patient account summaries or resolve any account issues. You can send them a message using MyChart, call them or visit them at our Texas Medical Center location.

Location

Main Building, Floor 1, near Café Anderson, P1.2970

Hours

Monday-Friday: 8 a.m.-5:30 p.m.

Telephone

713-792-2991

800-527-2318

Fax

713-745-1074

713-745-4579

Website

mdanderson.org/InsuranceandBilling

Questions about charge estimates, deposit requirements and Texas Resident Financial Assistance applications should be directed to the Financial Clearance Center.

Cashiers

Cashiers accept payment for hospital, clinic and physician bills. Cashiers can provide change for large bills when available cash is on hand. Patients or their spouses may cash checks, with a limit of \$50 per day. You also can pay bills online on MyChart.

Location 1

Main Building, Floor 1, near Café Anderson,
P1.2970

Hours

Monday-Friday: 7 a.m.-6 p.m.

Telephone

713-794-4735

Location 2

Mays Clinic, Floor 2, near The Tree Sculpture,
ACB2.2157

Hours

Monday-Friday: 7 a.m.-5 p.m.

Telephone

713-563-5818

Insurance Coverage, Financial Assistance

The Financial Clearance Center (FCC) answers questions about insurance coverage and health care costs, including price estimates, upfront payment requirements, payment options and the Texas Resident Financial Assistance

application process. You can send them a message using MyChart or call them.

Hours

Monday-Friday: 8 a.m.-5 p.m.

Telephone

713-792-4322

1-844-294-4322

Website

mdanderson.org/InsuranceandBilling

Questions about itemized statements and account summaries should be directed to Patient Business Services.

Food

A variety of food is available at MD Anderson. Hours are subject to change. Cafeteria menus include nutritional information.

League City

Einstein Bros. Bagels

Sandwiches, bagels, soups, salads and baked goods. Breakfast and lunch items are served all day, and coffee selections also are available.

Location

Located on the second floor of the UTMB Health League City campus clinics.

Hours

Monday-Friday: 7 a.m.-2 p.m.

Main Building/Rotary House Area at the Texas Medical Center

Rotary House Hotel

Apicius Restaurant

Apicius is an open-kitchen, buffet restaurant with a full bar. It offers a full buffet for breakfast, lunch and dinner, as well as an all-day a la carte menu. Apicius Lounge provides a casual setting for cocktails, conversation and light snacks.

Location

Rotary House, Floor 2

Hours

Restaurant

Monday-Friday: 6:30 a.m.-10 p.m.

Saturday-Sunday: 7:30 a.m.-10 p.m.

Lounge

Daily: 11 a.m.-10 p.m.

The Rotary House also offers the following grab-and-go outlets on Floor 2:

- Market Best: hot items for breakfast and lunch
- Fresco's: large salad bar area and separate stations for sandwiches, pizza, pasta and fried chicken
- Rotary Café: coffee, baked pastries and cookies
- Fuzions: self-serve frozen yogurt

Hours vary.

Café Anderson

Hot and cold entrees; made-to-order sandwiches; pizzas; Chick-fil-A sandwiches; soups; grill items; salad bar; sushi; exhibition cooking; desserts; and grab-and-go sandwiches and salads.

Location

Main Building, Floor 1, near The Aquarium,
R1.2351

Hours

Monday-Friday: 6 a.m.-8:30 p.m.

Saturday-Sunday: 7 a.m.-7:30 p.m.

Telephone

713-792-7162

Café in The Aquarium

Starbucks coffees, snacks, and grab-and-go salads and sandwiches.

Location

Main Building, Floor 1, The Aquarium

Hours

Monday-Friday: 6 a.m.-4 p.m.

Café in The Park

Starbucks coffees, snacks, grab-and-go items, sandwiches, salad bar, hot entrees and freshly-made Smoothie King beverages.

Location

Main Building, Floor 2, The Park

Hours

24 hours a day

Express Eatery

Hot entrées, soups, grab-and-go salads and sandwiches, snacks, candies, sushi and frozen entrees.

Location

Main Building, Floor 5, near Elevator D

Hours

Monday-Friday: 7 a.m.-3 p.m.

Mays Clinic, Pickens Tower and Duncan Building areas at the Texas Medical Center

Lantern Café

A cooking station; Boar's Head deli sandwiches; made-to-order sushi and salads; grab-and-go items; and 400- to 600-calorie lunch specials.

Location

Pickens Tower, Floor 3, near Elevator N

Hours

Monday-Friday: 7 a.m.-3 p.m.

Waterfall Café

Hot entrees, grill items, pizza, sandwiches, soups, salad bar, sushi and grab-and-go salads.

Location

Mays Clinic, Floor 2, near The Tree Sculpture, ACB2.2402

Hours

Monday-Friday: 6:30 a.m.-2:30 p.m.

Cool Beans Café and Bakery

Starbucks espresso beverages and coffee; salads; Boar's Head deli sandwiches; frozen smoothie beverages; yogurt parfaits; pastries; sodas; grab-and-go sandwiches, sushi and salads.

Location

Duncan Building, Floor 2, near The Star, CPB2.3050

Hours

Monday-Friday: 6:30 a.m.-5 p.m.

Salad bar and sandwich station closes at 2 p.m.; grab-and-go items only from 2-5 p.m.

Light Bytes

Starbucks espresso beverages and coffee, soups, grab-and-go salads and sandwiches.

Location

Pickens Tower, Floor 3, near Elevator N

Hours

Monday-Friday: 6 a.m.-6 p.m.

The Woodlands

1941 Marketplace

Starbucks espresso beverages and coffee, healthy snacks, grab-and-go salads and sandwiches.

Location

Floor 2, near the elevator

Hours

Monday-Friday: 7 a.m.-3 p.m.

West Houston

1941 Marketplace

Starbucks espresso beverages and coffee, healthy snacks, grab-and-go salads and sandwiches.

Location

Floor 1, near the elevator

Hours

Monday-Friday: 7 a.m.-3 p.m.

Supporting Your Care

You can receive care at several convenient locations throughout Houston.

Our locations:

- League City
- Memorial City (surgery)
- Sugar Land
- Texas Medical Center
- The Women's Hospital of Texas (surgery)
- The Woodlands
- West Houston



[Website](#)

Learn more at mdanderson.org/locations.

Diagnostic Imaging Clinics and Diagnostic Laboratory Centers

You can have your labs drawn and scans done at our locations across Houston.

Labs

Talk to your care team about scheduling your labs to be collected a day before your appointment at any of our locations. This may help you avoid delays at your clinic visit. The shortest wait times are generally afternoons and weekends.

Diagnostic Imaging

It may be more convenient for you to have diagnostic and screening exams outside of the Texas Medical Center. If so, talk to your care team.

[Website](#)

mdanderson.org/locations. Scroll down to view Diagnostic Imaging Clinics and Diagnostic Laboratory Centers.

Pharmacies

MD Anderson has three retail pharmacies at our Texas Medical Center location.

Floor 2 Pharmacy

Main Building, Floor 2, near Elevator C, R2.2315

Hours

Monday-Friday: 8 a.m.-8 p.m.

Saturday/holidays: 8 a.m.-6 p.m.

Sunday: 8 a.m.-5 p.m.

Telephone

713-792-6125

Floor 10 Pharmacy

Main Building, Floor 10, near Elevator B, R10.1888

Hours

Monday-Friday: 8 a.m.-7 p.m.

Closed weekends and holidays

Telephone

713-745-7180

Mays Clinic Pharmacy

Mays Clinic, Floor 2, near The Tree Sculpture, ACB2.1930

Hours

Monday-Friday: 8 a.m.-6 p.m.

Closed weekends and holidays

Telephone

713-563-8222

Getting rid of unused or expired medicines

You can get rid of unused or old medicines at MD Anderson's Texas Medical Center location. MD Anderson is an U.S. Drug Enforcement Administration (DEA) authorized collection location. Look for green drug take-back bins in the Mays Clinic and Main Building pharmacies.

The bins are a safe way to discard old medicine.

Bin locations

- Main Building, Floor 2 Pharmacy
- Mays Clinic, Floor 2 Pharmacy

You can put these medicines in the bins:

- Prescription medicine, including Schedule II-IV (e.g. hydrocodone, morphine, tramadol, etc.)
- Over-the-counter (OTC) medicine
- Pet medicine

Do not put these medicines in the bins:

- Schedule I controlled substances (marijuana, heroin, LSD, etc.)

- Illegal drugs
- Thermometers, inhalers, liquids, aerosols, needles, hydrogen peroxide

If you are on a clinical trial, do not use these bins. Return all medicines to your research nurse or clinical study coordinator.

Release of Medical Information

You can get copies of medical records from the Release of Medical Information office at our Texas Medical Center location. They can assist with directing requests for diagnostic images and films; pathology blocks or slides; and radiation oncology records.

Location 1

Main Building, Floor 3, near Elevator D, B3.4362

Hours

Monday-Friday: 8 a.m.-5 p.m.

Telephone

713-792-6710

Fax

832-750-3013

855-884-3253

Location 2

Mays Clinic, Floor 2, near The Tree Sculpture, ACB2.1613

Hours

Monday-Friday: 8 a.m.-4:30 p.m.

Telephone

713-792-6710

Information

askMDAnderson

Get answers to questions about:

- Making an appointment at any MD Anderson location
- Learning about clinical trials
- Locating community cancer resources

Health information specialists can give you information about housing, parking, second

opinions, patient support services, MyChart and answer basic questions. Clinical nurses are available to answer symptom-related clinical questions after clinic hours and on the weekends.

Within 24 hours after leaving the hospital, Emergency Center or following outpatient surgery or procedure, you will receive an automated phone call about your care. We will ask you how you are feeling and if you have any questions about your discharge instructions or medicines. A nurse will call you back and answer your questions the same day as needed or if you say you have a question.

Hours

Monday-Friday: 8 a.m.-11 p.m.

Saturday-Sunday, holidays: 8 a.m.-7 p.m.

Telephone

877-632-6789

Website

mdanderson.org/ask

Emergency/Security

In the event of fire, call 911. For non-emergency requests for service from UT Police, call 713-792-2890.

Information Desks

Staff members assist with patient schedules and information about institutional resources. They also assist with directions for getting around MD Anderson's Texas Medical Center location.

Locations

- Main Building, Floor 1, The Aquarium
- Main Building, Floor 3, The Art Gallery
- Main Building, Floor 3, near the skybridge
- Main Building, Floor 1, The Pavilion
- Mays Clinic, Floor 2, The Tree Sculpture

Hours

Daily, 6:30 a.m.-10 p.m. at The Pavilion

Monday-Friday: 6:30 a.m.-6 p.m. at all other locations

Lost and Found

To report items lost or found in MD Anderson buildings, call 713-792-2890.

For items lost in the Rotary House Hotel, call toll-free 800-847-5783 or 713-790-1600.

Publications

MD Anderson offers news and information on the latest in cancer treatment, research, prevention and education.

Website

mdanderson.org/publications

Social Media

Share your stories, ask questions, watch videos or tell us what you need via MD Anderson's social media channels, including Facebook, Twitter, Instagram and YouTube.

Website

mdanderson.org/socialmedia

Patient Support

For the Patient



Arts in Medicine

Pediatric patients can participate in painting, pottery, yoga, music therapy and more through the Arts in Medicine program. Staff work with community resources to offer music, theatre, dance, photography and more.

Telephone

713-792-5192

Beauty/Barber Shop

Shampoos, haircuts, shaves, wigs and head coverings are provided for all patients staying in the hospital and patients with clinic appointments who are experiencing hair loss or treatment-related side effects due to incisions and drains. These free services are provided by

Volunteer Services and Merchandising on a first-come, first-served basis.

Location

Main Building, Floor 6, near Elevator F, G6.3253

Hours

Tuesday-Friday:

7:30 a.m.-12:30 p.m. and 1:30-4:30 p.m.

Telephone

713-792-6039



Education for children and teen patients

Certified, master-level teachers work with pediatric patients 4-18 years of age as part of the Pediatric Education and Creative Arts Program. We have an accredited on-site private school and tutoring for students who remain enrolled in their regular school or are ready to return to their class. We also offer English as a Second Language for both patients and families. Teachers help patients in our classroom or at the bedside.

Telephone

713-745-5059

Ethics Consultation Service

You may face difficult decisions, deciding on treatment options or considering end-of-life issues. For help making ethically sound choices, contact the Ethics Consultation Service for a free consultation. All patient information is kept confidential.

Hours

Monday-Friday: 8 a.m.-5 p.m.

After hours, call the page operator to request an on-call ethicist, or page an ethicist directly.

Telephone

713-792-8775

Page operator

713-792-7090

Direct page

713-404-2863

International Center

Multilingual staff help patients from around the world schedule appointments and provide them with lodging and transportation information. They are available to assist international patients and family members throughout their stay.

Locations

- Main Building, Floor 1, near The Pavilion, P1.3010
- Mays Clinic, Floor 2, near The Tree Sculpture, ACB2.2251

Hours

Monday-Friday: 8 a.m.-5 p.m.

Telephone

713-745-0450

Website

mdanderson.org/international

One-on-one Support



Reach out to myCancerConnection. These survivor and caregiver volunteers are here to give you one-on-one support. Nobody has to face this journey alone.”
-Ronnie Pace, survivor

myCancerConnection is MD Anderson’s cancer support community of trained survivor and caregiver volunteers. Get matched with a trained survivor or caregiver volunteer.

In-person or by phone, you can discuss:

- Coping with your diagnosis
- Navigating life during and after treatment

Request a match by:

- Calling 1-800-345-6324
- Sending the team a message using MyChart

Telephone

713-792-2553, 800-345-6324

Website

mdanderson.org/myCancerConnection

Patient Advocacy

Every patient at MD Anderson has a patient advocate. This person will help with your concerns or requests, listen to you in a confidential setting and be a voice for you. They can provide you with information about resources and services available to patients and families, as well as education about patient rights and responsibilities.

Locations

- Main Building, Floor 3, near Elevator D, B3.4324
- Mays Clinic, Floor 2, near The Tree Sculpture, ACB2.2135

Hours

Monday-Friday: 8 a.m.-5 p.m.

Telephone

713-792-7776

713-792-7090 (after hours and on weekends)



Read your rights and responsibilities at mdanderson.org/patientadvocacy.

Patient Relations

Get support, questions answered and have materials notarized. You can get directions and have your schedule printed. The Holden Family Learning Center and business center are on-site. Bilingual MD Anderson patient representatives are available daily to assist.

Diagnostic lab services are available, too.

Location

Rotary House Hotel, Floor 1

Hours

Monday-Thursday: 7 a.m.-8:30 p.m.

Friday: 7 a.m.-5 p.m.

Sunday: noon-8:30 p.m.

Diagnostic lab hours

Sunday-Thursday: 3-8 p.m.

Telephone

713-794-4750, dial extension 6 from guest rooms

Email

pgrrhi@mdanderson.org

Patient Services

Get support, questions answered and have materials notarized at Patient Services in the Texas Medical Center. You can get directions and have your appointment schedule printed.

Location

Mays Clinic, Floor 2, near The Tree Sculpture, ACB2.2135

Hours

Monday-Friday: 8 a.m.-5 p.m.



Salus

This is an area for wellness, connection, learning and support where you can attend classes and support groups. Also, you can purchase MD Anderson logo apparel, Children's Art Project merchandise, lotions, candles and notebooks.

Locations

League City, Floor 4

West Houston, Floor 4

The Woodlands, Floor 3



Social Work



Ask a social worker for help and support. My social worker has given me so much strength by listening, caring and encouraging me."

-Billie Hopson, survivor

Clinical social work counselors help patients and caregivers cope with the impact of a cancer diagnosis. Social work services are free, can be provided in-person or over the phone, and do not require a referral from a physician or medical team.

Contact Social Work for counseling:

- Adjustment to diagnosis and treatment and coping with life changes
- Crisis intervention
- Grief and loss
- Sexuality and intimacy
- Talking to children/teens about parents' cancer diagnosis

- Support groups, including caregiver support
- Making your health care preferences known with advance care planning:
 - Discussing your values, goals and wishes
 - Advance directives
 - Legacy planning
- Resources related to:
 - Community needs (housing, transportation, other practical concerns)
 - Community-based financial assistance programs (grants, co-pay programs)
 - Safety (abuse, neglect, exploitation, suicidal thoughts)

Location

Social work counselors support patients at these locations:

- League City
- West Houston
- Sugar Land
- Texas Medical Center
- The Woodlands

Their office at the Texas Medical Center:
Main Building, Floor 2, near Elevator D, B2.4650

Hours

Monday-Friday: 8 a.m.-5 p.m.

Telephone

713-792-6195

or send them a message using MyChart

Spiritual Resources (Chapel Services)

Spiritual Care and Education's chaplains help all patients, caregivers and family members improve their quality of life through spiritual well-being. Worship services, intercessory prayers, sacramental ministry and in-person spiritual support are available. The chapels and prayer rooms are open to anyone seeking solace through prayer and meditation.

Prayer and meditation areas at the Texas Medical Center

Hours

24 hours a day

Freeman-Dunn Chapel

Main Building, Floor 1, near Café Anderson,
R1.2800

Telephone

713-792-7184

Louise J. Moran Chapel

Mays Clinic, Floor 2, near The Tree Sculpture,
ACB2.1035

Sanctuary hours

Daily: 6 a.m.-11 p.m.

McCloud-Musselman Prayer Room

Main Building, Floor 2, near Elevator D, B2.4607

Muslim Prayer Room

Main Building, Floor 3, near Elevator E, B3.4301



Salus is a place for wellness and relaxation.
Learn more in the Salus entry.

Worship and meditation services

All services are held in the Freeman-Dunn Chapel. Escorts are available for Sunday services. Worship services may be viewed live in patient rooms on MDA-TV, Channel 24. Other religious programs are available through the MDA-TV on-demand system.

Sunday

- Catholic Communion service, 10 a.m.
- Protestant service, 11 a.m.

Tuesday

- Christian Ecumenical service, noon

Wednesday

- Roman Catholic mass, noon

Thursday

- Interfaith service, noon

Friday

- Roman Catholic mass, noon

Young Adult Services

Cancer180 provides social connection, education and support for patients, survivors, caregivers, family and friends ages 18-39. These young adults can connect with their peers affected by cancer.

Learn more about clinical services for young adults as part of the Adolescent and Young Adult Program.

Website

myCancerConnection.org
mdanderson.org/aya

For the Patient, Family and Friends

Blood Donation Center

All blood given to our patients from carefully screened volunteer donors is tested according to the latest Food and Drug Administration (FDA) requirements.

Family and friends are encouraged to donate whole blood or platelets for MD Anderson patients. To donate, you must be:

- in good health
- at least 17 years of age
- at least 110 pounds

Family and friends may donate in honor of a loved one but not directly to a loved one. Patients receive a monetary credit issued to their account for every successful donation given in their name.

Telephone

713-792-7777

Website

mdanderson.org/bloodbank

Gift Shops

Volunteer Services and Merchandising gift shops offer gift items, MD Anderson brand merchandise, snacks, Children's Art Project merchandise, greeting cards, patient specialty items, apparel and jewelry. Gift Shop proceeds fund patient programs and volunteer activities.

Website

mdanderson.org/shop

The Park Gift Shop

Purchase plants, balloon bouquets and gift boxes. Patient room and staff deliveries are available.

Location

Main Building, Floor 2, The Park, G2.3790

Hours

Monday-Friday: 8 a.m.-7 p.m.

Saturday-Sunday: 10 a.m.-5 p.m.

Telephone

713-792-4438

Mays Clinic Gift Shop

Mays Clinic, Floor 2, near Elevator T, ACB2.1602

Hours

Monday-Friday: 8 a.m.-5 p.m.

Telephone

713-563-4438

The Aquarium Gift Shop

Main Building, Floor 1, near The Aquarium, R1.1895

Hours

Monday-Friday: 8 a.m.-5 p.m.

Telephone

713-792-3813

Jesse H. Jones Rotary House International Hotel Gift Shop

Rotary House Hotel, Floor 2, Room 202

Hours

Monday-Friday: 8:30 a.m.-5 p.m.

Saturday-Sunday: Closed

Telephone

713-745-0002



Visit Salus for Children's Art Project merchandise and other items. Read more in the Salus entry.

Hospitality Centers



Be sure to check out The Hospitality Centers. The volunteers are always helpful, offering coffee and cookies.”

-Audrie Luna, caregiver

Connect with survivors, caregivers and volunteers from myCancerConnection, who offer refreshments, along with understanding, support and hope.

Locations

- Main Building, Floor 2, near Elevator B
- Mays Clinic, Floor 2, near Elevator T, ACB2.1002

Hours

Monday-Friday: 8 a.m.-2:30 p.m.



Kim's Place

A unique spot for young adult patients, ages 13-30 and their guests to hang out at the Texas Medical Center. Enjoy a big screen TV, a karaoke machine, an air-hockey table, Guitar Hero, basketball hoops, computers with internet access and free snacks.

Location

Main Building, Floor 2, The Park, B2.4309

Hours

Monday-Friday: 9 a.m.-5:30 p.m.

Telephone

713-563-3075

Laundry Facilities

Washer-dryer facilities are available for caregivers to wash their own clothes. The machines only accept credit and debit cards.

Location

Main Building, Floor 6, near Elevator F, G6.3250

Hours

24 hours a day

Mail Services

Postal contract station

Buy postage stamps and access special mailing services such as certified/return receipt, insured, registered, express, priority, global express and global priority.

Location

Main Building, Floor 1, near Elevator E, B1.4303

Hours

Monday-Friday: 9 a.m.-3 p.m.

Patient mail

Patient mail is delivered to hospital units. The mailing address is:

Patient name - Patient room number
MD Anderson Cancer Center
P.O. Box 300206
Houston, TX 77230-0206

Observation Deck

This area provides a relaxing environment for patients, family members and visitors to enjoy views of the Texas Medical Center and downtown Houston. It includes desks with power connections, tables and sofas, vending machines and a grand piano.

Location

Main Building, Floor 24, near Elevator F
Take Elevator F to Floor 22, then transfer to a dedicated elevator to Floor 24.

Hours

Daily: 6 a.m.-10 p.m.

Parks and Gardens

At the Texas Medical Center, near the Main Building

Dorothy H. Hudson Garden and LeRoy Melcher Jr. Memorial Fountain

Park benches are located in an outdoor area featuring the "Flame" sculpture and the Chrysalis Project, a butterfly habitat with signage and brochures.

Location

In front of the Main Building, The Aquarium entrance

Houston Endowment Inc. Park (The Park)

Patients and visitors can relax in The Park, a comfortable indoor setting with tropical palms and vibrant plants.

Location

Main Building, Floor 2, The Park

Tom Jean Moore Rose Garden

Seasonally, volunteers cut, arrange and deliver roses to patient rooms from this fragrant rose garden.

Location

Outside the Main Building, near Garage 2.

At the Texas Medical Center near Mays Clinic

Healthy Living Garden

Observe seasonal herbs and vegetables growing in this demonstration garden. Educational signage provides tips for healthy nutrition.

Location

West side of the Duncan Building, near the oak trees

The Prairie

Enjoy winding trails, trees, benches and birds. This setting features a 2-acre native prairie and wetland restoration, complete with educational signage.

Location

Near the Mays Clinic and Duncan Building

Wortham Linear Park

Stroll along two blocks of landscaped parkway, featuring a fountain and benches.

Location

In front of Mays Clinic

Patient Relaxation Area

Patients and families have a quiet place to rest, read and recharge between clinic appointments or during hospital stays at the Texas Medical Center. Enjoy recliners, warm blankets, books

and magazines. Computers, a fax machine and a printer are available.

Location


Main Building, Floor 2, near Elevator D and The Park, B2.4314

Hours

Monday-Friday: 8 a.m.-4 p.m.

Telephone

713-792-1080

 Visit Salus for a place to relax. Read more in the Salus entry.

The Learning Center



The Learning Center staff is very helpful and always shares valuable resources.

I rely on them a lot for my information!"

-Suzanne Armstrong, survivor and caregiver

Trained librarians and health educators provide the latest information about health, cancer and cancer prevention. Resources include free booklets; books, audiobooks and videos to check out; internet access for medical and health information; journals, consumer health magazines and newsletters; and online journals, electronic books and databases.

To help you find accurate information online, The Learning Center has created recommended resource guides available on its website. Each resource covers a topic and lists links to reputable books and websites.

Website

mdanderson.org/tlc

mdandersontlc.libguides.com/home

Email

asktlcstaff@mdanderson.org

There are three locations at our Texas Medical Center location:

Theodore N. Law Learning Center

Main Building, Floor 4, Elevator A, R4.1100

Hours

Monday-Friday: 9 a.m.-4 p.m.

Telephone

713-745-8063

Holden Foundation Learning Center

Rotary House, Floor 1, RH1.103

Hours

- Monday-Friday: 7 a.m.-8:30 p.m.
- Sunday: noon-8:30 p.m.

Telephone

713-745-0007

Levit Family Learning Center

Mays Clinic, Floor 2, near Elevator T, ACB2.1120

Hours

Monday-Friday: 9 a.m.-4 p.m.


Telephone

713-563-8010

Related to Your Care

Clinical Services

Patients and caregivers have a right to ask questions about medicine, procedures, care or treatments. We will stop what we are doing to address your safety concerns.



Speak up
for safety

If you need help with your request, ask for a patient advocate or call Patient Advocacy at 713-792-7776.

Cancer Survivorship

Get information about the physical and emotional effects of cancer and cancer treatments for every stage of survivorship: living with, through and beyond cancer. There also is information on services for survivors at MD Anderson, including survivorship clinics.

Website

mdanderson.org/survivorship

Classes

MD Anderson offers group classes supporting all areas of health, including the mind, body and spirit. Classes are free and open to patients, family members and caregivers. A variety of classes and support groups are offered at most locations.

- Integrative Medicine group classes
- Lunch & Learns: Get information from MD Anderson experts in this informal educational forum held the second and third Tuesdays of the month.
- New Patient/Family Orientation: Learn about MD Anderson resources and services.

Website

mdanderson.org/classes

Emergency Center

If you need emergency medical care, call 911 or go to the nearest hospital emergency room immediately.

The Emergency Center at MD Anderson's Texas Medical Center location provides expert emergency care for patients 24 hours a day.

Location

Main Building, Floor 1, near Elevator E
Park in Garage 2, Entrance 3.v

Prescription refills

Patients may request refills on prescription medicines at MD Anderson pharmacies 24 hours a day, seven days a week, through MyChart or the automated phone refill system. Prescriptions are filled and available for pickup during pharmacy hours. Prescriptions must be picked up within six days. Have the prescription number and patient number ready.

Automated phone refill system:

- Floor 2 Pharmacy: 713-792-6125
- Floor 10 Pharmacy: 713-745-7180
- Mays Clinic Pharmacy: 713-563-8222

Contact your care team to request refills at non-MD Anderson pharmacies and request prescriptions for durable medical equipment.

Prevention Services (Screenings)

You can receive prevention and screening services at our various locations across Houston, including the Cancer Prevention Center at the Texas Medical Center. We are here to help reduce the risk of developing cancer and improve survival through healthy lifestyle choices, clinical trials, cancer screenings and early detection. You can receive a cancer risk profile and get recommendations on how to reduce your overall cancer risk through screenings, medications and healthy lifestyle recommendations.

Website

mdanderson.org/prevention
mdanderson.org/locations

Clinical Services - Referral Needed

Talk to your care team if you are interested in these services.



Adolescent and Young Adult Program

For young adult patients ages 15-39 at any stage of care, the AYA program addresses how a cancer diagnosis and treatment affects all aspects of young patients' lives (coping, relationships, fertility, school, work, career goals, long-term health and quality of life). Each patient sees a medical provider, social worker and vocational counselor at their first clinic visit.

Website

mdanderson.org/aya



Child Life Services

Child Adolescent and Young Adult life specialists help patients ages 29 years and younger cope with their diagnosis and treatment. They provide education and support; host events and activities; and give patients opportunities to express themselves.

Clinical Nutrition

Dietitians help patients with what to eat during treatment and recovery. The team of registered, licensed specialists work with clinical teams to give patients a nutritional plan to complement their care. Services are available at all locations.

Website

mdanderson.org/clinicalnutrition

Genetic counseling

Genetic counselors and physicians work together to provide hereditary cancer risk assessment, genetic counseling and genetic testing, individualized cancer screening and prevention programs to people who are concerned about their personal and family history of cancer. Services are available at all locations.

Website

mdanderson.org > search Clinical Cancer Genetics Program

Fatigue Clinic

Get a complete evaluation at the Cancer-related Fatigue Clinic in the Internal Medicine Center at our Texas Medical Center location.

Integrative Medicine Center

Consult with physicians to learn about using complementary therapies to support health during and after cancer care. Physician referral is required for additional services, which may include acupuncture, psychology, exercise counseling, meditation guidance, music therapy, nutrition counseling and oncology massage.

Website

mdanderson.org/integrativemedcenter

Neuropsychology

Our Neuropsychology team helps patients who are experiencing cognitive changes (chemobrain), such as memory loss or trouble

with concentration. If referred, you will receive a clinical assessment to determine a treatment plan to improve brain function.

Oncofertility Consult Service

Patients can receive fertility counseling and fertility preservation treatments prior to cancer therapy, as well as comprehensive fertility and family-building services in survivorship.

Pain Management Center

Patients can meet with specialists for a comprehensive assessment to discuss their goals for reducing pain. Hospital patients and outpatients at all locations can receive treatment for acute and chronic pain.

Psychiatry Oncology Center

Hospital patients and outpatients can get help dealing with the emotional impact of cancer diagnosis and treatment. Services include medication management of cancer-related depression; anxiety and disease-related symptoms (e.g., insomnia, fatigue); and psychotherapy. Consultations at our Texas Medical Center location are available for cancer-related sexual dysfunction and drug and alcohol dependence.

Rehabilitation Services

Physical and occupational therapy is available for any patient at all locations experiencing problems related to cancer or the side effects of surgery, chemotherapy or radiation treatment such as impaired mobility, fatigue, pain, lymphedema, cancer-related cognitive impairment (chemobrain) or problems completing self-care or other activities of daily living.

Sleep Center

Services are available at our Texas Medical Center location for patients with the following symptoms:

- Sleep apnea and snoring
- Restless leg syndrome
- Insomnia or excessive daytime sleepiness
- Behavioral sleep disorder

Supportive Care Center

Some patients need help with symptoms and others may need support making medical decisions. The supportive care team works closely with patients, caregivers and primary teams to achieve the best quality of life possible for patients and their families.

The Supportive Care Center accepts referrals for patients at any stage of illness, including recently diagnosed patients to those who are near end of life.

Services are available at the Texas Medical Center and may be coordinated to occur in the same clinic visit.



**You have things to say.
We're listening.**

After your visit, you will get an email from MD Anderson with a link to a survey. Fill it out to tell us about your experience. We read your comments and use your feedback to help us improve the care and services we provide.

**Learn more at
mdanderson.org/patientfeedback**

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Quick Reference

Main number

713-792-2121

askMDAnderson

877-632-6789

mdanderson.org/ask

MD Anderson website

mdanderson.org

Getting to and around MD Anderson

access.mdanderson.org

Personal health record

MyChart.mdanderson.org

**One-on-one support for patients,
caregivers and family members**

mdanderson.org/myCancerConnection

713-792-2553

Reaching your center

Find a list of center phone numbers at
mdanderson.org/helpfulnumbers.

THE UNIVERSITY OF TEXAS
MDAnderson
~~Cancer~~ Center

Making Cancer History®

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