



OSF HEALTHCARE CANCER INSTITUTE

VISITORS GUIDE

(844) OSF-4HOPE
(844-673-4467)



OSF HEALTHCARE
Cancer Institute

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WELCOME



On behalf of our OSF family, welcome to OSF HealthCare. We are here to care for you in the spirit of our Mission – to serve persons with the greatest care and love in a community that celebrates the Gift of Life.

Although small in size, hope is a big word. Hope is what drives us to make things better; it keeps us going when times are darkest. Hope is the internal belief that there is a way out, a light at the end of the tunnel. It's impossible to have faith if you have lost hope – the two go hand in hand.

Faith is placing trust in something you can't see or know, and the Bible teaches us that a person with faith the size of a mustard seed can move mountains. But without hope, it is difficult to believe you can succeed.

We want you to know – regardless of where your faith lies – there is hope for things to get better. There is a reason to exercise your faith and believe in great outcomes. Cancer is not the end.

God bless you.

Sister Judith Ann Duvall, O.S.F.

OSF HealthCare Mission

In the Spirit of Christ and the example of Francis of Assisi, the Mission of OSF HealthCare is to serve persons with the greatest care and love in a community that celebrates the gift of life.

About OSF Cancer Institute

OSF HealthCare Cancer Institute is a service of OSF HealthCare Saint Francis Medical Center. We are committed to providing hope and support while delivering compassionate care through:

- Access to a full array of best-practice cancer treatments
- Access to leading-edge research
- Social support for you, your loved ones and caregivers from diagnosis to survivorship.
- Our commitment to multidisciplinary care
- Our commitment to being fully present and active in all aspects of your care, from prevention and early detection through survivorship
- Our expert program that is accredited by the Commission on Cancer as well as the American College of Surgeons for breast centers and rectal cancer

Innovative Research

The OSF Breakthrough Treatment Center is a collaboration with Origin and the OSF HealthCare Cancer Institute to engage in world-class research.

This collaboration is about access. It gives you access to some of the most groundbreaking clinical trials, medical advances, innovative biotech and novel therapies. OSF providers have access to new technologies, world-renowned physicians, infrastructure and research from around the world. Our clinical trials range from early detection, treatment and recurrence monitoring.



To learn about the current clinical trials we offer, scan the QR code or go to osfhealthcare.org/trials.



OSF HEALTHCARE
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BREAKTHROUGH TREATMENT CENTER

Your Initial Visit

Your first visit can be stressful. We'll walk you through the whole process and make sure to answer all of your questions.

1. Registration – A patient access representative will meet with you to review insurance benefits and sign initial forms.
2. Imaging and lab tests – You will meet with a member of your health care team to complete medical tests.
3. Consultation – Your care team will review your test results and medical history. Your doctor will then perform a physical exam. With this information, your care team will develop and discuss a treatment plan that is unique to you. They will take the time to explain treatment options that are best for you.
4. Outpatient instructions - All appointments and cancer support services will be explained.

For Your Safety

Your health and safety are our top priorities from the moment you arrive to the moment you leave. Many security systems are in place to ensure your safety and security, including an in-house security department, which provides many services for patients and visitors 24 hours a day.



OSF MyChart

OSF MyChart offers secure 24/7 access to your electronic medical record, where your health history is stored.

With OSF MyChart, you or a designated family member can:

- View your medical history, test results and clinical notes
- Send messages to your care team
- Schedule and check in for appointments, including video visits
- Request medication refills
- Access your child's records

You can access OSF MyChart from a computer or download the MyChart app to your phone or tablet.

View your information on the go with the mobile app. Available for Apple and Android devices.

Your Care Team



Patient Rights and Responsibilities

At OSF HealthCare, we want to treat all our patients with dignity. This is very important to us.

We give considerate and respectful care to our patients. We follow the OSF Mission and the law. We also follow the Ethical and Religious Directives for Catholic Health Care Services. We are committed to honoring your rights as a patient. We want you to be an active partner in your care so you can help us meet your needs.



For complete information for patients in Illinois, scan the QR code or go to osfhealthcare.org/patientrights.

Language Interpreters and Communication Assistance

OSF HealthCare is committed to accessible care for all patients, including those with disabilities or limited English. That's why our OSF Mission Partners (our employees) and the Assistive Services team help meet the language and disability needs of patients, their families and companions. We ensure equal access to care through services like interpretation, translation and other auxiliary aids free of charge.

Please inform us of your assistance needs when you arrive.

Service examples:

- Qualified language interpreters who are present by video remote carts, telephone and in-person
- Trained Mission Partners who can provide safe transfer onto care equipment
- Interpreter services or video relay for deaf patients or patients with hearing loss
- Accessible parking and medical equipment
- Document translation
- Welcoming service animals
- Supplying large print or reading assistance for patients with visual disabilities

Spiritual Care

Pastoral Care staff members are available to support you and your family's needs. Ask your nurse or any Mission Partner if you want to spend time with someone from Pastoral Care.

As part of the health care Ministry of The Sisters of the Third Order of St. Francis, we welcome your prayer requests. All requests are received and held anonymously. We are privileged to bring your needs before God. The Sisters, our OSF Pastoral Care providers and our Mission Partners, at their choice, pray specifically for the needs submitted online.

The OSF Cancer Institute offers a reflection room on the lower level for all to use for prayer or quiet reflection. May God bless you this day and always.



To submit a prayer, scan the QR code or go to osfhealthcare.org/prayer.

Ethics Consultation

As an essential Ministry of service of the Catholic Church, OSF HealthCare follows the moral vision and teaching of the Church. The Sisters of the Third Order of St. Francis and, by extension, all OSF HealthCare Mission Partners, align themselves with the Philosophy, Mission and Values that guide decision-making in a way that respects the dignity of the whole person and puts you first.

Ethics consults are available to help physicians, health care providers, patients and families in decision-making. Please speak to a care team member if a consultation is needed.

Social Services

Our purpose is to provide referral services to our patients and help to connect them to an array of social services available in the community to address issues, such as emotional and psychological concerns, counseling and support groups, grief counseling, care coordination, follow-up treatment or rehabilitation, home-based support services and medical equipment or transportation. If you or your family need assistance, please ask to speak to a nurse navigator or a social worker.

Domestic Violence Assistance

Victims of domestic violence can receive help by calling the Illinois Domestic Violence Helpline (877) 863-6338 or the Michigan Domestic Violence Helpline (800) 799-7233. Services are free of charge and confidential.

Advance Directives

You have the right to decide about the health care you get now and in the future. An advance directive is a written statement you prepare that expresses how you want medical decisions made in the future should you not be able to make them yourself. They can be stored and retrieved by those who need to know about them.

Federal law requires you to be told of your right to make an advance directive when admitted to a health care facility. The Patient Self-Determination Act requires certain providers participating in the Medicare and Medicaid programs to furnish patients with information on advance directives.

What is advance care planning?

Advance care planning is deciding the types of medical care you want in the future, based on your current state of health and your values and beliefs, and discussing them with your family and health care providers.

What is the purpose of advance care planning?

The purpose of advance care planning is to help you determine your preferences for future medical care and to have them known by others if you are hospitalized but cannot speak for yourself because of your medical condition. It is more than completing a Power of Attorney for Health Care form.

Power of Attorney for Health Care

Power of Attorney for Health Care is a legal document that allows you to appoint a person you know and trust as your Health Care Agent to make medical decisions for you if you become temporarily or permanently unable to make these decisions yourself.

Provider Orders for Life-Sustaining Treatment

Do Not Resuscitate (DNR) is a legal order written either in the hospital or on a legal form and signed by the patient or their Health Care Agent directing the medical team not to perform CPR. For some patients with certain medical conditions, it is known in advance that CPR will not be successful or it may leave them worse off.

Living Will

This type of advance directive only applies if you are terminally ill or permanently unconscious. It is very limited and typically only tells the doctor what you do not want. It is not the same as a Do Not Resuscitate (DNR) order.

OSF Care Decisions

OSF Care Decisions is a program developed by OSF HealthCare to help patients think about health care decisions they would want made on their behalf if patients become unable to make decisions themselves. This program supports the belief that everyone should be given the information they need to make future decisions based on their values and spiritual and religious beliefs.



To learn more about OSF Care Decisions, scan the QR code or go to osfhealthcare.org/supportivecare.

Advance Care Directive Information and Forms

You can get the State of Illinois advance directive forms by going to idph.state.il.us/public/books/advin.htm. You can also call (844) OSF-4HOPE (844-673-4467) to request a meeting with a nurse or social worker.

Medical Records

At OSF HealthCare, we take your private health information very seriously and take every precaution to keep you and your loved one's health information safe.

Whether you are requesting your records or on behalf of a third party, our online tools make the process quick and easy.



To request your medical records, scan the QR code or go to osfhealthcare.org/records.

Non-discrimination Notice

OSF HealthCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, religion, gender identity or sexual orientation. OSF HealthCare does not exclude or treat people differently because of race, color, national origin, age, disability, sex, religion, gender identity or sexual orientation.

OSF HealthCare:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you believe that OSF HealthCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, religion, gender identity or sexual orientation, you can file a grievance with Patient Complaint and Grievance Project Manager, 530 NE Glen Oak Ave., Peoria, IL 61637, phone (309) 655-2222, fax (309) 655-3728, email sfmc.patientrelations@osfhealthcare.org or TTY 711. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Ministry Section 504 Compliance Officer is available to help you at (309) 308-5978 or OSF.Compliance@osfhealthcare.org.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington, D.C. 20201
(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at hhs.gov/ocr/office/file/index.html

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。

ملحوظة: إذا كنت تتحدث اللغة العربية, فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.

주의: 한국어를 사용하지는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

સૂચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

خبردار: اگر آپ اردو بولتے ہیں, تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں

දැනුම්: ඔබ ඉංග්‍රීසි කතා කරන්නේ නම්, ඔබට නිවැරදි භාෂා සහාය සේවාවන් ඉවහරා ලබා දීමට සූදානම් වෙමු.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

Your Privacy

OSF HealthCare respects the privacy of our patients. Personal privacy is very important to us, and we work very hard to ensure that our patients' health information is properly protected.

It is the responsibility of every OSF Mission Partner to protect your personal information. Our Mission Partners must limit their access to patient information to only the minimum amount necessary to do their jobs. Mission Partners must report suspected privacy violations to their supervisor or the Ministry Compliance team.

The OSF Notice of Privacy Practices describes how patient information is used and disclosed. It also informs patients of their privacy rights. OSF HealthCare complies with all applicable provisions of the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH)



Scan the QR code for a copy of the OSF Notice of Privacy Practices or go to osfhealthcare.org/patient-privacy.

Traveling to OSF Cancer Institute

OSF Cancer Institute is an 18-minute drive from General Wayne A. Downing Peoria International Airport (PIA).

Peoria International Airport provides 24-hour service for Allegiant Air, American Airlines and United Airlines.

OSF HealthCare Cancer Institute
530 NE Glen Oak Ave.
Peoria, Illinois 61603

Parking Deck B is conveniently located across the street from the OSF Cancer Institute and connects via a walkway on the 2nd floor.

Area Lodging

Holiday Inn Peoria at Grand Prairie
7601 N. Orange Prairie Road
Peoria, Illinois 61615
(309) 683-3399

Hampton Inn & Suites at Grand Prairie
7806 N. Route 91
Peoria, Illinois 61615
(309) 589-0001

Family House
1339 E. Nebraska Ave.
Peoria, Illinois 61603
(309) 685-5300
familyhousepeoria.org



Area Pharmacies

OSF specialty pharmacy services:
OSF Specialty Pharmacy
5901 W. War Memorial Drive, Ste. 100
Peoria, Illinois
Phone: (833) 354-2220
Fax: (833) 354-2221

OSF retail pharmacies:
OSF Medi-Park Pharmacy
420 NE Glen Oak Ave., Ste. 102
Peoria, Illinois
Located in the Hillcrest building at OSF Saint Francis in Peoria, Illinois
Phone: (309) 655-3799
Fax: (309) 655-3072

OSF Pharmacy
1800 N. Knoxville Ave., Ste. G
Peoria, Illinois
Located in the OSF Center for Health
Phone: (309) 308-2400
Fax: (309) 308-2401

SUPPORT SERVICES

Life takes on a whole new meaning when you are diagnosed with cancer. In addition to adverse physical effects, cancer treatment has countless social and emotional effects - not just for patients but for their families, friends and co-workers.

OSF Cancer Support Services provides services for cancer patients and their families that effectively help them manage the physical and emotional side effects of cancer diagnosis, treatment and recovery. We provide the comfort and support needed for a healthier survival. The more you understand and participate in your care, the more you become part of your health care team.

SERVICES OFFERED

Advanced Practice Provider (APP) support

- APPs meet with newly diagnosed cancer patients to assess and manage symptoms, provide education and order additional testing, if needed.
- Low Dose CT Lung Screening Program: Patients who qualify for this program are scanned on a yearly basis, and an APP follows up with results and recommendations.
- High Risk and Genetics Clinic: For those who have been identified as being at higher risk for developing cancer or have a personal history of cancer, an APP will meet with them to determine what next steps are needed, if genetic testing would be helpful, and determine a personalized course of action.
- Rapid Workup Clinic: When a suspicious lesion is identified after a patient undergoes a CT scan, our APPs will determine what action is needed – all to find and treat cancers early.

Nurse Navigation

Nurse navigators answer questions and help navigate the journey of a cancer diagnosis. They assist patients and their families with education, advocacy, assessing needs, coordination of care and tests, and follow-up throughout cancer treatment.

Nutritional Support

Nutrition plays a vital role during cancer treatment. Our registered dietitians will work with you to ensure you get the proper nutrition to maintain strength and energy throughout your treatment.

Individual consultations are tailored to your specific needs and preferences. The dietitian can help you manage symptoms such as:

- Poor appetite
- Dry or sore mouth
- Taste changes
- Difficulty swallowing
- Nausea and vomiting
- Diarrhea or constipation
- Weight loss or weight gain

LEAN on Me: LEAN (Lifestyle, Exercise and Nutrition) on Me is a six-month program for breast cancer patients who have completed treatment. Facilitated by our oncology-certified staff, it's designed to help you achieve a healthy lifestyle. With a focus on incorporating healthy food choices, promoting physical activity and exploring the science of how habits are formed, the LEAN on Me group will share your journey to wellness and celebrate your successes. **If you're interested in joining this free group, please call (844) OSF-4HOPE (844-673-4467).**

Behavioral Health and Counseling Support

Cancer patients and survivors experience many different emotions through their first treatment and beyond. OSF Cancer Support Services provides counselors to help you work through these feelings.

Patients may ask why they got cancer or survived when others didn't. They may find themselves rethinking beliefs, questioning previous life experiences or even finding new meanings in life. Every person creates meaning from their cancer journey in their own way.

Stress, guilt, depression and isolation are just a few of the emotions that may be felt and are completely normal. Our counseling team offers:

- Emotional support
- Relaxation techniques
- Behavioral techniques for habit changes
- Group connections
- Supportive resources for children

For more information, call (844) OSF-4HOPE (844-673-4467).

Financial Support

Cancer affects everyone and has no income boundaries, so finances can be a key concern for patients when discussing treatment options. Our oncology financial navigator will help you understand the financial aspects of cancer care.

The navigator can work with you and your physicians to help relieve financial stress and improve your access to the care you need. The navigator will review and evaluate your health care benefits to determine potential out-of-pocket costs and see if resources are available to lower your costs. If your family is experiencing any financial stress related to your treatments, please contact the oncology financial navigators to review what assistance might be available.

For more information, call OSF Cancer Support Services at (844) OSF-4HOPE (844-673-4467).



To learn more, scan the QR code or go to osfhealthcare.org/billing-info.

High Risk and Genetics Clinic

The cause of cancer is often unknown. However, around 10% of cancers occur because of an inherited genetic abnormality, which leads to a hereditary cancer syndrome. Hereditary cancer syndromes can increase the risk of developing various cancers and can be passed down from generation to generation through the mother or father.

Knowing this information is one important factor in determining the likelihood of developing a disease in the future. Indicators that a hereditary cancer syndrome may be present include:

- Cancer in adults that occurs at an earlier age than usual (typically diagnosed under age 50)
- Multiple family members with the same kind of cancer or personal history of some types of cancer
- Specific combinations of cancers in a family, such as breast and ovarian or both colon and uterine
- Personal history or a family member that has two separate cancers involving the same organ of the body (e.g., cancer involving both breasts or two different sites in the colon)
- Ashkenazi Jewish ancestry
- Relative with a gene mutation associated with hereditary cancer

The High Risk and Genetics Clinic was created to help people concerned about their chances of developing cancer or who may be at risk for hereditary cancers. A consultation with our specially trained professionals will help you understand your level of risk and will provide you with an individualized plan based on your risk factors. Your treatment team will gather your personal and family history to determine if genetic testing is needed to assist with treatment decisions.

To learn more about this program or for breast cancer risk assessment inquiries, please call (844) OSF-4HOPE (844-673-4467).

Intimacy Clinic

Sometimes, surgical procedures are part of cancer treatment, and those that alter the body can affect body image and cause ongoing pain. Intimacy issues and concerns after surgery or radiation are real and are noted as a major source of distress among cancer survivors. The side effects are debilitating, and the combined feelings and beliefs associated with intimacy can lead to avoidance and increased anxiety within relationships.

The Intimacy Clinic at OSF Cancer Support Services provides a multidisciplinary approach to rehabilitation. Our team of experts is specially trained to help with these concerns. The team consists of an advanced practice provider, pelvic floor physical therapist and counselor who work together to help manage and improve intimacy.

For more information, call OSF Cancer Support Services at (844) OSF-4HOPE (844-673-4467).

Fighting Cancer with Exercise

Exercise improves brain and heart health, improves sleep, releases “feel good” hormones, improves concentration and alertness, and combats cancer treatment fatigue. An exercise physiologist can help you develop an exercise plan specifically for you and your needs and help keep you motivated to move through the different stages of your cancer journey.

Options include:

- One-on-one appointments
- Appointments in group settings
- In-person classes



For online videos, scan the QR code or go to osfhealthcare.org/getactive.

For more information, call (844) OSF-4HOPE (844-673-4467).

Palliative Care

A severe illness can be challenging, but our palliative care specialists take a holistic approach by caring for the body, mind and spirit. The team consists of physicians, nurses, counselors, dietitians, pastoral care and social workers who work together to relieve symptoms (e.g., pain, nausea, shortness of breath, insomnia, etc.), stress, depression, grief, anxiety and anger related to your illness.

For more information, call OSF Cancer Support Services at (844) OSF-4HOPE (844-673-4467).



Cancer Survivorship: START at the Finish Line

For many people, surviving cancer provides a reason to make positive lifestyle changes. Healthy habits are good for everyone but are especially important for cancer survivors. Healthy habits can make you stronger, reduce side effects and lower your risk of developing secondary cancers or other health issues.

The OSF START program (Survive, Thrive and Recover Together) offers resources to help redirect a patient’s focus from treatment to survivorship and find the right path forward for each person. These services include:

- Nurse navigation
- Nutrition and exercise support
- Counseling support
- Group connections
- Retreats

For more information, call OSF Cancer Support Services at (844) OSF-4HOPE (844-673-4467).

Cancer 101

Take control of your cancer diagnosis by beginning your cancer journey with resources and tools that empower you to partner with your health care team and make informed decisions. Cancer 101 is a class that will engage you and your caregiver with the information you need to navigate your journey.

Our team covers a variety of topics, including:

- Role of rehab
- Before and after a cancer diagnosis
- Importance of emotional health
- Financial toxicity: What it is and how to navigate through financial concerns
- Importance of incorporating exercise into your treatment plan
- Maintaining and boosting your nutrition during treatment
- Spiritual health
- How to have effective communication with your treatment team
- Resources and supportive services



To get started, scan the QR code or go to osfhealthcare.org/cancer101.

Oncology Rehabilitation

Oncology rehabilitation through OSF Rehabilitation is a resource during any part of the cancer journey. Dedicated physical therapists, occupational therapists and speech therapists collaborate with patients and survivors to achieve the most favorable health and maximum function.

- Oncology prehab
- Lymphedema therapy
- Neuropathy therapy
- Pelvic floor therapy
- Voice and swallowing therapy
- Speech therapy
- Oncology rehab

For more information, call (844) OSF-4HOPE (844-673-4467).

Cardio-Oncology Clinic

Cancer survival rates continue to improve due to better treatment options. However, treatment can lead to negative side effects, including damage to your heart. Patients most susceptible to negative heart side effects include those at risk for heart disease before cancer diagnosis.

Our cardio-oncology program works to prevent, monitor and treat cardiovascular disease in cancer survivors and patients to ensure long-term health. After being referred, you'll meet with one of our doctors for a comprehensive evaluation, and our team will develop your individualized treatment plan.

Treatment varies according to the type of heart condition you have, your progress, whether you have any other underlying conditions and whether you're currently being treated for cancer.

Our program brings together experts in radiology, oncology and cardiology to provide optimal cardiovascular care during and after treatment, including:

- Risk assessment before cancer treatment
- Care for patients with cancer who have existing cardiovascular disease, such as hypertension, coronary artery disease, congestive heart failure, heart valve disease and arrhythmias
- Monitor for cardiac complications during cancer therapy
- Care for patients who have cardiac side effects from traditional cancer therapies
- Assessment of cardiac risks related to new or changing cancer therapies
- Assessment of long-term cardiac risk in cancer survivors

For more information, call (844) OSF-4HOPE (844-673-4467).

Oncology Massage

An oncology massage is massage techniques that safely nurture the body of someone affected by cancer or cancer treatments. Clinical research shows that these massages can improve some side effects of cancer treatments, reduce pain and fatigue, decrease anxiety and nausea, improve sleep and help with peripheral neuropathy.

Smoking Cessation

OSF HealthCare provides a comprehensive program to assist and help you succeed!

For more information, call (844) OSF-4HOPE (844-673-4467).

Teaching Kitchen and Gardens

You and your family can get hands-on experience with healthy eating. Our dietitians use fresh produce from the garden to teach you how to cook nutritious meals and strategies for handling cancer treatment side effects. A variety of classes are offered each week.

On the east side of the center, the Patient Garden provides a forest path that includes a water feature, grotto, glade, teaching garden and statues of St. Francis of Assisi and the Virgin Mary. Additional gardens around the center are the North Garden, Arrival Garden and Forest Park with St. Peregrine, patron saint of cancer, in the front. Patients also are invited to visit the outdoor terrace, located on the third floor on the south side of the building.

Honor a Caregiver

Would you like to share a story about a doctor, nurse, staff member or volunteer at OSF HealthCare? We'd love to hear from you.

Maybe a provider's skill and compassion made an impression on you, or it was a comforting word or smile. Perhaps someone helped you find your way or took the time to answer your questions.



You can nominate a member of the nursing staff for a DAISY Award, a physician or advanced practice provider for the OSF Grateful Patient Program or a staff member for a Sunflower Award by scanning the QR code or going to osfgratefulpatient.org.



Wi-Fi

Free wireless internet is available on our GUEST network. To access the GUEST Wireless Network, you must accept the GUEST Wi-Fi Internet Access Agreement that appears when you attempt to access the network. The OSF Service Center is legally limited in the type of assistance that can be provided for privately owned devices.

Patient Relations

The Sisters, administrative team and Mission Partners at OSF Cancer Institute are dedicated to practices that improve patient safety and ensure our patients receive the very best care.

We encourage you to express your views about your experience. Please inform our Mission Partner staff of your concerns while being cared for. Ask to speak to a supervisor or manager if your concerns still need to be answered.

If you have compliments, comments or concerns about your experience, please e-mail us at patientrelations@osfhealthcare.org.

If you prefer to call, please call (309) 655-2222, Monday-Friday, from 8 a.m. – 4 p.m. CST. We look forward to continuing to meet your health care needs. Thank you for your feedback.



Patient Satisfaction Survey

Your input is important to us. You may receive a survey about the care we provide. Please take a moment to fill it out and let us know about your experience and how we did in giving you the best care.



OSF HEALTHCARE
Cancer Institute

OSF HealthCare Cancer Institute
530 NE Glen Oak Ave.
Peoria, Illinois