



## **Cancer Support Sonoma Frequently Asked Questions**

### **What is Cancer Support Sonoma?**

CSS is a supportive program that offers complementary therapies to individuals who have or are recovering from cancer.

### **Where is the program located?**

The program is on the third floor of Sonoma Valley Hospital, located at 347 Andrieux Street in Sonoma.

### **Who qualifies for the program?**

Our services are for those who:

- Are receiving treatment for cancer (i.e. surgery, chemotherapy, radiation)
- Have recently completed treatment within the past year
- Have completed treatment more than a year ago and are experiencing residual symptoms from past cancer treatments
- Treatment is not or no longer an option.

*\*Our care is supportive in nature and is intended to improve quality of life. Our services cannot be utilized as a primary form of cancer treatment.*

### **What services are offered?**

We offer a variety of complementary therapies to address physical and emotional symptoms including acupuncture, oncology massage, nutrition counseling, naturopathic counseling (vitamin/herb/medication review), Jin Shin Jyutsu (Japanese acupressure), Feldenkrais, guided imagery, hypnotherapy, psychotherapy and sound healing.

### **What are the costs of these services?**

Services are on a sliding scale basis (see fee schedule). We ask that you pay what you can to support our program. As we know that this can be a time of great financial stress, we will not turn anyone away because of an inability to pay.

### **What is required to participate in the research study?**

Our study will be evaluating several aspects of Cancer Support Sonoma to help us improve our services and create a model program. Participants will be asked to make a 12-week commitment, receiving sessions once per week. An initial face-to-face interview will be done and questionnaires will be administered at the beginning and the end of the program. Participants may also be asked to answer questions as a part of a focus group.

### **How do I know which modality(s) to use?**

After registering for the program, you will be contacted by our Program Manager or Health Navigator for an intake interview, or a Health Navigation session. During that process, you will learn about your options and be supported in coming up with a treatment plan that will best meet your current needs.

### **Can I use a variety of modalities or do I have to choose one?**

This is something you will work out with your Health Navigator. There are pros and cons to each approach. If you utilize one modality for an extended period of time, you will maximize the benefits available from that modality. If you choose to receive a variety of modalities, you will have the opportunity to learn about different therapies and how you respond to them. There are also combinations of modalities that can work well together. We look forward to helping you explore which approach is right for you.

### **What if I feel too sick from my treatment to come to my appointment?**

If you are scheduled for a treatment such as acupuncture or jin shin jyutsu which can help reduce your symptoms, we encourage you to try to make it, as you may feel better afterwards. However, we understand that treatments can be quite debilitating, so though we ask for 24-hours notice for cancellations, please just let us know as soon as possible if you are not able to make your appointment.

*\*If you are ill due to an infectious condition such as a virus, please do not come in for treatment. In this case, we appreciate cancellation with as much advance notice as possible.*

### **Will you bill my insurance for these therapies?**

As our services are offered on a sliding-scale basis, we are not able to bill for them. If you pay full-fee for services that are reimbursable by insurance (acupuncture, psychotherapy), you may ask your provider for a Superbill to submit to your insurance company.

### **Do I need to make an appointment or can I show up and receive a session?**

Sessions are available by appointment only.

### **Can I use these services if I live outside of Sonoma?**

Yes, everyone is welcome.

### **How do I sign up for the program?**

Please call 707.935.5244 or email [infocancersupport@svh.com](mailto:infocancersupport@svh.com) to schedule an intake interview. You can also go to our website at [www.svh.com/foundation/css](http://www.svh.com/foundation/css) to register and request an appointment.