



Resources and services guide

THE UNIVERSITY OF TEXAS

MDAnderson
~~Cancer~~ Center

Making Cancer History®

We are here for you

Remember, we are here for you.

Caring for you and your family is our top priority at The University of Texas MD Anderson Cancer Center. Use this guide to take advantage of the resources and services we provide.

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](https://www.MDAnderson.org).

- First visit guide
- Resources and services guide
- Hospital stay guide

Table of Contents

Communication

Hearing-Impaired Services	2
Language Access Services	2
MyChart	3

Getting Around

Directions	4
Lodging	4
Rotary House Hotel.....	4
Transportation	5
Parking	5
Patient Shuttles	7
Public Transportation	8
Skybridge Carts	8
Wheelchairs.....	8

General Services

Financial Resources	9
Billing and Accounts	9
Cashiers	9
Insurance Coverage, Financial Assistance	10
Food	10
Main Building/Rotary House area at the Texas Medical Center	10
Mays Clinic and Duncan Building areas at the Texas Medical Center	11
Houston Area Locations	11
Supporting Your Care	12
Diagnostic Imaging Clinics and Diagnostic Laboratory Centers	12
Pharmacies	12

Information

askMDAnderson Clinical Team.....	14
askMDAnderson Health Information Specialists.	14
askMDAnderson Patient Service Operators	15
Emergency/Security.....	15
Information Desks.....	15
Lost and Found.....	16
MDAnderson.org	16
Publications.....	16
Social Media	16

Patient Support

For the Patient.....	17
Arts in Medicine	17
Education for children and teen patients.....	17
Ethics Consultation Service.....	17
International Center.....	18
myCancerConnection one-on-one support.....	18
Cancer Connection.....	18
Patient Advocacy	19
Patient Relations.....	19
Social Work.....	20
Spiritual Resources (Chapel Services).....	21
For the Patient, Family and Friends	22
Art Space for Patients and Caregivers.....	22
Blood Donation Center.....	22
Gift Shops	22
Kim's Place.....	24
Laundry Facilities	24
Music-in-Medicine concerts.....	24
Postal Services	25
The Learning Center	25

Related to Your Care

Clinical Services	26
Acute Cancer Care Center	26
Cancer Survivorship	27
Prescription Refills	27
Prevention Services (Screenings)	27
Clinical Services: Referral Needed	28
Adolescent and Young Adult Program	28
Child Life Services	28
Clinical Nutrition	29
Genetic Counseling	29
Fatigue Clinic	29
Integrative Medicine Center	29
Neuropsychology	29
Oncofertility Consult Service	30
Pain Management Center	30
Psychiatric Oncology Center	30
Rehabilitation Services	30
Sleep Center	30
Supportive Care Center	31
Urgent Symptom Clinic	31



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, a doorknocker can be arranged. Contact your nurse to request these services.

Language Access Services

Interpreters are available to help deaf, hard-of-hearing and limited English proficient patients communicate in their preferred language.

The department offers staff interpreters for Arabic, Mandarin and Spanish.

After hours, weekends and holidays, interpretation services are provided via telephone and video devices. With notice, in-person interpreters can be arranged for adult sign language and most other spoken languages.

Please contact your care team to request an interpreter and inform them of any communication needs you may have.

MyChart

**“The more information I have,
the easier it is to make a decision
and talk to the doctor about it.”**

– Art Zapata, 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, billing information and education resources.

Need help?

 MyChart.MDAnderson.org

 877-632-6789

Call askMDAnderson (877-632-6789, option 3) for help navigating the site.

You also can get help in person by going to one of The Learning Centers Monday through Friday, 9 a.m. to 4 p.m.

- Main Building, Floor 4, Elevator A
- Mays Clinic, Floor 2, near Elevator T

Getting Around

Find more information and videos about transportation and lodging at MDAnderson.org/GettingtoMDAnderson.

Directions

Download the MD Anderson Directions app to find your way to all MD Anderson locations. The app is available through the Apple App Store and Google Play Store. It offers turn-by-turn navigation at the Texas Medical Center Campus buildings.

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



Download the MD Anderson Directions app

Lodging

Rotary House Hotel

- MDAnderson.org > search Rotary House
- 📍 1600 Holcombe Blvd., connected by skybridges to the Main Building, Mays Clinic and Duncan Building
- ☎ 800-847-5783 (toll free) for reservations, 713-790-1600 in Houston and for guest room connection

Transportation

Parking

Parking is free at our locations in League City, Sugar Land, West Houston, The Woodlands and Northwest Houston Surgical & Specialty Care. 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

☎ 713-563-7275

➤ MDAnderson.org > search Parking
MDAnderson.org/Locations

Texas Medical Center Customer Relations Help Line

🕒 24 hours

☎ 713-791-6161

Valet Parking

☎ 713-792-4525

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

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

Mays Clinic/Duncan Building patient and visitor garage

🕒 Monday-Friday, 5 a.m.-midnight,
closed weekends and holidays

📍 Bertner Ave. and Pressler St., Entrance 5

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



Scan here for parking rates

Texas Medical Center Parking

🕒 24 hours

Patients with appointments in the Main Building are encouraged to park in Garage 10. The Level 3 skybridge connects 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.

- Garage 10: Entrance 2,
Holcombe Blvd. and MD Anderson Blvd.
- Garage 2: Entrance 3,
Holcombe Blvd. and Elliott Ave.

Patients with appointments in Fannin Tower should use Fannin Street to access self-parking in the garage attached to the building, and valet parking.

Patients with appointments in Life Science Plaza should park in the parking garage attached to the building.



TMC Visitor Parking brochure

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

🕒 Monday-Friday, 6 a.m.-7 p.m.

📞 713-792-2338

At the Texas Medical Center, ground shuttles are available for visitors traveling outside between the Main Building, Mays Clinic, Fannin Tower, Radiology Outpatient Clinic, Hospitality Apartments, Proton Therapy and South Campus Research Building 3 (CABI).

Patient shuttles have a lavender-colored sign on the side. It takes approximately 20-25 minutes to complete a lap. All shuttles are equipped with wheelchair lifts. Family members may also ride the shuttle, but we ask that each patient limit guests to ensure there is room for patients traveling to their appointments.

Patient shuttles go to the Life Science Plaza, Fannin Tower and Radiation Treatment Center by request. Call the number above 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.

Public Transportation

➤ [RideMetro.org](https://www.ridemetro.org)

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

Skybridge Carts

🕒 Monday-Friday, 6 a.m.-8:30 p.m.

No service on the weekends

📞 713-563-2983

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

Wheelchairs

📞 713-792-2515

Wheelchairs are available for patients, family members and visitors. They are usually available near the entrance of the building.

If you are not at an entrance, you can stop at an Information Desk and ask the staff member to request a wheelchair for you or call the patient transportation team for assistance.

General Services

For a full list of resources, visit [MDAnderson.org](https://www.MDAnderson.org).

Financial Resources

Billing and Accounts

📍 Main Building, Floor 2, near Elevator D, B2.4318

🕒 Monday-Friday, 8 a.m.-5:30 p.m.

☎ 713-792-2991, 800-527-2318,
Fax: 713-745-1074, 713-745-4579

➔ [MDAnderson.org/InsuranceAndBilling](https://www.MDAnderson.org/InsuranceAndBilling)

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.

Questions about charge estimates, deposit requirements and Texas Resident Financial Assistance application 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 in MyChart.

Location 1

- 📍 Main Building, Floor 1, near Café Anderson
- 🕒 Monday-Friday, 8 a.m.-5 p.m.
- ☎️ 713-794-4735

Location 2

- 📍 Mays Clinic, Floor 2, near The Tree Sculpture
- 🕒 Monday-Friday, 8 a.m.-5 p.m.
- ☎️ 713-563-5818

Insurance Coverage, Financial Assistance

- 🕒 Monday-Friday, 8 a.m.-5 p.m.
- ☎️ 713-792-4322, 1-844-294-4322
- ➔ MDAnderson.org/InsuranceAndBilling

The Financial Clearance Center (FCC) answers question 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. 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.

Main Building/Rotary House area at the Texas Medical Center

Rotary House Hotel Apicius Restaurant

- 📍 Rotary House, Floor 2

The Rotary House Hotel also offers grab-and-go outlets serving a variety of items. Hours vary.

Café Anderson

 Main Building, Floor 1, near The Aquarium

Café in The Aquarium

 Main Building, Floor 1, The Aquarium

Café in The Park

 Main Building, Floor 2, The Park

Express Eatery

 Main Building, Floor 5, near Elevator D

Mays Clinic and Duncan Building areas at the Texas Medical Center

Waterfall Cafe

 Mays Clinic, Floor 2, near The Tree Sculpture

Cool Beans Cafe and Bakery

 Duncan Building, Floor 2, near The Star

West Houston

1941 Marketplace

 West Houston, Floor 1, near the elevator

The Woodlands

Einstein Bros. Bagels

 The Woodlands, Floor 2, near the elevator

Supporting Your Care

You can receive care at several convenient locations: Fannin Tower, League City, Northwest Houston Surgical & Specialty Care, Sugar Land, Texas Medical Center, The Women's Hospital of Texas (surgery), The Woodlands and West Houston

➔ MDAnderson.org/Locations 

Diagnostic Imaging Clinics and Diagnostic Laboratory Centers

You can have your labs drawn and scans done at our locations across Greater Houston. Visit MDAnderson.org/Locations and scroll down to view Diagnostic Imaging Clinics and Diagnostic Laboratory Centers.

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.

Pharmacies

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

Floor 2 Pharmacy

-  Main Building, Floor 2, near Elevator C
-  Monday-Friday, 8 a.m.-8 p.m.
Saturday/holidays, 8 a.m.-6 p.m.
Sunday, 8 a.m.-5 p.m.

 713-792-6125

Floor 10 Pharmacy

- 📍 Main Building, Floor 10, near Elevator B
- 🕒 Monday-Friday, 8 a.m.-7 p.m.
Closed weekends and holidays
- ☎️ 713-745-7180

Mays Clinic Pharmacy

- 📍 Mays Clinic, Floor 2, near The Tree Sculpture
- 🕒 Monday-Friday, 8 a.m.-6 p.m.
Closed weekends and holidays
- ☎️ 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 a 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 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.

Information

askMDAnderson Clinical Team

askMDAnderson has a dedicated clinical team to help patients discharged from the hospital and answer their questions after clinic hours.

After the clinics are closed, patients who call MD Anderson at 713-792-2121 (our main line) will speak directly with a clinician if they have a clinical question. Our team of clinicians will review the patient's chart, provide support and contact the provider on call for further intervention if needed.

askMDAnderson Health Information Specialists

🕒 Monday-Friday, 7 a.m.-11 p.m.
Saturday-Sunday, holidays, 8 a.m.-7 p.m.

☎ 877-632-6789

➡ MDAnderson.org/Ask

Health information specialists help patients, families and caregivers with:

- Starting new patient referrals
- Clinical trials and research studies
- Using patient amenities (such as travel and support resources)
- Access prevention and screening services
- Finding accurate information about cancer
- Locating community cancer resources
- MyChart support
- Video/phone visit support

askMDAnderson Patient Service Operators

🕒 24 hours a day, every day

☎ 713-792-2121

The operators are often the first representatives that patients and visitors interact with when they contact MD Anderson.

Below are ways the operators can assist you:

- Information support services to new and existing patients
- Providing patients with schedule information in MyChart
- Password reset assistance for MyChart
- Mail or fax schedules per patient's request
- Directions to the institution and within the institution

Emergency/Security

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

➡ In the event of a storm or other emergency, see MD Anderson's status at MDAnderson.org/Emergency.

Information Desks

🕒 Monday-Friday, 6 a.m.-10 p.m.

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.

- Main Building, Floor 1, The Aquarium (open 24 hours a day)
- Main Building, Floor 3, Elevator A
- Main Building, Floor 3, near the skybridge
- Main Building, Floor 1, The Pavilion
- Mays Clinic, Floor 2, The Tree Sculpture

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.

MDAnderson.org

- [MDAnderson.org](https://www.mdanderson.org)

Find information about cancer treatment and research, our facilities and resources. Read stories about cancer patients and caregivers in our Cancerwise blog. Need help finding information? Use the chat feature, available 24 hours a day, 7 days a week.

Publications

- [MDAnderson.org/Publications](https://www.mdanderson.org/Publications)

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

Social Media

- [MDAnderson.org/SocialMedia](https://www.mdanderson.org/SocialMedia)

Share your stories, ask questions and watch videos via MD Anderson's social media channels, including Facebook, X (formally Twitter), Instagram and YouTube.

Patient Support

For the Patient

Arts in Medicine



☎ 713-792-5192

Pediatric patients can participate in painting, pottery, yoga, music therapy and more through the Arts in Medicine program. Music, theatre, dance, photography and more are offered.

Education for children and teen patients



☎ 713-745-5059

Certified, master-level teachers work with pediatric patients 4-18 years of age as part of the Pediatric Education and Creative Arts Program. We also offer English as a Second Language for both patients and families. Teachers help patients in our classroom or at the bedside.

Ethics Consultation Service



🕒 Monday-Friday, 8 a.m.-5 p.m.

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

☎ 713-792-8775, page operator, 713-792-7090

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 and confidential consultation.

International Center

➤ MDAnderson.org/International

Multilingual staff help international patients schedule appointments and provide them with lodging and transportation information.

myCancerConnection one-on-one support



➤ MDAnderson.org/myCancerConnection

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 or 713-792-2553
- Sending the team a message using MyChart

Cancer Connection

“We talk about movies, current events, food—and so much more than cancer.”

– Jenn Myers, survivor

Patients and caregivers come here to visit with cancer survivor and caregiver volunteers in a comfortable setting. Visitors can also relax and enjoy complimentary beverages and snacks.

- 📍 Main Building, Floor 2, near Elevator B
Mays Clinic, Floor 2, near Elevator T
- 🕒 Monday-Friday, 8 a.m.-3 p.m.



Learn more about
Cancer Connection

Patient Advocacy

- 📍 Main Building, Floor 3, near Elevator D, B3.4324
Mays Clinic, Floor 2, near The Tree Sculpture
- 🕒 Monday-Friday, 8 a.m.-5 p.m.
- ☎️ 713-792-7776, 713-792-7090 (after hours and on weekends)
- 👉 Read your rights and responsibilities at MDAnderson.org/PatientAdvocacy.

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.

Patient Relations

- 📍 Rotary House Hotel, Floor 1
- 🕒 Monday-Thursday, 7 a.m.-8:30 p.m.
Friday, 7 a.m.-5 p.m.
Sunday, noon-8:30 p.m.
Diagnostic lab: Sunday-Thursday, 3-8 p.m.
- ☎️ 713-794-4750, dial extension 6 from guest rooms
- ✉️ pgrrhi@MDAnderson.org

You can get directions and have your schedule printed. Bilingual MD Anderson patient representatives are available daily to assist. Diagnostic lab services are available, too.

**“Your concerns are important,
no matter how small they may seem.”**

– Anna Thompson, social work counselor

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 help with:

- 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

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
- 🕒 Monday-Friday, 8 a.m.-5 p.m.
- 📞 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

 24 hours a day

Freeman-Dunn Chapel

 Main Building, Floor 1, near Café Anderson

 713-792-7184

Louise J. Moran Chapel

 Mays Clinic, Floor 2, near The Tree Sculpture

 6 a.m.-11 p.m.

McCloud-Musselman Meditation Room

 Main Building, Floor 2, near Elevator D

Muslim Prayer Room

 Main Building, Floor 3, near Elevator E

Worship and meditation services

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



Worship services and locations

For the Patient, Family and Friends

Art Space for Patients and Caregivers

📍 Main Building, Floor 2, near Elevator D

🕒 Tuesday-Thursday, 10 a.m.-2 p.m.

No art experience is necessary to visit the Art Space. Patients of all ages can enjoy instructor-led classes, self-directed art or virtual tutorials. Supplies provided.

Blood Donation Center

👉 [MDAnderson.org/BloodBank](https://www.mdanderson.org/BloodBank)

📞 713-792-7777

All blood given to our patients comes from carefully screened volunteer donors and 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

Gift Shops

👉 [MDAnderson.org/Shop](https://www.mdanderson.org/Shop)

🕒 Hours vary; most gift shops are open Monday-Friday

The gift shops offer gift items, MD Anderson branded merchandise, snacks, Children's Art Project merchandise, apparel and jewelry. Gift Shop proceeds fund patient programs and volunteer activities.

Children's Art Project and Branded Merchandise Boutique

📍 8080A El Rio, Houston, TX 77054
Free parking available

🕒 Monday-Friday, 8-11:30 a.m. and 1-3:30 p.m.

☎ 1-800-231-1580

Visit the boutique to buy MD Anderson-branded merchandise and Children's Art Project products. Net proceeds from the sale of branded merchandise support MD Anderson's patient programs and volunteer activities. Net proceeds from the sale of Children's Art Project cards and gifts support patient programs for children with cancer. These items were inspired by the artwork of Children's Cancer Hospital patients at MD Anderson.

The Park Gift Shop

📍 Main Building, Floor 2, The Park

Purchase fresh floral arrangements and Mylar balloon bouquets. Patient room and staff deliveries are available.

Mays Clinic Gift Shop

📍 Mays Clinic, Floor 2, near Elevator T

The Aquarium Gift Shop

📍 Main Building, Floor 1, near The Aquarium

Jesse H. Jones Rotary House International Hotel Gift Shop

📍 Rotary House Hotel, Floor 2, Room 202

Kim's Place



- 📍 Main Building, Floor 2, The Park
- 🕒 Monday-Friday, 9 a.m.-5:30 p.m.
- ☎️ 713-563-3075

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.

Laundry Facilities

- 📍 Main Building, Floor 6, near Elevator F
- 🕒 24 hours a day

A laundry room is available for caregivers to wash their own clothes. The service is free to use and laundry soap is provided.

Music-in-Medicine concerts

The Music in Medicine program hosts free concerts at the Texas Medical Center Campus performed by award-winning classical musicians and ensembles from around the world.



Scan to learn more

Postal Services

- 📍 Main Building, Floor 1, near Elevator E
- 🕒 Monday-Friday, 9 a.m.-3 p.m.

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

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

The Learning Center

👉 MDAnderson.org/TLC

✉ AskTLCstaff@MDAnderson.org

📍 **Theodore N. Law Learning Center**

Main Building, Floor 4, Elevator A

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

713-745-8063

📍 **Levit Family Learning Center**

Mays Clinic, Floor 2, near Elevator T

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

713-563-8010

The Learning Center is a patient education library located at the Texas Medical Center campus. Its trained library staff provide current and reliable information on cancer prevention, treatment, coping and general health. Patrons can also access the internet, print or scan documents and check out books in both locations.

Related to Your Care

Clinical Services

Patients and caregivers have a right to ask questions about medicine, procedures, tests, 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.

Acute Cancer Care Center

📍 Park in Garage 2, Entrance 3

In case of an emergency, call 911 or go to the nearest hospital emergency center.

The Acute Cancer Care Center provides care right away for MD Anderson patients with symptoms caused by their cancer diagnosis or treatment. The center is open 24 hours a day, every day.



Acute Cancer Care Center

Cancer Survivorship

➤ MDAnderson.org/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. Talk to your care team about care after treatment.

Prescription Refills

Patients may request refills on prescription medicines at MD Anderson pharmacies, through MyChart or the automated phone refill system. Prescriptions are filled and available for pickup during pharmacy hours and 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: 833-703-6209

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

Prevention Services (Screenings)

➤ MDAnderson.org/Prevention
MDAnderson.org/Locations

You can receive prevention and screening services at our various locations across Houston, including the Cancer Prevention Center at the Texas Medical Center in Fannin Tower. The Prevention team can help you reduce the risk of developing cancer and improve survival through healthy lifestyle choices, clinical trials, cancer screenings and early detection.

Clinical Services: Referral Needed

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

Adolescent and Young Adult Program



➤ MDAnderson.org/AYA

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.

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



➤ MDAnderson.org/ClinicalNutrition

Dietitians help patients at all locations 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.

Genetic Counseling

➤ [MDAnderson.org](https://www.mdanderson.org) > search “Clinical Cancer Genetics Program”

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.

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

➤ [MDAnderson.org/IntegrativeMedCenter](https://www.mdanderson.org/IntegrativeMedCenter)

Learn about using complementary therapies to support health during and after cancer care.

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

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

Psychiatric 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 patients at all locations experiencing problems related to cancer or side effects of surgery, chemotherapy or radiation treatment.

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

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, from 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.

Urgent Symptom Clinic

This clinic at the Texas Medical Center Campus offers appointments the same day or next day for patients with mild symptoms. This is not a walk-in clinic; you need a referral. When you experience symptoms, call your care team. They can help you determine next steps for care and if this clinic is a fit for you.

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.

Index

Acute Cancer Care Center	26
Adolescent and Young Adult Program	28
Arts in Medicine.....	17
askMDAnderson	3, 14, 15
askMDAnderson Clinical Team	14
askMDAnderson Health Information Specialists....	14
askMDAnderson Patient Service Operators.....	15
Billing and Accounts.....	9
Blood Donation Center	22
Cancer Connection	18
Cancer Survivorship	27
Cashiers.....	9
Child Life Services.....	28
Clinical Nutrition	29
Clinical Services	26
Clinical Services: Referral Needed	28
Communication	2
Diagnostic Imaging Clinics and Diagnostic Laboratory Centers	12
Directions	4
Emergency/Security.....	15
Ethics Consultation Service	17
Fatigue Clinic.....	29
Financial Resources.....	9
Food.....	10
General Services	9
Getting Around.....	4
Genetic Counseling	29
Gift Shops.....	22
Hearing-Impaired Services.....	2
Information.....	14
Information Desks	15
Insurance Coverage, Financial Assistance.....	10
Integrative Medicine Center	29
International Center	18
Kim's Place	24
Language Access Services	2

Laundry Facilities	24
Lodging	4
Lost and Found	16
myCancerConnection one-on-one support	18
Postal Services.....	25
Main Building/Rotary House area at the Texas Medical Center (Food).....	10
Mays Clinic and Duncan Building areas at the Texas Medical Center (Food).....	11
Music-in-Medicine concerts	24
MyChart	3
Neuropsychology.....	29
Oncofertility Consult Service	30
Pain Management Center	30
Parking.....	5
Patient Advocacy	19
Patient Relations	19
Patient Shuttles.....	7
Patient Support	17
Pharmacies	12
Prescription Refills.....	27
Prevention Services (Screenings).....	27
Psychiatric Oncology Center	30
Public Transportation	8
Publications	16
Rehabilitation Services	30
Rotary House Hotel.....	4
Skybridge Carts.....	8
Sleep Center.....	30
Social Media	16
Social Work	20
Spiritual Resources (Chapel Services)	21
Supportive Care Center.....	31
The Learning Center	25
Transportation	5
Urgent Symptom Clinic.....	31
Wheelchairs	8

Quick Reference

Main number

713-792-2121

askMDAnderson

877-632-6789

MD Anderson website

MDAnderson.org

Personal health record (MyChart)

MyChart.MDAnderson.org

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

MDAnderson.org/myCancerConnection

713-792-2553



Download the MD Anderson
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