Here to help

Update your insurance information

Make sure your insurance details, address and phone number are accurate in MyChart.

That helps us manage your insurance claim and prevent delays in coordinating your benefits.

In MyChart.mdanderson.org.

Go to the Health menu at the top of the screen. Click on Demographics.

Go to the Billing menu at the top of the screen. Click on Insurance Summary.

Questions about your insurance?
Call the Financial Clearance Center at 1-844-294-4322. Or send them message using MyChart.

Your safety matters

Why we check your wristband

Your wristband shows your name, medical record number (MRN) and date of birth. You will receive a wristband at your first appointment each day you come to MD Anderson. Please wear your wristband to all of your appointments that occur in the same day.

We will ask you multiple times to confirm your information. This is to help ensure your safety.

Did you know

Places to visit while you wait

Sometimes you may have to wait between appointments. We are sorry for any delays and are working on ways to reduce them. Meanwhile, here are some places you can wait:

- **Recharge in The Patient and Family Center**
  Main Building, Floor 2, near Elevator D and The Park, B2.4314

- **Enjoy free coffee in our Hospitality Centers**
  Main Building, Floor 2, near Elevator B
  Mays Clinic, Floor 2, near Elevator T, ACB2.1002

- **Grab a book in the Patient/Family Library**
  Main Building, Floor 1, near The Aquarium

Ask a volunteer in a blue coat for help finding your way to these locations. You also can ask any staff member. Just look for an employee badge.

Join us

New Patient/Family Orientation

Learn about MD Anderson’s programs and services, including information about clinical trials and MyChart.

**Monday-Wednesday, 2-3 p.m.**
Main Building, Floor 4, near Elevator A, through The Learning Center, R4.1121

The institutional class calendar for May is available on our website at [mdanderson.org/classes](http://mdanderson.org/classes). See “Coming up” on the back of this newsletter for this week’s classes.

Join our community:

[MD Anderson Cancer Center](http://mdanderson.org)
[MD Anderson News](http://mdandersonnews.org)
[MD Anderson on YouTube](http://mdanderson.org)
[MD Anderson Cancer Center](http://mdandersoncancercenter.org)
Caring for a loved one does not always mean being the savior.”
— Deanna Kotrla, Caregiver

What I have learned as a mom and caregiver

In May 2017, my 20-year-old daughter Brooke came home after her college finals with increasing headaches, vision problems and some strange “feelings” that we could not explain. We ended up in the ER where an MRI showed a large mass creating a lot of pressure in her brain. Within hours, we were at MD Anderson, and within days, Dr. Frederick Lang was performing the 11-hour awake craniotomy that saved her life.

We have been living with a grade II astrocytoma diagnosis since that day. I say “we” because when someone in your family receives a brain tumor diagnosis, it affects everyone. Here is what I have learned as a mom and caregiver to a daughter with cancer.

Take it one day at a time
As moms and caregivers, we must be the strength our loved ones need, especially when they are weak. I must be positive and hopeful when she is fearful.

It is OK to accept support
Over the last year, I have learned that caring for a loved one does not always mean being the savior. Sometimes it is just about learning to accept help. I have been overwhelmed by the generosity of people and never want to take away their joy when they want to help. I have learned that sometimes allowing someone to bring me food or pick up something at the store can make a difference in my day and theirs as well.

You can help #endcancer
Learn everything you can about the disease and become an advocate for research. May is Brain Tumor Awareness Month, and brain tumor awareness has become a year-round priority for me. My best advice is to be positive, be hopeful and be an advocate. Together, we can end cancer!

Read more and other stories in Cancerwise at www.cancerwise.org.