



What is the 1.800.ACS.2345 number all about?

The purpose of this toll free 24/7/365 hotline is to increase cancer knowledge and empower patients and caregivers to participate in their decision making, communicate with their treatment team, and cope with issues that arise through their cancer journey. It's not just providing information; our Cancer Information Specialists help patients to know how to act on the information provided. The Cancer Information Specialists can match callers to important resources and referrals to ACS Patient Programs based on a caller's geographic region.

Why would I call this number?

- Get connected to a clinical trial: There are 152 clinical trials in Oregon alone, and many more across the country that might be a match for your diagnosis. Our Clinical Trials Specialists ultimately work with your physician on making sure the match is appropriate for you.
- Get answers/clarification on your medical status: Our Oncology Nurses are here to answer complex medical questions about diagnosis, treatment, side effects, medicines, etc. They do NOT replace your doctor, nor do they give medical advice, they give facts to guide the patient in making decisions. Questions to ask your doctor can be provided by CIS and/or nurses.
- Questions around cancer diagnosis and treatment options
- Prevention and Detection. Understanding screening recommendations, referrals to appropriate clinics, procedural clarifications, etc.
- Stress issues- fear of death, communication with loved ones especially children of cancer patients, lack of decision making knowledge, long and short term side effects, inability to work, lack of insurance, financial devastation*
- Nutrition and Physical activity for the cancer patient
- Knowledge and management of side effects, pain and medications
- The Health Insurance Assistance Team can educate callers on getting and staying insured
- The lifetime journey including survivorship
- Transportation and lodging during treatment
- End of Life, what to expect, timelines, communication to others
- Solitary patients who need day to day support
- Suicide and abuse, chronic callers with serious psycho-social issues
- Match caller to local and national resources, patient programs and referrals to ACS Patient Programs (Road to Recovery, Reach to Recovery, Look Good Feel Better, Hope Lodge, etc)
- A friendly, supportive person to talk to. When your medical professional isn't available, we are.

