

**Center of Excellence for
Multiple Myeloma**

Sundar Jagannath, MD
Director

Welcome Guide



**Mount
Sinai**

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Welcome

Welcome to the Center of Excellence for Multiple Myeloma

As a world leader in patient care and research in multiple myeloma and related diseases, we offer personalized treatment based on the most advanced scientific discoveries. We provide the highest quality of care targeted to your disease to give you the best possible outcome. You will benefit from our innovative research and our ability to quickly translate new findings into effective treatments.

Every patient is important to us. We want you to feel safe, welcomed, and comfortable with your care plan.



This guide includes information about your visit and resources available to you. Always feel free to ask questions and let us know of concerns you might have. Our entire team—physicians, nurses, other health care professionals, and support staff—is here to help.

From the Director

**On behalf of the Center of Excellence for Multiple Myeloma,
it is my pleasure to welcome you.**

We are committed to providing outstanding, comprehensive care with compassion and sensitivity to you and your loved ones. Our goals are to cure myeloma, give you the best treatment options for long-term, disease-free remission with a high quality of life, and help you understand the disease process and what to expect.

Our team of world-renowned myeloma experts, in partnership with Mount Sinai's full array of cancer and other specialists, is at the forefront of turning scientific discovery into innovative, precision-medicine treatments that target myeloma cells while sparing normal cells and minimizing side effects.

Our doctors have extensive experience — more than 30 years for some — treating and researching myeloma. Additional members of the team, including advanced practice nurses, registered nurses, physician assistants, social workers, and more, provide skilled care and are with you every step of the way.

We are an integral part of The Tisch Cancer Institute, which is a National Cancer Institute-Designated Cancer Center. This designation recognizes our standards of excellence and breakthrough accomplishments in research aimed at prevention and cure.

Every patient is unique. Based on a thorough assessment of your disease, we will work with you to craft an individualized treatment plan that takes into account your medical history and condition, as well as your lifestyle and personal preferences. And, we will work closely with your referring physician to ensure continuity of your care.

We look forward to a long, rewarding relationship with you and thank you for choosing us as your health care partner.



Warm regards,

Sundar Jagannath, MD
Director

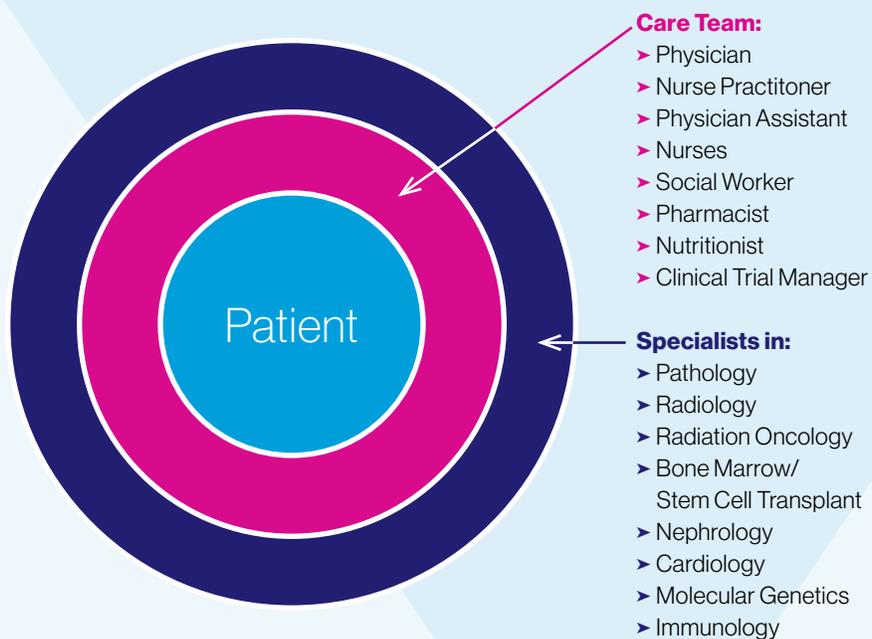
Team Approach

Your health care team comprises leading experts on multiple myeloma and related diseases and highly skilled medical professionals. Members of the team include physicians with advanced training in Hematology and Medical Oncology and Bone Marrow and Stem Cell Transplantation, radiation oncologists, pathologists, nurse practitioners, physician assistants, registered nurses, clinical social workers, nutritionists, and pharmacists.

Physicians in specialties such as Cardiology, Orthopaedic Surgery, Interventional Radiology, and Nephrology are consulted as needed. As a patient at Mount Sinai, you have access to the finest specialists.

We believe our multi-disciplinary, collaborative approach is the best way to treat you as a whole person and address your health care needs in a comprehensive fashion.

As an academic medical enterprise, the Mount Sinai Health System is affiliated with the Icahn School of Medicine at Mount Sinai. You may encounter residents and fellows (physicians in training) and medical students who are learning from senior faculty. We are proud to participate in the education of the next generation of myeloma experts.



Multiple Myeloma Physicians at Mount Sinai

Our physicians see patients in the outpatient setting and in the hospital when inpatient care is required. They work in close partnership with the Bone Marrow and Stem Cell Transplantation Program and other clinical services to provide comprehensive, coordinated care.



Sundar Jagannath, MD, is the Director of the Center of Excellence for Multiple Myeloma and Professor of Medicine, Division of Hematology and Medical Oncology, at The Tisch Cancer Institute. He is a renowned expert in multiple myeloma, with more than 30 years of experience. Dr. Jagannath is actively involved in clinical trials, both Mount Sinai-initiated and in partnership with industry, designed to investigate new agents and novel therapies for myeloma. Through his leadership, the array of myeloma treatment options continues to expand.



Ajai Chari, MD, is the Director of Clinical Research at the Center of Excellence for Multiple Myeloma and Associate Professor of Medicine, Division of Hematology and Medical Oncology, at The Tisch Cancer Institute. He oversees a program of myeloma-related clinical trials that is highly regarded throughout the United States for excellence and rigorous quality assurance. Dr. Chari is the principal investigator on numerous clinical trials focused on development of novel chemotherapy regimens.



Hearn Jay Cho, MD, PhD, is Associate Professor of Medicine, Division of Hematology and Medical Oncology, at The Tisch Cancer Institute. He completed advanced fellowship training in Immunology, in addition to Hematology/Oncology. Dr. Cho's research is focused on utilizing the body's immune system to develop patient-specific vaccines and other treatments that destroy tumor cells and prevent them from returning. His research supports development of personalized clinical approaches. Dr. Cho serves as the Medical Director for the Multiple Myeloma Research Foundation.



Deepu Madduri, MD, is Assistant Professor of Medicine, Division of Hematology and Medical Oncology, at The Tisch Cancer Institute, and Assistant Director, Cellular Therapy Service. She serves as physician liaison between the Center of Excellence for Multiple Myeloma and the Bone Marrow and Stem Cell Transplantation Program, ensuring continuity of care for patients undergoing autologous stem cell transplantation. Dr. Madduri oversees our program of novel immunotherapy clinical trials, specifically CAR T-cell therapy clinical trials. Dr. Madduri treats patients with multiple myeloma and related diseases such as amyloidosis and POEMS syndrome.



Samir Parekh, MD, is the Director of Translational Research for the Center of Excellence for Multiple Myeloma and Associate Professor of Medicine, Division of Hematology and Medical Oncology, at The Tisch Cancer Institute. Dr. Parekh conducts research focused on individualized, precision-medicine therapy that is based on a patient's disease characteristics and risk factors, with the goal of improved survival. In collaboration with colleagues in specialties such as Genomics and Immunology, Dr. Parekh translates research findings into effective clinical applications.



Shambavi Richard, MD, is Assistant Professor of Medicine, Division of Hematology and Medical Oncology, at The Tisch Cancer Institute. She has extensive experience in myeloma treatment and stem cell transplantation. Dr. Richard is involved in clinical trials with a focus on novel therapies, including antibody, immunotherapy, and targeted therapy treatment approaches.



Joshua Richter, MD, is Assistant Professor of Medicine, Division of Hematology and Medical Oncology, at The Tisch Cancer Institute and Site Director of Myeloma Services, Chelsea. He treats patients with plasma cell dyscrasias, including multiple myeloma and related diseases such as amyloidosis and Waldenstrom's Macroglobulinemia. Dr. Richter's research focus is on antibody therapy and immunotherapy for a precision medicine approach and novel therapies through clinical trials.

How to Reach Us

Phone: 212-241-7873

Fax: 212-241-8608

Office hours: 9 am – 5 pm Eastern Time

- Please call us at 212-241-7873 with any questions related to your care, medications, medication refills, and scheduling concerns. An operator with the Multiple Myeloma Call Center will take your information and direct you to the appropriate personnel.
 - For urgent needs after normal office hours, call us at the same number: **212-241-7873**. An after-hours myeloma specialist will assist you.
 - In the event of an emergency requiring immediate attention, please call 911 or go to the Emergency Room.
 - Our office will contact you prior to your scheduled appointment date to confirm your appointment times for diagnostic testing, if needed, and doctor visits.
-

Important Phone Numbers

Multiple Myeloma Call Center **212-241-7873**

Questions related to patient care, medications, scheduling, insurance

Path-Tec Lab Services **706-507-3442**

Lab Mailer Kits

Security **212-241-6068**

The Security Communications Center is staffed 24 hours a day.

Where We Are Located

The Center of Excellence for Multiple Myeloma has two outpatient clinic locations.

Our first clinic location is on The Mount Sinai Hospital campus, which stretches from East 98th to East 102nd Streets between Madison and Fifth Avenues on Manhattan's Upper East Side. The clinic is located in the Derald H. Ruttenberg Treatment Center (Ruttenberg) in the Leon and Norma Hess Center for Science and Medicine (Hess) at 1470 Madison Avenue, between East 101st and 102nd Streets. Use the entrance at 10 East 102nd Street (Robert E. and Judith O. Rubin Pavilion 10 E 102) and take the elevator to the sixth floor.

The Mount Sinai Hospital, in the Guggenheim Pavilion, has entrances at 1190 Fifth Avenue (at East 101st Street) and 1468 Madison Avenue.

Our second clinic location is at The Blavatnik Family - Chelsea Medical Center at Mount Sinai. The Chelsea facility is at 325 West 15th Street between Eighth and Ninth Avenues.



Directions

The Mount Sinai website includes information about traveling to Manhattan via train or airplane and driving directions.

www.mountsinai.org/locations/mount-sinai/your-visit/locations

We offer this additional information as a convenience. We recommend that you visit **MTA New York City Transit** for detailed, up-to-date information about subway, bus, and train lines.

The Center of Excellence for Multiple Myeloma at The Mount Sinai Hospital campus can be reached via the following public transit routes:

- **Bus lines M1, M2, M3, M4, M96, M98, M101, M102, M103, and M106**
- **Subway lines 6 or Q**

Bus: The M1, M2, M3, M4, M96, M98, and M106 stop within several blocks of Hess.

Subway: Take the 6 (Lexington Avenue line) to 96th Street and Lexington Avenue or the Q to 96th Street and Second Avenue. Walk west on East 96th Street to Madison Avenue, cross Madison, and turn right. **(Note:** The 6 is a local train. The 4 and 5 on the Lexington Avenue line are express trains; they do not stop at 96th Street.) It takes about 15 minutes to walk from the subway to Hess.

Directions

(continued)

How to Get Here via Public Transportation (continued)

Public Transportation from Pennsylvania Station

Bus: Exit the station at Seventh Avenue and West 32nd Street.

Cross Seventh Avenue and walk east on West 32nd Street to the middle of the block (you will be between Sixth and Seventh Avenues).

Take the M4 bus to Madison Avenue and East 101st Street.

Subway and Bus (faster): From within Pennsylvania Station follow signs for the 1, 2, or 3 subway uptown.

Take any of these trains to 96th Street and Broadway.

Exit the subway station.

On West 96th Street, pick up the 96th Street crosstown bus heading east.

Madison Avenue is the second stop after going through Central Park.

Walk north on Madison Avenue.

Public Transportation from Grand Central Terminal

Bus: Exit the station onto East 42nd Street.

Turn right, and walk west on East 42nd Street to Madison Avenue (about 5 minutes).

Take the M1, M2, M3, or M4 to Madison Avenue and East 101st Street.

Subway (faster): From within Grand Central Terminal, follow signs for the 6 Uptown (Lexington Avenue line). Take the 6 to 96th Street and Lexington Avenue.

Walk west on East 96th Street to Madison Avenue, cross Madison, and turn right.

(Note: The 6 is a local train. The 4 and 5 on the Lexington Avenue line are express trains; they do not stop at 96th Street.) It takes about 15 minutes to walk from the subway to Hess.

Our Chelsea facility at 325 West 15th Street between Eighth and Ninth Avenues is easily accessed by public transportation.

We recommend that you visit MTA New York City Transit for detailed, up-to-date information about subway, bus, and train lines. www.mta.info

Valet parking is available. Pull into our covered semicircular driveway and our valet will park your car for you at a local parking facility.

After your appointment, we will bring your car to you, and you can pay the parking fee to the valet.

Parking at The Mount Sinai Hospital Campus

Mount Sinai Parking Lot

- Patients can park at a special rate of \$20 per day in the Mount Sinai Parking Facility on the northwest corner of Madison Avenue and East 104th Street.
- The attended lot is open from 5 am to 9 pm, Monday through Friday.
- Identify yourself as a Multiple Myeloma Program patient.
- The attendant will give you a ticket that can be validated by a Patient Encounter Associate when you check in—you will pay the \$20 parking fee to the Patient Encounter Associate. Ask the Patient Encounter Associate for a parking permit that you can place in your front windshield for future visits.
- You will leave your key with the attendant, who will park your car.

Shuttle between the Mount Sinai Parking Facility and Hess:

A complimentary shuttle bus runs between the parking lot at Madison Avenue and East 104th Street and Hess every 20 minutes from 7 am to 7 pm. The shuttle can accommodate wheelchairs and walkers. The ride takes about 5 minutes. For the return trip to the parking lot, you can catch the shuttle at Madison Avenue and East 102nd Street.

Mount Sinai Hospital Garage

The Mount Sinai Hospital parking garage is located at 1292 Park Avenue with entrance on East 99th Street between Park and Madison Avenues. The garage is open and staffed 24 hours a day. It is equipped with easy-to-use automated parking pay stations, which accept cash, credit, and debit cards. Call 212-241-5125 to inquire about hourly and daily rates.

On Saturdays Multiple Myeloma Program patients may park in the Mount Sinai Hospital garage at a special rate of \$20 per day.

Other Parking Options

- *MPG Parking*: 6 East 102nd Street between Madison and Fifth Avenues, 212-289-2959
- *Imperial Parking Systems*: 1510 Lexington Avenue, entrance on East 98th Street between Lexington and Park Avenues, 212-289-6257
- *GGMC Parking*: 60 East 94th Street between Madison and Park Avenues, 212-369-9304
- Metered parking on streets bordering the Mount Sinai campus

When to Arrive/ Registration

Please arrive **at least 30 minutes before your scheduled appointment** in order to complete the registration process.

You will be asked to review your demographic information — address, phone number, email, emergency contact, insurance, etc. — and make any needed updates.

A Patient Encounter Associate will place an identification bracelet on your wrist. To ensure your safety, this bracelet will be used by members of the clinical care team to verify your identification at each point of care.

The Patient Encounter Associate can answer questions you might have about parking options, wheelchairs, and escort assistance.

Visitors

Due to the complexities of cancer and its treatments, many of our patients are immunocompromised and at increased risk of infection. Therefore, children under the age of 12 are not permitted in patient care areas. Additionally, we ask that any family members or friends who may have a contagious condition not accompany you.

If you have a cold or infection, please wear a mask for your safety as well as the safety of other patients. Masks are available throughout patient care waiting and clinical areas.

Seating for patients is very important to us. Please bring no more than two people with you to your appointment.

If you have any questions or concerns, please call us at **212-241-7873**.

What to Bring to Your First Appointment

Medical Records

Your myeloma physician at Mount Sinai will want to review your medical records from your referring physician. You will need to sign a consent form that authorizes us to request the records on your behalf. You can call us at **212-241-7873** if you have any questions about the form. Please send the signed form back to us via fax at **212-241-8608** or via mail to the location you will be coming to for your appointment:

RTCNPC

Center of Excellence for Multiple Myeloma

The Mount Sinai Hospital

One Gustave L. Levy Place, Box 1129

New York, NY 10029

Center of Excellence for Multiple Myeloma

The Blavatnik Family - Chelsea Medical Center at Mount Sinai

325 West 15th Street

New York, NY 10011

Alternatively, you can obtain your medical records directly from your referring physician and either fax or mail them to us, using the fax number and mailing address above.

Please write the date of your appointment on the fax cover sheet or on the mailing envelope.

It is very important that we receive your records in advance of your appointment.

Other items we will need for your first visit:

- Insurance card(s)
- Photo ID
- List of medications
- Radiology images on a CD or actual films (CT and PET scans, MRIs, X-rays, etc.)
- Referral forms from your referring physician if required by your insurance company

Diagnostic Tests

Your physician at the Center of Excellence for Multiple Myeloma may order a number of diagnostic tests that will be used to assess your disease and help in designing the best treatment strategy for you.

You may have diagnostic tests done at Mount Sinai before or after you see your physician for the first time. Sometimes your physician will order testing that can be done in your home community for your convenience.

Diagnostic tests you might have done in conjunction with your appointment (whether here at Mount Sinai or in your home community) include:

- **Complete Blood Count (CBC)**

CBC measures the levels of red cells, white cells, and platelets in the blood. If there are too many myeloma cells in the bone marrow, some of these blood cell levels will be low. The most common finding is a low red blood cell count, which results in anemia (due to a reduced amount of hemoglobin, the protein that carries oxygen).

- **Serum protein electrophoresis (SPEP)**

SPEP is a test that measures normal and abnormal proteins in plasma cells. Myeloma cells produce an abnormal protein (also known as a monoclonal immunoglobulin or M protein). The presence of the abnormal protein could be an indicator of myeloma.

- **Serum Immunofixation Electrophoresis (IFE)**

IFE identifies the subtype of abnormal protein, or M protein, in the plasma cells.

- **Serum Quantitative Immunoglobulins (Igs)**

This test measures the levels of heavy protein chains (including IgA, IgD, IgE, IgG, and IgM) in the abnormal antibodies that are overproduced by myeloma cells. These levels may not always be elevated.

- **Serum Free Light Chain Assay**

This test measures the levels of antibody light chains, classified as kappa or lambda, made by myeloma cells. Abnormal levels could be an indicator of multiple myeloma.

Diagnostic Tests

(continued)

- **Chemistry Profile**

A chemistry profile measures the levels of certain substances, including calcium, albumin, lactate dehydrogenase (LDH), blood urea nitrogen (BUN), and creatinine. Abnormal creatinine levels may indicate whether there is any kidney involvement in your myeloma.

- **24-hour Urine Test**

This test involves the collection of urine over a 24-hour period to measure the amounts of protein present. Sometimes the kidneys excrete pieces of M protein into the urine. This urine protein, known as Bence Jones protein, is an indicator of myeloma.

- **Magnetic Resonance Imaging (MRI) With Diffusion-Weighted Whole Body Imaging (DWIBS)**

MRI is a very sensitive imaging technique utilizing strong magnets, radio waves, and a computer to make a series of detailed images that can identify areas of active myeloma in the bone. These active areas are referred to as lytic lesions. They cause the bones to have a Swiss cheese-like appearance.

DWIBS is an advanced variation of MRI imaging that uses the diffusion of water molecules to generate contrast in MRI images. This helps provide further information about changes in tissues and lesions throughout the skeleton.

- **Skeletal Survey**

This series of X-rays of bones in the body typically includes images of the skull, spine, pelvis, ribs, and long bones of the arms and legs. The X-rays can reveal bone damage caused by myeloma.

- **Positron Emission Tomography and Computed Tomography (PET/CT)**

PET/CT is an advanced nuclear imaging technique that provides information about both the structure and function of cells and tissues. It is used to assess changes in the bone structure and can determine the number and size of bone lesions.

- **Bone marrow aspiration and biopsy**

This procedure involves the removal of bone marrow, blood, and a small piece of bone by inserting a special biopsy needle into your hip bone. Pathologists put the biopsy specimens onto glass slides and view them under a microscope. They utilize stains that enable them to identify abnormal cells.

Continued

Diagnostic Tests

(continued)

Even if you have had a bone marrow biopsy done previously, we may do a repeat test so that we have sufficient tissue for advanced testing that helps us identify the unique characteristics of your disease. We might ask you to approve having a portion of your tissue sample set aside for research.

Examples of advanced testing and in-depth analyses include:

• Cytogenetics

This refers to an evaluation of the chromosomes, the parts of cells that contain genetic information. Some myeloma cells may have too many or too few chromosomes. Some may have translocations (part of one chromosome has broken off and become attached to another chromosome), and some may have deletions (part or all of a chromosome is missing).

• Fluorescence in situ hybridization (FISH)

FISH is similar to cytogenetic testing. It uses special dyes that attach only to specific parts of chromosomes. FISH can identify changes that are too small to be detected with regular cytogenetic testing.

• DNA Sequencing

Using advanced technology tools, DNA from your myeloma cells can be analyzed to identify gene mutations. This information can help our doctors determine the most effective treatment for you.

• Risk Profiling

A variety of tests can be performed on the bone marrow biopsy sample to characterize the molecular features of your disease. This helps us determine how you might respond to specific treatments and which treatments are likely to be the most effective for you.

Your doctor may order additional diagnostic tests as needed.

Results of the diagnostic testing help us understand your specific disease characteristics and the extent of your disease. They help us personalize a course of treatment for you and identify appropriate clinical trials that enable you to benefit from novel treatment agents.

Clinical Trials

Our program has a solid foundation of experience and patient care excellence with clinical trials. Under the leadership of Ajai Chari, MD, our clinical trials program provides access to novel, life-saving treatment approaches that incorporate vaccines and new agents that are often not available outside the clinical trial setting.

We offer patients emerging, promising therapies and new drugs with the goal of improving outcomes. We maximize opportunities for cutting-edge care through Mount Sinai-initiated clinical trials, as well as multi-center trials and partnerships with pharmaceutical companies, the Multiple Myeloma Research Foundation, and other institutions.

Clinical trials are important for making progress in advancing treatments for multiple myeloma and for making sure that patients have the best options for the most effective care. The more people who participate in clinical trials, the faster new drugs and other treatments can be developed. This is important for all patients, and is especially critical for patients who have exhausted available agents.

Our program has played a pivotal role in approval by the Food and Drug Administration (FDA) of many of the new drugs for myeloma, including Carfilzomib, Pomalidomide, Elotuzamab, Daratumumab, and Ixazomib.

Every drug therapy approved by the FDA must go through a lengthy process. Before any new treatment is used in clinical trials, researchers work for many years to understand its effects on cancer cells. Optimal, safe doses are determined and effectiveness is continually evaluated.

Clinical trials involve a series of phases. If a new treatment is successful in one phase, it proceeds to the next phase for further evaluation.

- Phase 1 trials focus on finding an optimal dose of a new drug or drug combination.
- Phase 2 trials determine if the new drug or treatment, already studied in the Phase 1 trial, is effective, either by itself or in combination with other approved therapies.
- Phase 3 trials study whether the new therapy works better than the current standard therapy and they continue to compare the safety of the new therapy to the safety of current therapy. Phase 3 trials typically enroll large numbers of patients.

Continued

Clinical Trials

(continued)

Some of our clinical trials are initiated by our investigators who conduct research aimed at development of precision-medicine treatment approaches. With our large patient volume, we can accrue enough patients to our investigator-initiated trials for statistically valid results. Other studies are conducted in conjunction with pharmaceutical companies that are developing new drugs and immunotherapy approaches (such as CAR T-cell therapy) based on our findings as well as discoveries from other laboratories. In some cases, clinical trials are conducted at multiple centers. This supports enrollment of very large numbers of patients and can result in more quickly-obtained statistically-valid results, which in turn can help in securing approval of new drugs from the FDA.

Having access to a broad portfolio of clinical trials enables us to provide a full array of options for the best care available today.

Every clinical trial has specific eligibility criteria. Your doctor will determine whether you are a candidate for a clinical trial and are likely to benefit from it. If you are eligible for a trial, your doctor and our research team will review with you the "Informed Consent" form, which describes the study and its potential benefits as well as potential safety concerns. You will have time to review this document and have any additional questions answered before making a decision regarding participation.

Clinical trials that are currently open to patient enrollment, as well as clinical trials that are no longer open to enrollment but that include participating patients, can be found on our website:

www.mountsinai.org/care/cancer/services/multiple-myeloma/clinical-trials

More information about clinical trials and the Cancer Clinical Trials Office at Mount Sinai's Tisch Cancer Institute can be found at:

www.icahn.mssm.edu/research/tisch/clinical-trials/patients

Additional information about clinical trials can be found at **ClinicalTrials.gov**, a service of the National Institutes of Health.

Your Medical Information

MyMountSinaiChart provides personalized and secure online access to portions of your medical records. It enables you to securely use the Internet to help manage and receive information about your health. MyMountSinaiChart is available on the web and mobile devices.

Use the MyMountSinaiChart to:

- View your health summary from the MyMountSinaiChart electronic health record
- Request medical appointments
- View test results
- Request prescription renewals
- Access trusted health information resources



You will receive instructions for signing up for **MyMountSinaiChart** and an activation code at your first visit. This code will enable you to log in and create your own username and password. Access **MyMountSinaiChart** at mountsinai.org/mymountsinai.

If you have any questions, you may email mychartsupport@mountsinai.org or call the Mount Sinai Patient Portal at **855-343-3470**.

To communicate with your health care team, please call the Multiple Myeloma Call Center at 212-241-7873.

Lab Mailer Kits

As part of your medical care, we will be monitoring your laboratory values derived from blood samples. This process will be thoroughly explained to you at your first visit. If you will be having your blood drawn at a non-Mount Sinai facility, you will use Lab Mailer Kits.

Path-Tec is our vendor for Lab Mailer Kits.

Path-Tec will provide and ship mailer boxes to your home along with instructions and prepaid/preprinted return shipping labels for return to Mount Sinai. You will need to call Path-Tec at **706-507-3442** to arrange for delivery of the specimen kits. Path-Tec will need your name, Mount Sinai medical record number, and date of birth. You may also contact Path-Tec via email at **customerservice@path-tec.com**.

Coordinating With Your Local Physician

We will continually work with your local physician to keep him/her informed about your care and coordinate treatments and diagnostic testing that can be done at home.

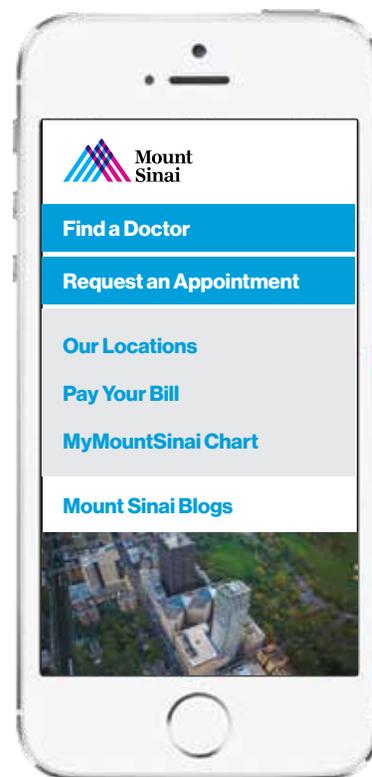
Mount Sinai Connect Care Link, a secure, view-only version of our electronic medical record system, enables your referring/local physician to access your medical record, receive real-time notification about relevant clinical events, and communicate directly with your myeloma or other Mount Sinai physician(s).

MountSinaiNY App

Stay connected with the Mount Sinai Health System through **MountSinaiNY**. Available for Apple and Android devices, this mobile app provides easy access to Mount Sinai Health System services.

Use the MountSinaiNY app for:

- **General information:** Access contact information, visiting hours, directions, parking, and amenities for each Mount Sinai Health System hospital campus, and urgent care/walk-in, and primary care locations.
- **Find a Doctor:** Find physicians and request an appointment quickly for any specialty at any Health System location.
- **Pay a Bill:** Easily pay bills through the mobile bill pay system.
- **Medical Record Access:** Seamlessly access medical record information through connection with MyMountSinaiChart.
- **Stay Connected With Us:** Access Health System news, blogs, and social media feeds.



Understanding Your Bills

Billing

Mount Sinai's Patient Financial Services department is committed to providing caring and responsive service. While Mount Sinai will bill your insurance directly if possible, you may also receive a bill for costs, which may include self-pay responsibility, co-payments, co-insurance, or a deductible.

Mount Sinai's billing structure is divided among many departments, which include physician services, hospital, pathology, imaging, diagnostic testing, and others. Each department generates its own bills, and what may be considered one service to you could be many different services in terms of billing. For example, physicians may see you in the clinic or the infusion center, read your radiology imaging, and/or examine specimens in the pathology lab. Each physician bills separately for these services. Similarly hospital and outpatient facility services and use of equipment, supplies, pharmacy items, IV therapy, etc. are billed separately under the hospital section of the bill. If possible, all of these services will be billed to your insurance. However, if you are personally responsible for any part of these charges, you will receive a bill.

Each bill you receive will include a phone number and account number. Please call the phone number on the bill if you have any questions.

Additionally, your MyMountSinaiChart account provides billing information and online payment options.

Outside Lab Charges

If any diagnostic testing is done by an outside lab that is not part of Mount Sinai, you will receive a separate bill from that lab.

Insurance

All insured patients should familiarize themselves with the terms of their insurance coverage, including commercial insurance carriers, health maintenance organizations (HMOs), Medicare, and Medicaid. This will help you understand which services are covered and what your responsibilities are, if any. Insurance providers have varying policies and many require charges to be pre-authorized or pre-certified. It is your responsibility to confirm insurance coverage for planned treatment.

If you have any questions regarding your insurance coverage, please call Patient Financial Services at **212-731-3600**.

Support and Wellness Services

Our experienced social workers provide cancer support services with a focus on a comprehensive patient care experience that addresses emotional, practical, and social needs for you and your family. They offer supportive counseling services and access to resources and special programs in and outside the Mount Sinai Health System. They provide information about transportation, disability, entitlements, financial assistance, legal assistance, meal programs, wigs and head coverings, and more.

If you are admitted to the hospital, social workers will support you throughout your stay and will assist with planning your discharge and developing a plan for services that you might need when you return home. They will also coordinate with outpatient support services to ensure a smooth transition from inpatient care.

The Social Work Department offers a full array of programs that are available to all patients. Be sure to ask for the monthly calendar of support and wellness programs and educational materials. Visit our website for complete information about our many services, including nutritional counseling, therapeutic massage, art therapy, support groups, and more:

www.mountsinai.org/care/cancer/about/support.

The Center for Spirituality and Health

The Center for Spirituality and Health

Mount Sinai is committed to healing the body, mind, and spirit. As part of the health care team, chaplains are an integral component of caring for the whole person. Patients and loved ones can call upon our chaplains for spiritual support, counseling, religious ritual, and prayer.

212-241-7262

infospiritualcare@mountsinai.org

For more information visit the Center for Spirituality and Health online:

www.mountsinai.org/patient-care/spiritual-care-and-education

Staying in Touch With Family and Friends

We know how important it is for you to be connected to family, friends, and work colleagues.

For your convenience, cell phone charging stations are located throughout patient care areas.

You might find it helpful to create a personal website for keeping family and friends informed about your care and progress through a free service like **CaringBridge**.

International Patients

We are pleased to welcome patients from across the globe who come to us for outstanding myeloma care.

Mount Sinai's Department of International Services can help coordinate appointments, financial arrangements, travel and visas, and work with consulates, embassies, or foreign agencies, as needed. They will work with you to make sure you receive the greatest degree of convenience and comfort and the highest quality medical care that is personalized to your needs.

Phone: 212-241-1100

Fax: 646-537-1418

Email: international.services@mountsinai.org

www.mountsinai.org/care/international

Language Assistance

Qualified medical interpreters for spoken languages are available at no cost.

Services include:

- Over-the-phone interpretation services in more than 200 languages available 24/7
- Video remote interpretation services available in 35 languages
- In-person interpretation services through staff or agency interpreters (requires advance notification)

Additional information about language assistance and translation services can be found on the Mount Sinai website:

www.mountsinai.org/about/language-accessibility

For assistance, contact the Patient Service Center.

Mount Sinai Hospital location: **212-659-8990**

Chelsea location: **212-844-8555**

Resources

There is a wealth of information about myeloma and related topics on the web and in print.

You may find information from these organizations helpful.

National Cancer Institute

American Cancer Society

CancerCare

International Myeloma Foundation

Leukemia and Lymphoma Society

Multiple Myeloma Research Foundation

All patients have unique disease characteristics and health care needs.

Your myeloma doctor at Mount Sinai will determine the best course of treatment for you, and, along with other members of your health care team, can answer questions you might have.

On-Campus Conveniences at The Mount Sinai Hospital

ATMs

Automated teller machines are located in the Guggenheim Pavilion, First Floor Atrium, just outside the Plaza Café/Cafeteria entrance.

Cell Phone Charging Stations

Complimentary cell phone charging stations are located throughout the myeloma patient care areas.

Shopping

Two gift shops on The Mount Sinai Hospital campus offer a wide variety of gifts, personal items, and snacks.

Guggenheim Pavilion	Kravis Children's Hospital at Mount Sinai
Seventh Floor	Klingenstein Pavilion Lobby
East Atrium	1176 Fifth Avenue
212-241-4438	212-241-9770
Open seven days a week	Open seven days a week

Posman Books, a small bookstore selling snacks and sundries, is located just south of the Starbucks Coffee Bar in the Annenberg Building.

Dining

On-campus dining options include:

The Plaza Café

Serves a large selection of hot and cold dishes, including kosher food
Guggenheim Pavilion, First Floor Atrium, Monday – Friday, weekends and holidays

Starbucks Coffee Bar

Serves coffee and an assortment of food and beverages
Annenberg Building West Lobby
Monday – Friday, weekends and holidays

Center for Advanced Medicine “Grab and Go”

Offers hot and cold beverages, soups, “grab and go” sandwiches, and snacks
17 East 102nd Street, Lobby, Monday – Friday

Icahn Lobby Café

Serves salads made to order and daily breakfast and lunch
Icahn Medical Institute
1425 Madison Avenue, Lobby, Monday - Friday

Center for Science and Medicine Café

Serves coffee, sandwiches, salads, and snacks.
Hess Center, Main Lobby, Monday - Friday

Dining Off Campus

The following dining options are located near The Mount Sinai Hospital. We do not endorse any establishment. We suggest you contact restaurants of interest for updated information.

American/Traditional/Delis

Effy's Kitchen (traditional/breakfast)

1567 Lexington Avenue, between East 100th and 101st Streets
212-427-8900

Island (upscale traditional)

1305 Madison Avenue, between East 92nd and 93rd Streets
212-996-1200. www.islandny.com

Joy Burger Bar (burgers, sandwiches, salads)

1567 Lexington Avenue, between East 100th and 101st Streets
212-289-6222

QMarket (deli, convenience store)

1414 Madison Avenue, between East 97th and 98th Streets
212-831-1754

Sarabeth's East (upscale traditional)

1295 Madison Avenue, between East 92nd and 93rd Streets
212-410-7335

Three Guys Restaurant (American/traditional, diner)

49 East 96th Street, corner of East 96th Street and Madison Avenue
212-348-3800

French/European

Champignon on Madison

1389 Madison Avenue, between East 96th and 97th Streets
212-987-1700

Le Pain Quotidien

1131 Madison Avenue, between East 97th and 98th Streets
646-663-3149

Pascalou

1308 Madison Avenue, between East 92nd and 93rd Streets
212-534-7522

Italian

Da Capo

1392 Madison Avenue, between East 96th and 97th Streets
646-707-0684

Dining Off Campus

(continued)

Famous Famiglia Pizzeria

1398 Madison Avenue, between East 96th and 97th Streets

212-996-9797

Lexington Pizza Parlour

1590 Lexington Avenue, between East 101st and 102nd Streets

212-722-7850

Paola's Restaurant

1295 Madison Avenue, corner of East 92nd Street and Madison Avenue

212-794-1890

Tre Otto

1401 Madison Avenue, between East 97th and 98th Streets

212-860-8880

Kosher

Russ & Daughters at the Jewish Museum (kosher, smoked fish, bagels)

1109 5th Avenue, corner of East 92nd Street and Fifth Avenue

212-475-4880, ext. 3

Mexican

Burritos y Mas NY

1571 Lexington Avenue, between East 100th and 101st Streets

646-918-7478

El Paso Taqueria

64 East 97th Street

212-996-1739

Middle Eastern/Mediterranean

La Shuk (French-Moroccan)

1569 Lexington Avenue, between East 100th and East 101st Streets

212-289-0089

1 Up Bistro (Mediterranean, deli)

1404 Madison Avenue, between East 97th and East 98th Streets

917-492-0697

Thai

Pro Thai

1575 Lexington Avenue, between East 100th and 101st Streets

917-475-1494

Dining Off Campus

(continued)

Thai Wok

1406 Madison Avenue, between East 97th and 98th Streets

212-987-6185

Dining Near Our Chelsea Facility

There are many eating establishments along West 14th Street near our Chelsea facility, as well as at the historic Chelsea Market, www.chelseamarket.com.

Many hotels offer discounted rates to Mount Sinai patients and their families.

You can find a list of hotels on the Mount Sinai website at www.mountsinai.org/locations/mount-sinai/your-visit/planning.

Hotels/ Accommodations

The following hotels are in the vicinity of The Mount Sinai Hospital campus. Be sure to inquire about a Mount Sinai discounted rate.

Courtyard Marriott New York Manhattan/Upper East Side

410 East 92nd Street
212-410-6777

Franklin Hotel

164 East 87th Street
212-369-1000; 800-607-4009

The Marmara

301 East 94th Street
212-427-3100

The following hotels are in the vicinity of our Chelsea facility. Be sure to inquire about a Mount Sinai discounted rate.

Hampton Inn Manhattan-Chelsea

108 West 24th Street
212-414-1000

Hyatt Union Square New York

134 Fourth Avenue
212 253 1234

Taking a Break

Central Park, across Fifth Avenue from The Mount Sinai Hospital, offers a peaceful respite from the fast pace of the medical complex.

The Conservatory Garden is a six-acre formal garden in Central Park. The Garden's main entrance is through the Vanderbilt Gate, on Fifth Avenue between East 104th and 105th Streets.

Some of the best museums in the world are around the corner on Fifth Avenue.

- **El Museo del Barrio** at East 104th Street
- **Museum of the City of New York** at East 103rd Street
- **Jewish Museum** at East 92nd Street
- **Cooper-Hewitt National Museum of Design** at East 91st Street
- **National Academy Museum and School of Fine Arts** at East 89th Street
- **Solomon R. Guggenheim Museum** at East 88th Street
- **Neue Galerie New York** at East 86th Street
- **Metropolitan Museum of Art** from East 82nd to 86th Streets

Attractions near our Chelsea facility include Chelsea Market, The High Line, the Whitney Museum of Art, and the 9/11 Ground Zero Museum Workshop.



Calendar

Month: _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Calendar

Month: _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

