



Travel Guide: UCSF Benioff Children's Hospital San Francisco, CA

NANT – New Approaches to Neuroblastoma Therapy

Headquartered at CHLA, NANT is a research consortium of 18 hospitals in the US, Canada, Europe & Australia. NANT's vision is to develop and test new therapies that will be targeted specifically to neuroblastoma cells, and therefore improve the outcome for children with advanced neuroblastoma with fewer side effects.

UCSF is one of the NANT institutions that implements all phase 1 studies sponsored by this consortium. UCSF is the primary west coast site for MIBG therapy. www.nant.org

UCSF Benioff Children's Hospital – San Francisco, Mission Bay

Website: <https://www.ucsfbenioffchildrens.org/>

Oncology New Patients and Referrals:

415-476-3831

Fax 415-353-2657

Neuroblastoma Clinicians at UCSF

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Nurse Practitioner

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Social Worker

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ADDRESS AND DIRECTIONS:

UCSF Benioff Children's Hospital is located at 1975 4th street, San Francisco, CA 94158.

Gateway Medical Building is for the clinic visits prior to treatment, 1825 4th street, 6th floor Desk C, San Francisco, CA 94158.

Airports: SFO or Oakland airports are local to UCSF San Francisco. Car rentals and BART/Muni, public transportation, are available from the airport.

PARKING:

Daily Parking Rates

- Hourly: \$5
- Daily Max: \$35
- Patient/Visitor with ADA placard: \$7

1835 Owens St. Garage, across from the UCSF Ron Conway Family Gateway Medical Building, and surface lot

Valet Parking

Patients may be dropped off at the circle driveway in front of the UCSF Ron Conway Family Gateway Medical Building at 1825 Fourth St. Valet parking is available in the circle driveway during business hours.

You can discuss parking options with your social worker.

WHERE TO STAY:

Family House serves as a home away from home for families of children with cancer and other life-threatening illnesses by providing physical comfort and emotional support, free from financial concerns.

540 Mission Bay Blvd. North San Francisco, CA 94158 415-476-8321
info@familyhouseinc.org

Family house is located 2 blocks from the hospital. They have a shuttle to take patients to clinic or hospital appointments.

UCSF social worker will help you with a referral to family house for your first visit. After you are an established visitor, you are able to call them directly to request a reservation for future visits.

The Nancy & Stephen Grand Family House is just blocks from the UCSF Benioff Children's Hospital in Mission Bay. Features include:

- 80 bedrooms, each with an en-suite bathroom
- 92,000 square foot LEED Certified Platinum building
- 9,000 square foot outdoor courtyard
- Exercise room, Teen room, Fozzy's Toy Room, family parking, communal living, dining, and laundry facilities
- Free, temporary housing for families while their child is undergoing treatment for life-threatening illnesses at the UCSF Benioff Children's Hospital

Amenities at Family House

Family House is meant to be your home away from home! Each floor has shared common areas, including a kitchen, living room, and laundry room. Here are some of the things you will find when you check in to family house:

- In our bedrooms: all sheeting and bedding, plus towels, and storage for your personal items
- In our kitchens: oven/stoves, microwaves, personal refrigerator, dishwasher, cabinet space, coffee maker, dining space for your family
- In our living rooms: comfy couches, TV, toys to share, and space to play in
- In our laundry rooms: washers, dryers, detergent, and fabric softener
- In our play areas: books for kids and adults, Xbox One video game systems, TVs, and computers/printers
- In our specialty rooms: workout room, meditation room, teen room
- In our courtyard: a private courtyard with BBQ, perfect for getting a bit of fresh air and sunshine!
- In our offices: fax and mail services, and a dedicated staff available to answer your questions and make your stay as comfortable as possible

- In Fozzy's Toy Room: a welcome gift for all children

We also have entertainment systems, laptop computers, video games, and movies for you to borrow.

What You Should Bring With You

Depending on the length of your stay at Family House, your needs will vary. Please be sure to bring clothes, toiletries, and medication for the duration of your stay. Should you forget something, ask a staff member – we probably have what you need!

Please see full website for more detailed information or discuss specific questions with social worker.

<https://familyhouseinc.org/>

NAVIGATING THE HOSPITAL

Clinic visits are scheduled in the Gateway Medical Building - 1825 4th street, 6th Floor, Desk C

Inpatient stays will be in the main hospital at 1975 4th Street. You will check in with the security desk for direction. You will receive a visitor sticker and access to the hospital elevators. The heme/onc/BMT unit is on the 6th floor.

WHAT TO BRING WITH YOU TO YOUR OUTPATIENT VISIT

- Appointment information
- Doctor's name
- Insurance cards
- All other records will be sent to UCSF ahead of your visit from your referring institution ie scans, reports, notes, labs, etc.
- A list of questions you may have for the physician. If your child is old enough, help him or her to add to the list too.
- Another adult to assist you if you must bring other children
- Books, games, snacks, formula, diapers, change of baby clothes or other necessities.
- Cell phone and charger, laptop or iPad, and magazine, newspaper or reading material for you while you wait.

WHAT TO BRING WITH YOU FOR YOUR HOSPITAL ADMISSION

If your child is staying overnight, pack a suitcase with a change of clothing for yourself and your child.

Other suggested items may include:

- Bathrobe
- Personal toiletries
- Infants/toddlers: favorite toy or item from home, bottle/sippy cup
- School age/teenagers: books, magazines, cosmetics, school work, computer, iPad, gaming system.
- Insurance and Medical Assistance Information (including subscriber and access cards)
- Name/phone # of your family physician and others involved in your child's care

AMENITIES AND SUPPORT AT UCSF

Center for Families

The Center for Families, located on the sixth floor in room C-6421, serves as a lounge, resource center, health library, business center and concierge desk, where parents and other adult family members may tend to their various needs while remaining near their children. The room is open seven days a week and serves as a complete business center that has a fax machine, computers with internet access, phone jacks for laptop computers, phones and a copier to help families keep up with the demands of life outside the hospital.

The Center for Families is staffed by parent liaisons, specially trained parents who provide peer-to-peer support and resources to help families navigate the hospital environment. Other family support services for parents offered through the center include knitting, scrapbooking group, chair massage, parent walking group and weekly support groups. We believe that if parents and other adult caregivers in the family are able to care for themselves, they are more equipped to care for their child.

Hours

Monday through Friday: 10 a.m. to 4 p.m.

Monday through Thursday evenings: 6 p.m. to 8 p.m.

Saturday and Sunday: 10 a.m. to 12 p.m.

Contact Us: (415) 353-1410

https://www.ucsfbenioffchildrens.org/services/center_for_families/

Child Life Services

The team at Child Life Services creates opportunities for children, teens and families to play, learn and discover at UCSF Benioff Children's Hospitals.

Families often have many questions about how to help their children feel ready for a procedure or admission to the hospital. Our department's mission is to help your child and other family members cope with and prepare for these medical experiences. Our team of certified child life specialists, music therapists, art therapists, educators and parent liaisons are trained in child and family development, and understand the specific needs of children, teens and families in the hospital. Through support, play and education, we collaborate with you to create a friendly and comfortable medical environment for your child.

Please contact us for:

- Preparation ahead of a medical procedure, using age-specific teaching tools such as models, dolls, medical equipment and pictures
- Support during medical procedures
- Helpful strategies such as imagery, distraction and relaxation to reduce anxiety
- Therapeutic play needs whether before, during or after your child's hospital experience

Contact us: (415) 353-1203 childlifeservices@ucsf.edu

Spiritual Care

When you're hospitalized and dealing with illness, it can be an extremely challenging time. Many people find that talking with a chaplain can help during this period. Chaplains with Spiritual Care Services provide support to patients, families, friends and staff members at UCSF Health's Parnassus Heights, Mount Zion and Mission Bay campuses.

Chaplains representing many faiths are available around the clock to be a caring presence, offer spiritual and emotional support, and listen with openness and understanding. Patients, families and staff are encouraged to call a chaplain when experiencing fear, anger, loneliness, helplessness, anxiety, grief or loss or when they just need someone to talk to. Chaplains also are available for times of celebration, prayer and rituals.

We are available to support all our patients, whatever their spiritual path may be. Patients do not need to be affiliated with a congregation or faith community to call a chaplain. However, if you do belong to a community, we can notify a faith community of your choice to arrange for a visit. Your minister, rabbi, imam, priest or other spiritual adviser may visit you or your family member at any time.

Services Include:

- Prayer
- Guided meditation and relaxation for relief from emotional and physical pain
- Support groups
- Support with grief, loss and bereavement for patients and family members
- Religious rituals or sacraments
- Spiritual and emotional support in times of stress
- Contact and coordination with your home congregation and clergy
- Individualized, brief concerts in your hospital room, through the Music Is Good Medicine program
- Life-cycle events including memorial services, weddings and commitment ceremonies, baptisms, blessings and welcome rituals for new babies
- Spiritual literature or sacred texts

We also offer the following materials for use by patients and their families:

- Spiritual literature and sacred texts
- Ritual items for most faith traditions and spiritual practices
- Guided relaxation exercise CDs and audio files
- "Communicating with a Loved One at End of Life" pamphlets

Meditation Rooms

We have meditation rooms at our Mission Bay hospital location. These are quiet places available to you and your family for reflection, prayer, meditation and comfort.

- At Mission Bay, there is a meditation room and garden on the ground floor adjacent to the children's hospital lobby at 1975 Fourth Street, and there are smaller meditation rooms near the lounges on the third, fourth, fifth and sixth floors of the adult hospitals at 1855 Fourth Street.

Contact Us: (415) 514-4200

<https://www.ucsfhealth.org/services/spiritual-care-services>

NEARBY PHARMACY

Walgreens Pharmacy Outpatient

Pharmacy Hours: Mon-Fri 9am-6pm, Sat 9am-3pm, Sun 9am-3pm.

Walgreens Pharmacy at 550 16TH ST in San Francisco, CA 415-365-0512

INPATIENT SERVICES

A range of supportive programs are provided for inpatient families on the Hemonc unit. These include art therapy, dog therapy, school support for patients, spiritual care, interpreting and translation and social work services.

All inpatient rooms are single units, with a day bed allowing parents to stay in the room with their child. Rooms have television screens linked to the Internet, and access to a library of entertainment and educational media.

Family Lounge

Family Resources Room where you can relax, connect to Wi-Fi, chat with other families and learn more about your child's condition. There are two telephone rooms for making private calls. The room also has a Resource Library, where parents can check out books. You can make use of a scanner, fax and computer terminals to catch up on any business. Missing vital toiletries? There's a stock of necessities on hand here, as well as a special shower area for families to use.

Kitchenette

The 6th floor has a kitchenette with a refrigerator, sink and microwave. There are other basic amenities, such as crackers, tea, utensils, juices, etc.

Internet Availability

Wifi is widely available across campus. Connect your wireless access to:
UCSF Guest Network

Wheel Chairs or Wagons to help bring in your belongings for your stay

Are available by asking staff/security in lobby

Visitors

Visiting hours are from 11 a.m. - 8 p.m. daily. ^{[[[}Parents are welcome 24 hours per day. Both parents or legal guardians or one family-designated caregiver may be in the patient's room before and after visiting hours. Sleeping arrangements are available for one parent in most rooms. For the patient's safety, please do not sleep in the child's bed.

Visitation Limits

Depending on the situation there is usually 2 visitors allowed at a time. Additional visitor requests should be made with the bedside nurse. In some instances, siblings under 18 years old, may not be permitted to visit.

DINING

Cafeteria – The Shorenstein Family Cafe is located on the 1st Floor. Large cafeteria has a panini station, pizza, salad bar, sushi, hot menu selections that change daily, fresh fruits, snacks, prepackaged grab and go items & drinks.

Hours: 6am-10pm daily.

Peets coffee is near the cafeteria.

Equator coffee is located in the lobby of the Gateway Medical Building.

Other dining in surround areas: SF Kebab, Subway, Publico, Peasant pies, Starbucks, Café Terzetto

Farmers Market on Wednesday afternoons

FUN AT UCSF AND IN SAN FRANCISCO

Gift Shop

These shops carry a wide range of items, such as fresh flowers and plants, magazines, books, toys, greeting cards and phone calling cards. Proceeds from the gift shops help fund amenities for our patients and their families.

To have a gift delivered to a friend or loved one in one of our hospitals, please call the appropriate gift shop.

Located between the children's and adult hospitals
1975 Fourth St. and 1855 Fourth St., First Floor
San Francisco, CA 94158

Store Hours

M–F, 9 a.m. – 4 p.m.

Saturday and Sunday, 11 a.m. – 4 p.m..

Holidays, 11 a.m. – 4 p.m.

Phone Orders: (415) 476-1150

Friend-to-Friend Gift Shop at Mission Bay
Bakar Precision Cancer Medicine Building
1825 Fourth St., First Floor
San Francisco, CA 94158

Store Hours: M–F, 9:30 a.m. – 4 p.m.

<https://www.ucsfhealth.org/for-visitors/gift-shops>

STORES AND RESTAURANTS NEAR THE HOSPITAL AND FAMILY HOUSE

1. Safeway – Grocery store 298 King St, San Francisco, CA 94107
hours 6am-10pm daily
2. Gus's Community Market - 1101 4th St San Francisco, CA 94158
Hours 7am-9pm daily
3. Whole Foods - 450 Rhode Island St, San Francisco, CA 94107
Hours 8am-9pm daily
4. Starbucks – 1700 Owens Street hours 6am-5pm, closed on Saturday and Sunday and 1375 3rd Street (across the street from family house) hours 4:30am-7pm M-F, Sat, Sun 6am-5pm.
5. Walgreens – 550 16th Street, San Francisco, CA 94158 Hours 9am-6pm M-F, 9am-3pm Sat, Sun
6. SF Kebab – 550 16th Street
7. Oda Restaurant – 1500 Owens St
8. Subway, Publico, Peasant Pies, Café Terzetto –
550 Gene Friend Way. All are next door to each other.
9. Farmers Market – Wednesdays – 550 Gene Friend Way.

Other restaurants and food choices in surrounding areas please see:

https://www.tripadvisor.com/RestaurantsNear-g60713-d9571281-UCSF_Mission_Bay-San_Francisco_California.html

GETTING OUT AND AROUND NEAR HOSPITAL AND IN SAN FRANCISCO

These family friendly spaces are nearby the hospital if you find yourself with downtime and you are in need of an outing.

Chase Center: Home to the Warriors Basketball team. Across the street from the hospital with surrounding restaurants.

Oracle Park SF: Home to the San Francisco Giants. 24 Willie Mays Plaza, San Francisco, CA 94107

Museums: SF MOMA, DeYoung, Legion of Honor, Exploratorium, Children's Creativity Museum, Academy of Sciences, Disney Museum

Other Activities:

- Pier 39 and Fisherman's Wharf
- Aquarium By the Bay
- Alcatraz
- Downtown San Francisco Union Square
- Ride the San Francisco Cable Car
- Embarcadero shopping and dining along the San Francisco Bay.
- Golden Gate Park
- SF Zoo
- Ocean Beach
- Golden Gate Bridge