



CANCERCARE®

# Press Room FAQs

## Frequently Asked Questions about CancerCare®

**CANCER CHANGES EVERYTHING. CANCERCARE® CAN HELP.**

### What is CancerCare®?

A leading national, nonprofit organization, CancerCare helps people cope with and manage both the emotional and practical challenges of cancer. And, we are unique. All of our services are provided by professional oncology social workers dedicated to supporting people affected by cancer.

CancerCare services include individual counseling, support groups, education, resource referrals and financial and co-pay assistance. The CancerCare website, [www.cancercare.org](http://www.cancercare.org), offers information, tools and interactive support and has grown to become a highly respected online cancer resource.

### Is CancerCare a nonprofit organization? How are you funded?

Yes, we are a national, nonprofit 501(c)(3) organization. Like any other nonprofit, CancerCare raises funds from individuals, corporations and foundations to support our mission.

### What is “psychosocial support?”

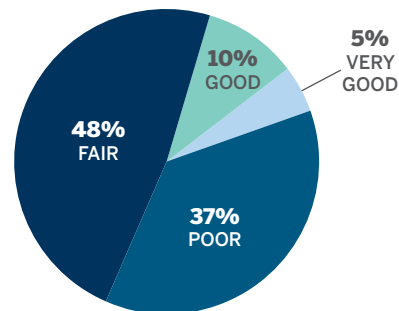
The word “psychosocial” is used to describe an individual’s psychological development and, in particular, the person’s involvement with their social environment. Psychosocial support helps people address the emotional challenges that

can accompany a serious illness, as well as the practical life challenges that can prevent good health care and patients’ ability to take care of themselves.

### Why is psychosocial support important to quality cancer care?

The standard of care for all cancer patients must include addressing the emotional and practical effects of cancer. A recent survey of more than 250 CancerCare clients found that before contacting CancerCare, only 15 percent of clients reported their emotional health/well-being as good or very good.

### How would you have rated your emotional health/well-being before you contacted CancerCare?

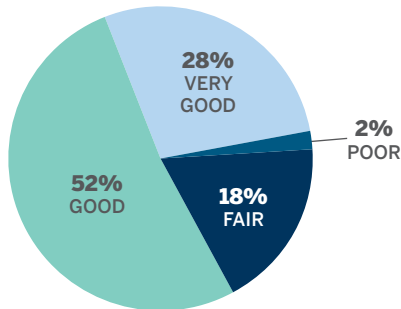


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The number of clients that said their emotional health/well-being was good or very good increased to 80 percent as a result of counseling sessions with a CancerCare social worker.

**How would you rate your current emotional health/well-being as a result of your counseling session with your CancerCare social worker?**



CancerCare is committed to helping people affected by cancer cope with psychosocial issues by providing high-quality emotional and social support. As the leading national organization dedicated to providing free psychosocial support services, CancerCare's social workers understand the complex issues raised by cancer. More importantly, our social workers know that finding ways to cope with these concerns brings an enormous sense of relief to both the person with cancer and his or her loved ones. Through our comprehensive network of support services, anyone anywhere can get help.

**Who does CancerCare serve?**

CancerCare helps anyone affected by cancer. We take care of patients, caregivers, survivors, family, friends and the bereaved.

Our free, professional support services reach 195,000 people each year in all 50 states, including both urban and rural communities. Our client base reflects a diverse population representing all socioeconomic, gender, age and racial groups.

**What makes CancerCare different from other cancer support organizations?**

CancerCare is unique in that we have a broad range of professionals support services ranging from counseling and emotional support to financial and co-pay assistance. We are one of the only cancer organizations where all psychosocial support is provided by professional oncology social workers.

**What is the history of CancerCare?**

CancerCare was founded in 1944 in New York City with the mission of helping cancer patients. The lamp was chosen as the symbol for the organization, with its light representing warmth, comfort and hope. From the very beginning, we provided financial assistance for home care, as well as counseling by professional oncology social workers. During the 1980s and 1990s, technological advances helped the organization grow to its current national scope. CancerCare's toll-free counseling line, online services, Connect Education Workshops and website all make our services available to people across the country.

This year, we welcomed 2.1 million visits to our websites which have grown to become leading online resources, providing both information and support. In 2017, CancerCare created A Helping Hand ([www.cancercare.org/helpinghand](http://www.cancercare.org/helpinghand)) — a searchable, online database of financial and practical assistance available for people with cancer. This comprehensive online tool features the most up-to-date contact information and descriptions for hundreds of national and regional organizations offering financial help to people with cancer. Our Online Helping Hand helped 12,699 people affected by cancer through 20,000 searches. The size and scope of the organization has grown tremendously since 1944, but the essential work is the same: caring for the individual, supporting their loved ones and providing help and hope to anyone affected by cancer.

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## **What is the expertise of oncology social workers?**

Our professional oncology social workers are all at the master's level or above. They are specially trained to provide support, information and resources to help people cope with, and manage, the challenges of cancer.

Areas of expertise include:

- Finding new ways to cope with cancer
- Managing emotions such as anxiety or sadness
- Better understand cancer and its treatment
- Improving communication with family and the health care team
- Providing reliable information
- Referring patients and caregivers to resources in their community
- Managing financial challenges
- Understand your rights as a patient and your insurance.

## **How does CancerCare contribute to the oncology community?**

CancerCare provides the latest and most up-to-date information available on specific diagnoses, treatment options, coping strategies and other emotional and practical cancer-related topics. Our Connect Education Workshops offer the latest information from leading oncology experts in one-hour teleconferences over the telephone and online. In 2017, CancerCare distributed 792,953 print and digital publications nationwide to health care providers, people affected by cancer and caregivers. Our extensive library of more than 280 patient-sensitive educational titles in our Connect booklet and fact sheet series are peer-reviewed and written by professional medical writers.

## **Can I use your website as an educational resource?**

Yes. We encourage you to utilize our website and any of the materials here for educational purposes.

## **How can I get access to CancerCare educational materials?**

Visit our online publications library to easily access all of our educational materials. You can read all of our publications instantly online, or download them as PDFs. You can also order hard copies using our online order form. Written by experts, our free publications cover a wide variety of cancer-related topics for health care providers, patients and caregivers. CancerCare's series of booklets and fact sheets now includes more than 280 titles; publications are available in print and online versions; and many are available in Spanish and Chinese. All CancerCare publications can be viewed online at [www.cancercare.org/publications](http://www.cancercare.org/publications).

## **Are support groups available to anyone?**

We offer groups for patients, caregivers, loved ones and people who have lost a loved one. All support groups are led by one of our oncology social workers and allow participants to connect and identify with others in similar situations. We hold online support groups, telephone support groups and face-to-face groups. These different formats allow people to conveniently access our services across the nation. To learn more about our support groups or to register, visit [www.cancercare.org/support\\_groups](http://www.cancercare.org/support_groups) or call **800-813-HOPE (4673)**.

## **How do I find out about upcoming CancerCare events?**

Visit our events page for a year-round list of events at [www.cancercare.org/events](http://www.cancercare.org/events).

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## What is the CancerCare® Co-Payment Assistance Foundation?

The CancerCare Co-Payment Assistance Foundation (CCAF) helps people afford the cost of co-payments for chemotherapy and targeted treatment drugs. We provide this assistance free of charge to ensure patient access to care and compliance with prescribed treatments. Many individuals who contact CancerCare each year cite financial need as a major source of difficulty:

- **95 percent** of clients were distressed over finances for treatment.
- **88 percent** of clients were concerned about the financial problems they will have in the future as a result of their illness or treatment.
- **84 percent** of clients do not feel like they have enough money in their savings, retirement or assets to cover the cost of treatment.
- **82 percent** of clients expressed that they have no choice about the amount of money they spend on care.
- **79 percent** of clients expressed that their cancer or treatment reduced their satisfaction of their current financial situation

Financial stress often causes emotional stress. Learn more at [www.cancercarecopay.org](http://www.cancercarecopay.org) or call **800-813-HOPE (4673)** and speak with one of our oncology social workers.

## How can I make a donation to CancerCare?

Thanks to the generosity of our supporters, we are able to provide people affected by cancer with free services they can use to help manage the challenges of cancer. To donate online, please visit [www.cancercare.org/donate](http://www.cancercare.org/donate). You can also mail your donation to:

**CancerCare**  
**275 Seventh Avenue**  
**New York, NY 10001**

## How can I arrange for an interview with an expert on cancer support services?

Our leading experts can speak to a large variety of cancer support topics. To arrange for an interview, please call **212-712-8323** or email [press@cancercare.org](mailto:press@cancercare.org).

Last Updated: 12/2017

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