

## INFORMATION FOR PATIENTS

### Adult Infusion Centers

#### Welcome

Thank you for choosing UCSF Health's infusion centers to help meet your medical needs. Our registered nurses are highly trained in infusion and IV therapies and, together with our dedicated staff and volunteers, they provide individualized care to make each visit as comfortable as possible. In this guide, you will find:

- 1) Important appointment information and tips
- 2) Infusion center locations and hours
- 3) Lab locations and hours
- 4) Maps, parking, and transportation
- 5) Insurance and billing
- 6) Interpreting services
- 7) Service animals

#### 1) Important appointment information and tips

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We ask that you make an appointment for each visit to the infusion center, even if it is just to draw blood from your implanted venous line, such as a PORT or PICC. These appointments are separate from your visits with your physician. If you have an urgent clinical situation, please contact your physician.

Because our patient volume is very high and each patient's care is extremely important, we cannot accept drop-in appointments. To make an appointment, please call the appropriate infusion clinic number listed below.

If you need to cancel or re-schedule an appointment, please try to let us know as soon as possible and no later than 24 hours before your scheduled appointment.

If you have any special needs that we should prepare for including bringing a service dog (see Service Dog section below), special transportation, mobility devices such as wheelchair or other assistive equipment, please call us.

While we will make every effort to schedule your appointment at a time that is convenient for you, your first choice of an appointment day or time may not be available. Some locations are open on Saturday and Sunday for select treatments. We have lower patient volumes on these days, and your appointment may proceed more quickly during our weekend hours.

#### Appointment tips

- Please bring your insurance card(s) and photo identification to your appointment.
- Food and beverage:** You may bring your own food and non-alcoholic beverages. Given that many of our patients are sensitive to smells during treatment, please choose foods that do not have strong aromas. A microwave is available to heat up your packed lunch to enjoy during your visit. Cafeterias and other food options for purchase are available at some locations.

- ❑ **Assistance:** You may want to consider bringing a family member or friend to the appointment to provide company and support. **Due to continued COVID-19 transmission rates, we have had to adapt our policies to maintain a safe environment and to prohibit visitors during periods of high risk. We appreciate your patience and ask you to confirm the most current [visitor policy](#) when making your appointment.**
- ❑ **Peripheral Blood Work:** If you are instructed to receive **peripheral blood work** (i.e. blood drawn from your arm) the same day as your treatment, please arrive at one of the lab locations at least **one hour to 1.5 hours** prior to your Infusion appointment. Please see location and hours in the Lab section below. If your appointment is at the Parnassus Infusion Center, your blood will be drawn on the 4<sup>th</sup> Floor of 400 Parnassus Avenue. The Berkeley and San Mateo locations may require labs to be drawn 2 days before treatment and the infusion center will communicate this if it is applicable to you.
- ❑ **Blood Drawn from Port or PICC Line:** If you are instructed by the doctor's office to have **blood drawn from a chest port or a PICC line** prior to your Infusion appointment, please make sure you have a **separate** Infusion Center appointment for the port draw visit.
- ❑ **Visitors:** **For the safety of patients and staff in the Infusion Center, we can accommodate only one visitor per patient at a time.** We provide seating, complimentary Wi-Fi and beverages for visitors. **Please note: Due to spacing constraints, our San Mateo location cannot accommodate any visitors.**
- ❑ **Children:** **For the safety of our patients, children under 18 are not allowed in the treatment area without another caregiver present (exceptions are made for breastfeeding mothers).** Please review the visitor policy at the infusion center you are scheduled at and ask a staff member if you have questions.
- ❑ **Fragrance Free:** UCSF Health is fragrance free. Many of our patients are sensitive to strong scents. We ask that you and all visitors refrain from wearing scented lotions or perfumes and colognes.
- ❑ **Cell Phones and Laptops:** We encourage a quiet space for healing. Please silence all cell phones and only text or use the Internet in the Infusion area. Please bring headphones to your visit so you are able to watch videos or listen to music. To protect the privacy of our patients, there is no photography or filming in the Infusion area without permission of the Infusion manager or UCSF Communications team.
- ❑ **Cold, Flu or COVID-19 symptoms:** Please check with your provider if you are scheduled to receive a treatment and have new symptoms in the last 14 days. For questions about possible COVID-19 symptoms (such as fever, sore throat, cough, shortness of breath), use our coronavirus symptom-checker through your MyChart account or call your provider's office. Visitors with symptoms cannot enter the infusion centers.
- ❑ **MyChart will facilitate your care at UCSF:** MyChart can make it easier for you to access your health information, communicate with your health care team, refill medications, and much more. If you don't have a MyChart account, you may call MyChart customer service at 415-514-6000 or log into the MyChart website ([ucsfmychart.org](https://ucsfmychart.org)).

## 2) Infusion center locations and hours

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We have multiple locations to meet your infusion needs. Your treatment site will be indicated by your provider.

Our phones are answered Monday through Friday at all sites and Saturday and Sunday at our Mission Bay Campus. Please refer to the next section for site specific phone hours. If you need assistance outside of these hours, please call your physician. Please note that the infusion centers are closed on New Year's Day, Thanksgiving and Christmas.

### MISSION BAY CAMPUS

#### **Adult Infusion Center at the Bakar Precision Cancer Medicine Building**

1825 Fourth St., San Francisco, CA 94158

**Phone:** 415-353-7155 (Monday to Friday, 8:00 a.m. to 5:30 p.m., Saturday and Sunday 8:00 a.m. – 4:30 p.m.), **Fax:** 415-514-2928

**Hours:** Monday to Friday, 7:30 a.m. – 8:30 p.m.

Saturday and Sunday, 8:30 a.m. – 6:30 p.m.

*Closed on Thanksgiving, Christmas, and New Year's Day*

#### **Adult Infusion Center at the Joan & Sanford I. Weill Institute for Neurosciences**

1651 4<sup>th</sup> St., 3<sup>rd</sup> Floor, Suite 320, San Francisco, CA 94158

**Phone:** 415-353-7155 (Monday to Friday, 8:00 a.m. to 5:30 p.m.) **Fax:** 415-514-2928

**Hours:** Monday to Friday, 8 a.m. - 6:30 p.m.

*Closed on weekends and holidays*

### PARNASSUS CAMPUS

#### **Parnassus Infusion Center**

400 Parnassus Ave., Fourth floor, San Francisco, CA 94143

**Phone:** 415-353-2421 (Monday to Friday, 8:00 a.m. to 5:00 p.m.) **Fax:** 415-353-2727

**Hours:** Monday, Tuesday, Thursday, 8 a.m. – 9 p.m.

Wednesday, Friday 8 a.m. – 8:30 p.m.

Saturday and Sunday 8 a.m. – 7:30 p.m.

*Closed on Thanksgiving, Christmas, and New Year's Day*

### MOUNT ZION CAMPUS

#### **Ida Friend Infusion Center at Mount Zion**

1600 Divisadero St., Fifth floor, San Francisco, CA 94115

**Phone:** 415-353-7155 (Monday to Friday, 8:00 a.m. to 5:30 p.m.) **Fax:** 415-514-2928

**Hours:** Monday to Friday, 8:00 a.m. to 6:30 p.m.

*Closed on weekends and holidays*

## OTHER LOCATIONS

### **Infusion Center, UCSF John Muir Health Cancer Center in Berkeley**

3100 San Pablo Ave., Suite 280, Berkeley, CA 94702

**Phone:** 510-420-8000 (Monday to Friday, 8:00 a.m. – 5:00 p.m.)

**Hours:** Monday to Friday, 8 a.m. to 6:30 pm

*Closed on weekends and holidays*

### **Adult Infusion Center, UCSF Cancer Center in San Mateo**

218 De Anza Blvd., San Mateo, CA 94402

**Phone:** 650-341-9131 (Monday to Friday, 8:30 –5:30 p.m.)

**Hours:** Monday to Friday, 8:30 am to 5:30 pm

*Closed on weekends and holidays*

### **Cancer Care**

2900 Whipple Ave, Redwood City, CA 94062

**Phone:** 650-341-9131 **Fax:** 650-341-9135

**Hours:** Monday to Friday, 8:30 a.m. to 5:30 pm

*Closed on weekends and holidays*

Our phone hours may be different than those listed above. If you need assistance outside of phone hours, please call your physician.

## **3) Lab locations and hours**

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Having your blood test completed the day before your visit can shorten your time at the Infusion Center and minimize delays. Please note Berkeley Outpatient Center requires labs to be completed 2-3 days prior to treatment. We recommend you have your blood tests done at one of the UCSF labs listed below. Or you can speak to your medical provider about having your labs done at a non-UCSF lab, such as Quest Diagnostics or Lab Corp. If you choose to have your labs done at a non-UCSF lab, please bring a copy of your lab order from your UCSF provider to ensure that the correct lab tests are ordered and your UCSF provider receives the results.

### **MISSION BAY CAMPUS**

#### **❑ Blood Draw Lab at Mission Bay (Pediatric and Adult)**

Ron Conway Family Gateway Medical Building, 1825 Fourth Street, Third, Fourth and Fifth Floors, San Francisco CA 94158

**Phone:** 415-514-2629

**Hours:** Monday to Friday 7:30 a.m. – 5:30 p.m.

*Closed on weekends and holidays*

- ❑ **Blood Draw Lab at the Weill Institute for Neurosciences**  
1651 4th St., First Floor, Suite 132, San Francisco, CA 94158  
Phone: 415-502-9392  
Hours: Monday to Friday, 8:00 a.m. – 5:00 p.m.  
*Closed on weekends and holidays*

## **PARNASSUS CAMPUS**

- ❑ **Blood Draw Lab at Parnassus**  
400 Parnassus Ave., First floor, Room A122, San Francisco, CA 94143  
Phone: 415-353-2736  
Hours: Monday to Friday, 7:30 a.m. – 6:30 p.m.  
*Open on most holidays from 8 a.m. – 4:30 p.m.*

## **MOUNT ZION CAMPUS**

- ❑ **Cancer Center Blood Draw Lab (Adult Cancer Patients Only)**  
1600 Divisadero St., First floor, Room H1044, San Francisco, CA 94115  
**Phone:** 415-885-7764  
**Hours:** Monday to Friday, 7 a.m. – ~~5 p.m.~~3:30 p.m. (closed for lunch from 11:30 a.m. – 12:30 p.m.)  
*Closed on weekends and holidays*

## **OTHER LOCATIONS**

- ❑ **Blood Draw Lab at Berkeley Outpatient Center**  
3100 San Pablo Blvd., Suite 280, Berkeley, CA 94702  
**Phone:** 510-420-8000  
**Hours:** Monday to Friday, 8:00 a.m. – 4:00 p.m.  
*Closed on weekends and holidays*
- ❑ **Blood Draw Lab at Lakeshore**  
1569 Sloat Blvd, Second Floor, Suite 333A San Francisco CA 94132  
Phone: 415-476-9096  
Hours: Monday to Friday 8:00AM - 12:00PM, 1:00 p.m. - 4:30 p.m.  
*Closed on weekends and holidays*

### **What to Bring to the Lab:**

1. Two forms of identification: one must be a picture ID
2. Insurance card or payor information.

## 4) Maps, parking & transportation: San Francisco, Berkeley and San Mateo locations

### San Francisco locations

You can find detailed maps and directions to UCSF clinics at <http://pathway.ucsfmedicalcenter.org>.

Please note that the San Francisco locations have a **valet parking** service and will park your car at no additional charge. However, you will need to pay regular parking fees charged by the garage. Information on garage parking fees is included below. Valet parking is available for automobile drop-off from 8 a.m. to 3 p.m., Monday through Friday and automobile retrieval is available from 8 a.m. to 5 p.m., Monday through Friday. Patrons must retrieve their own keys and vehicle from the garage after 5 p.m. to 10 p.m.

The hourly parking rate is \$5 an hour on weekdays, with a maximum of \$35 a day at all UCSF operated parking locations.

Patients with a **disabled placard** pay a daily parking rate of \$7 at Mission Bay, Parnassus, and Mount Zion. You must present the placard to the parking/valet attendant or have it displayed in order to qualify for this rate.

All our San Francisco hospital facilities also have a patient drop off area at the valet which you may use to minimize your path of travel if you choose not to use the valet service:

- Mission Bay: In front of the Gateway Medical Building **1825 4<sup>th</sup> Street**
- Mount Zion: In front of the main hospital **1600 Divisadero Street**
- Parnassus: In front of **400 Parnassus Avenue**

### Parking

#### **Mission Bay Campus**

- 1835 Owens St. Garage
  - A parking booth attendant is on site from 5 a.m. to 10:30 p.m. Monday through Friday, and from 7 a.m. to 6:30 p.m. on weekends.
  - Located across from the UCSF Ron Conway Family Gateway Medical Building
- 1625 Owens St. Garage
  - Located next to the Mission Bay Community Center
  - Payment at this garage can be done at the pay station on the ground floor of the garage or through the Pay By Phone application on your mobile device. You must know your car's license plate number and make your payment upon parking your car in the garage.
- 1630 Third St. Garage
  - Located just north of 16th Street
  - Payment at this garage can be done at the pay station on the ground floor of the garage or through the Pay By Phone application on your mobile device. You must

know your car's license plate number and make your payment upon parking your car in the garage.

## **Mt. Zion Campus**

- 2420 Sutter Street Garage
  - Garage is open 6 AM to 10 PM, Monday to Friday, and closed on weekends and UCSF holidays
  - Located across from 1600 Divisadero Street
  - Payment at this garage can be made at the pay station on the ground floor of the garage or through the Pay by Phone application on your mobile device. You must know your car's license plate number and make your payment upon parking your car in the garage.
  
- Other public parking garages are available nearby. Metered street parking is rarely available.
  - 1635 Divisadero Street Garage
    - The garage is open from 5:30 AM to 9 PM, Monday to Friday, and closed on weekends and major holidays.
    - The hourly parking rate is \$2 each 15 minutes with a \$28 daily maximum. UCSF parking vouchers are **not** valid at the 1635 Divisadero St. garage. For more information about the public parking lot in the 1635 Divisadero St. garage, call (415) 441-5408 or visit [www.1635divisaderogarage.com](http://www.1635divisaderogarage.com).

## **Parnassus Campus**

- 500 Parnassus Avenue garage, located across from the Medical Sciences Building
- 10 Koret Way, surface lot
- 50 Kirkham Street, surface lot

These parking areas are open 24 hours a day, 7 days a week and hourly parking rate is \$5 an hour with a maximum of \$35 a day.

*350 Parnassus Avenue* garage is open Monday through Friday 6 a.m. to 10 p.m. and the parking rate is \$4 each 30 minutes with a \$28 daily maximum.

### **Public Transportation and free shuttles**

For more information about Muni, visit <https://www.sfmta.com/>

*Free UCSF shuttles* connect the Mission Bay campus with our Parnassus and Mount Zion campuses as well as many other UCSF locations and the 16th Street BART station.

Shuttle hotline: (415) 476-4646 (GOGO)

## **Berkeley location**

You can find maps and directions at <http://www.ucsfhealth.org/locations>

### **Parking**

Parking is free with validation. Use the entrance to the 3<sup>rd</sup> floor lot on 67<sup>th</sup> Street, across from the McDonald's parking lot.

### **Public Transportation**

Emory Go Round <https://emorygoround.com/>

Alameda-Contra Costa Transit District: [www.actransit.org/](http://www.actransit.org/)

Bay Area Rapid Transit: [www.bart.gov](http://www.bart.gov)

San Francisco Municipal Transportation Agency: [www.sfmta.com](http://www.sfmta.com)

## **San Mateo location**

You can find maps and directions at <https://www.ucsfhealth.org/locations>

### **Parking**

There is a free parking lot adjacent to the office.

### **Public Transportation**

samTrans: <https://www.samtrans.com/home.html>

Caltrain: <https://www.caltrain.com/main.html>

San Francisco Municipal Transportation Agency: [www.sfmta.com](http://www.sfmta.com)

Public transportation to this location is limited.

## **5) Insurance and billing**

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### **Before your appointment**

**Before scheduling your first appointment**, we recommend that you contact your insurance plan to verify your coverage and benefits and to find out if your plan covers care at UCSF. You may want to ask whether your plan has a **deductible**, which is a specific amount that you need to pay out of pocket before the rest of the claim is covered.

There also may be certain treatments or procedures that the insurance needs to **pre-approve** or **pre-authorize** for the cost to be covered. The practice coordinator in your physician's office is responsible for obtaining the authorization for your treatment.

If you need self-injectables, your physician's practice staff will arrange for the authorization, delivery and dispensing of self-injectables. Self-injectables are given to help increase blood counts and include Neulasta, Neupogen, Epogen, Procrit and Aranesp. If your insurance requires you to give yourself shots, one of the practice or infusion nurses will teach you how to do this.

If you do not have insurance, or it is not clear whether you have pre-authorization for the visit, we will consider you a self-pay patient and will collect a \$480 deposit at the time of your first appointment.



The deposit amount will be deducted from your total bill.

## After your appointment

Once you get your bill, you can get help **understanding your statement balance, arranging a payment plan, or getting financial assistance**, if you qualify, by calling **Patient Financial Services at 866-433-4035**. You may also contact Patient Financial Services through MyChart messaging to get help with your medical bill.

## 6) Interpreting Services

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- UCSF offers medical interpreting services on the **phone** and at **medical appointments** for patients who would prefer to communicate in a language other than English. Interpreting services are available in most languages: Cantonese (廣東話), Korean (한국어), Mandarin (普通話), Russian (русский), Spanish (Español), Vietnamese (Tiếng Việt), etc. If you are hard of hearing, or are deaf, you can request to have a sign language interpreter scheduled for the time of your visit. You can access these services by calling any UCSF practice and requesting an interpreter. These services are provided at no cost to you.
- UCSF les ofrece servicios de interpretación médica por **teléfono** y en las **citas médicas** a todos los pacientes que prefieran comunicarse en un idioma que no sea el inglés. Cuando llame a cualquier clínica de UCSF simplemente solicite los servicios de un intérprete. El servicio de interpretación no conlleva ningún costo para el paciente.
- UCSF 為希望用英語以外的語言進行溝通的病人提供**通過電話**以及**在看診現場**的醫療口譯服務。您可以致電任何一處 UCSF 診所並請求一名口譯員，就能夠取得服務。這項服務無需您付費。

## 7) Service animals

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UCSF Health provides equal access to the Outpatient Infusion Centers for patients and visitors with disabilities who, in compliance with federal and state laws and regulations, are entitled to be accompanied by their Service Animals. Service Animals are not emotional support or comfort animals, therapy animals and/or pets and UCSF has a no pet policy. The Infusion Centers require that your service dog be screened prior to your first visit which you can do by calling the Infusion Center and requesting a “service dog screen.” The Infusion Center staff member will screen you about your dog over the phone, and will provide information that will prepare you, your dog, and the team for a positive experience in our center. Please be mindful that you must have a friend or family member take care of the service animal for the duration of your Infusion Center visit.