



Dana-Farber Direct Connect Frequently Asked Questions

Why Dana-Farber Cancer Institute?

Based in Boston, Dana-Farber is the #1 cancer hospital in New England as ranked by *U.S. News and World Report*, and the only cancer hospital in the U.S. to be ranked in the top 5 for both adult and pediatric oncology care.¹ Dana-Farber trains and recruits some of the world's best and brightest physicians and researchers in every cancer specialty – including the most complex and rare. Our physicians and researchers have helped develop many of the very latest therapies, which means we can provide the latest and best care, sooner. We conduct over 1,100 clinical trials at any given time.

When should I contact Dana-Farber Direct Connect?

You should contact Dana-Farber Direct Connect when:

- You have been **told that you have cancer** and would like to **explore treatment options** at Dana-Farber Cancer Institute.
- You are **currently receiving treatment** for cancer elsewhere and would like to **receive a second opinion**.
- You have **test results that may signal a cancer diagnosis** and would like to **be diagnosed** by or treated at Dana-Farber Cancer Institute.
- You have **personal or family histories of cancers** that suggest an inherited genetic component, and would like to **learn more about your hereditary risk and genetic testing** options.
- You were **previously diagnosed with cancer** and would like to learn more about Dana-Farber's **Adult Survivorship Program**
- You have a **non-malignant blood disorder**, and would like to learn more about Dana-Farber's Adult Hematology Treatment Center

Where is Dana-Farber Cancer Institute located?

Dana-Farber Cancer Institute operates two Boston campuses. One is located in Boston's Longwood Medical Area and provides care for adult and pediatric cancer patients. The other campus is located in Chestnut Hill, MA and provides care for adult cancer patients. In addition, we offer convenient, community-based locations that allow adult patients to receive Dana-Farber care closer to home.

Can I utilize Direct Connect if I cannot travel to Boston for an appointment, or if I would like to get my oncology care locally?

Yes - Dana-Farber partners with a range of community providers to expand access to clinical trials, education, and programmatic support. Dana-Farber has relationships with numerous hospitals and oncology providers throughout New England, where patients can receive their care close to home.

Our Patient Liaisons can discuss next steps if you would like to learn more about your options for seeking local care with a Dana-Farber collaborative partner, if you would like to schedule an appointment at one of Dana-Farber's additional locations, or if you are interested in pursuing an online second opinion. Please contact Dana-Farber Direct Connect if you need assistance determining the most appropriate solution for your care, based on your specific needs.



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Can I contact Dana-Farber Direct Connect if I do not have an active cancer diagnosis?

Yes, Dana-Farber Cancer Institute offers several programs for those who do not have an active cancer diagnosis:

- *Cancer Diagnostic Service at Dana-Farber Brigham Cancer Center*
- *Adult Survivorship Program*
- *Center for Cancer Genetics and Prevention*
- *Adult Hematology Treatment Center*

Can I utilize Dana-Farber Direct Connect for family members and loved ones?

Yes, if your family member or loved one needs an appointment at Dana-Farber, we can assist them through Dana-Farber's new patient process.

Do I need to be enrolled in Servier's insurance plan to utilize Dana-Farber Direct Connect?

Any Servier colleague or their loved ones is eligible to utilize the Dana-Farber Direct Connect program. While we accept most insurance plans, your Patient Liaison will collect your insurance information and confirm whether your insurance plan is accepted at Dana-Farber.

Will services provided by Dana-Farber be covered by my insurance company?

If you have health insurance that requires a referral from your primary care physician, we recommend that you reach out to your primary care provider's office to initiate the referral. Your services at Dana-Farber may also require an approval from your health plan. If you have questions about your insurance coverage, including whether services at Dana-Farber are in network or out-of-network for your specific insurance plan, please contact your insurance company. You will find additional information about health insurance coverage, including health plan participation, and questions to ask your insurance company.

How can I contact Dana-Farber Direct Connect?

- You can contact a member of the Dana-Farber Direct Connect team via phone or email, Monday through Friday, 8:00 a.m. to 6:00 p.m., Eastern Time. Messages left outside of these hours of operation will be returned the following business day.
- Dana-Farber Direct Connect phone number: **866-977-3262**
- Dana-Farber Direct Connect email: **DirectConnect@dfci.harvard.edu**

Please feel free to reach out to your benefits specialist for any questions about this program.

¹Dana-Farber Cancer Institute is ranked by *U.S. News & World Report* in collaboration with its partners, Brigham and Women's Hospital, for adult cancer care, and Boston Children's Hospital, for pediatric cancer care.