

# Support, Resources and **HOPE** during a Blood or Marrow Transplant

## PATIENT SUPPORT CENTER

### WE CAN HELP YOU AND YOUR LOVED ONES:

- Get answers about the transplant process
- Cope with uncertainty
- Access financial grants
- Find and join clinical trials
- Connect with others who've been through transplant

Transplant recipients (from left): Kyle, Ines, Briana, Becky and Bob



# Have **questions** about transplant?

Not sure where to go or who to ask? We're here to guide you and your loved ones from diagnosis, through recovery. We'll listen and help you find answers.

**CALL:** 1 (888) 999-6743  
or (763) 406-3410

**EMAIL:** [patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

**Meet our team:** [BeTheMatch.org/PatientNavigators](https://www.bethematch.org/PatientNavigators)

 *The navigator I spoke with provided me with things I didn't know to ask for."*

—Transplant patient

## **Our Certified Oncology Patient Navigators and Nurse Navigators can help you:**

- Learn about transplant
- Understand the donor search process
- Find a transplant center
- Get answers to your financial or insurance questions
- Prepare for and cope with life after transplant



*We can take all the time needed to help patients and caregivers navigate the transplant journey. Call us with any questions. If we don't have the answer, we'll find it for you.*

—Maria MacWilliams, OPN-CG,  
Senior BMT Patient Navigator, Bilingual

## Feeling anxious or **sad**?



Hailey, MSW, LGSW,  
BMT Social Worker

Our licensed clinical social workers provide confidential, one-on-one telephone-based counseling to help you and your loved ones cope with BMT and recovery.

**LEARN MORE:** [BeTheMatch.org/Counseling](https://www.bethematch.org/Counseling)

*It was helpful to have someone to talk to about all of the hardships. Especially someone who understands the process.”*

—Transplant caregiver

---

## Want to talk with someone who **understands**?

**Join a support group.** Talk with other patients and caregivers in a safe space where you can share your fears and frustrations without feeling judged or misunderstood. Our professionally-led support groups can help you connect with others, learn practical tips and reduce stress.

**LEARN MORE:** [BeTheMatch.org/SupportGroups](https://www.bethematch.org/SupportGroups)

**Talk to a peer.** We'll put you or your caregiver in touch with someone who's been through the transplant journey. Our trained peer volunteers are available to talk by phone or email.

*My Peer Connect volunteer was very helpful with all of the questions that I had. This gives me a new sense of hope! I will keep in touch with her during my transplant.”*

—Pat, transplant patient

## Worried about housing, travel or other costs?



**Financial grants** are available for qualified patients who have a hard time paying for costs not covered by their insurance. This includes co-pays, transportation costs, temporary housing and more.

Grants are also available to help pay for travel expenses related to treatment during a clinical trial.

**LEARN MORE:** [BeTheMatch.org/PatientAssistance](https://www.bethematch.org/PatientAssistance)

---

*The grants were a gift from heaven. When you're sick and can't work, you don't know what you're going to do... the grants made such a big difference in our lives!"*

—Bruce, transplant patient

## Looking for other **treatment options?**



*Anna, MS, LCGC,  
Clinical Trials  
Navigator*

**We can help you and your family** find and join clinical trials. Through our Jason Carter Clinical Trials Program we offer:

- One-on-one confidential clinical trial guidance from a Clinical Trial Navigator who can answer questions and help you find clinical trials
- An easy-to-use online tool to search for clinical trials and alert you when new trials begin
- Educational resources to learn about research, clinical trials and new treatments

Get help finding a clinical trial:

**CALL:** 1 (888) 814-8610

**EMAIL:** [ClinicalTrials@jcctp.org](mailto:ClinicalTrials@jcctp.org)

**VISIT:** [JCCTP.org](http://JCCTP.org)

*A member of the Jason Carter Clinical Trials Program team notified me. I'm so thankful for that. The trials don't notify you. The team was astute enough to realize that the clinical trial guidelines had changed, and I fell within the trial qualifications. I was finally able to join."*

—Anne, transplant caregiver

## Information about transplant



**Download or order educational resources** for trustworthy information about transplant for you and your family: [BeTheMatch.org/Request](https://www.bethematch.org/request)

**Visit the transplant center directory** for outcomes data and contact information about each transplant center in the U.S.:  
[BeTheMatch.org/Access](https://www.bethematch.org/access)

**Watch the Basics of BMT videos** to learn about transplant through the experiences of people like you who've been through it:  
[BeTheMatch.org/LearnTheBasics](https://www.bethematch.org/learnthebasics)

---

*You are stronger than you think. When things get tough, and they may, you will be amazed at the inner strength you can muster."*

—Ted, transplant recipient



Join a community of patients and caregivers:

[Facebook.com/BeTheMatchPatient](https://www.facebook.com/BeTheMatchPatient)

# Help in other languages

We offer translated resources in 11 languages. Telephone support is offered in more than 100 languages with Spanish-speaking staff as well as an interpreter.

For more information, visit [BeTheMatch.org/Translations](https://www.bethematch.org/Translations)

## **Centro De Apoyo Al Paciente (Spanish)**

Llame al: 1 (888) 999-6743

Correo electrónico:

[pacienteinfo@nmdp.org](mailto:pacienteinfo@nmdp.org)

## **مركز دعم المريض (Arabic)**

مقرنا على لصتا 1 (888) 999-6743

ي: نورث كل إل دي رب لا

[patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

## **患者支持中心**

**(Chinese, simplified)**

电话: 1 (888) 999-6743

电邮: [patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

## **患者支援中心**

**(Chinese, traditional)**

來電: 1 (888) 999-6743

電子郵件:

[patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

## **نارامیپ زا تیماح زکمر (Farsi)**

سامت هرامش: 1 (888) 999-6743

[patientinfo@nmdp.org](mailto:patientinfo@nmdp.org) لی می

## **Sant Sipò Pou Pasyan (French Creole)**

Rele: 1 (888) 999-6743

Adrès Imèl:

[patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

## **रोगी समर्थन केंद्र (Hindi)**

कॉल करें: 1 (888) 999-6743

ईमेल: [patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

## **환자 지원 센터 (Korean)**

전화: 1 (888) 999-6743

이메일: [patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

## **Centro De Apoio Ao Paciente (Portuguese)**

Ligue: 1 (888) 999-6743

Email: [patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

## **ЦЕНТР ПОДДЕРЖКИ**

**ПАЦИЕНТОВ (Russian)**

ТЕЛЕФОН: 1 (888) 999-6743

АДРЕС ЭЛ. ПОЧТЫ:

[patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

## **Sentro Ng Suporta Para Sa Pasyente (Tagalog)**

Tumawag sa: 1 (888) 999-6743

Mag-email:

[patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

## **Trung Tâm Hỗ Trợ Bệnh Nhân (Vietnamese)**

Goii Soá: 1 (888) 999-6743

Nieän Thö:

[patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

# AT EVERY STEP, WE'RE HERE TO HELP

As you journey through transplant, you're not alone. Be The Match® is ready to help. We offer many free programs and resources to support patients, caregivers and families before, during and after transplant.

**GET SUPPORT:** [BeTheMatch.org/one-on-one](https://BeTheMatch.org/one-on-one)

**EMAIL:** [patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

**CALL:** 1 (888) 999-6743 or (763) 406-3410

 : [Facebook.com/BeTheMatchPatient](https://Facebook.com/BeTheMatchPatient)



Every individual's medical situation, transplant experience and recovery is unique. You should always consult with your own transplant team or family doctor regarding your situation. This information is not intended to replace, and should not replace, a doctor's medical judgment or advice.