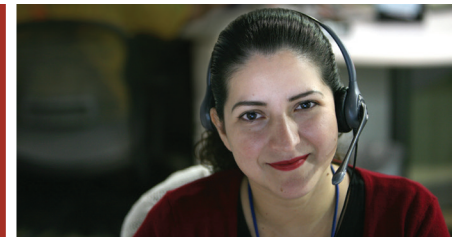


# American Cancer Society National Cancer Information Center



Since January 1997, the American Cancer Society National Cancer Information Center (NCIC) has helped the Society develop relationships and empower millions of constituents while fostering an atmosphere of hope, trust, and compassion. NCIC is a highly trusted resource for cancer-related information, programs, and services, providing education and information on prevention and early detection and guiding patients and caregivers throughout their cancer experience. In addition, income staff members provide support, training, resources, and information for Society events and programs and create opportunities for donations and engagement. Services are provided via phone, online chat, and email in English, Spanish, and more than 200 other languages via a translation service. NCIC also helps support various Society social media tools.

## KEY SERVICES

### Cancer Information

We empower patients and their caregivers to participate in decision making, communicate with their treatment team, and cope with issues that arise throughout their cancer experience.

### Patient Resource Support

We provide navigation assistance to patients throughout their cancer experience, including coordinating patient rides to and from treatment and lodging if they need to travel away from home for treatment. We also connect patients to local and national resources, including help with managing the appearance-related side effects of treatment, emotional support, and other resources that help with the wide range of needs of those affected by cancer.

### Clinical Trials Matching Service

We help patients, their families, and health care workers find the most appropriate cancer clinical trial for the patient's medical and personal situation. In addition, we identify and help remove barriers that prevent them from participating in clinical trials.

### Oncology Nurse Support

Oncology and pediatric oncology nurses support cancer information specialists by assisting with more medically complex questions that help empower constituents by providing them with health information for potentially better patient outcomes.

### Health Insurance Assistance

We assist patients with questions about their options and rights if they're about to lose their insurance or already have lost their coverage, and share patient stories with the American Cancer Society Cancer Action Network<sup>SM</sup> to help improve advocacy efforts.

### Income Support

Income staff members process memorial, honor, general, and matching gift donations and support planned giving inquiries and a variety of Society initiatives. We provide first-level support for event website and program needs, including site navigation, troubleshooting, issue resolution, and education.

### Event Website Support

A second-level support team helps staff and volunteers, as well as constituents, who are experiencing event website navigation or technical issues, enabling staff and event volunteers to focus on organizing and enhancing the constituent experience at Society events.

## 2014 KEY STATISTICS

Approximate number of contacts (all areas) – **1 million+**

Cancer/General Information – **554,000**

Income Support – **176,600**

Health Insurance, Clinical Trials, Nurse – **13,500**

Emails – **26,000**

Chats – **32,000**

Assisted in securing:

- Rides – **340,000**
- Lodging Nights – **53,000**
- Reach To Recovery<sup>®</sup> Visits – **10,700**
- Look Good Feel Better<sup>®</sup> Sessions – **34,000**

Donations Processed at NCIC – **\$1.8 million+**



cancer.org | 1-800-227-2345

*"She made a major impact on my life tonight.  
I went from crying and panic to, I'm OK."  
- NCIC caller*

