



Patient Support Center

Guiding you through your transplant journey

HAVE YOU EVER THOUGHT ...

- I have questions about the transplant process. How long will it take? How will I feel?
- Can I talk to someone who's been through transplant?
- What are clinical trials and how do I find out if there's one for me?
- I can't figure out what my insurance covers and how to pay for my bills.
- I'm struggling with all of this. I wish there was someone I could talk to about how I'm feeling.

Our Patient Support Center can help you and your loved ones with these concerns and more. All our support services are free.

We're here to help every step of the way.

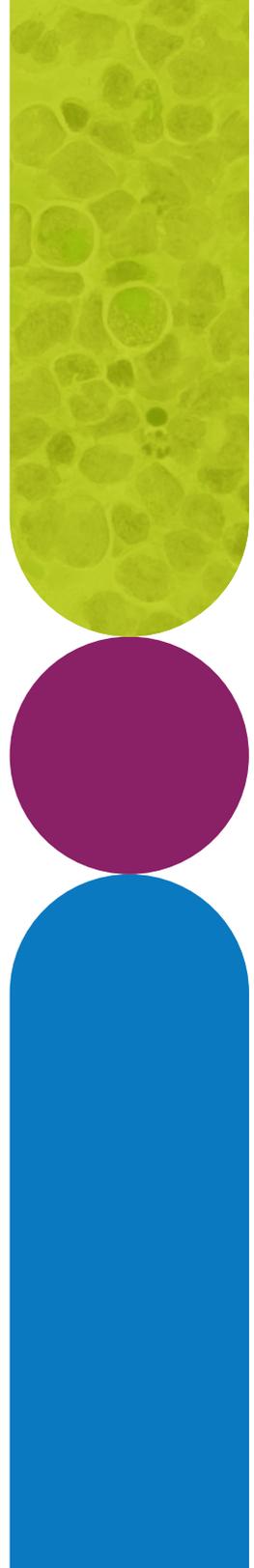
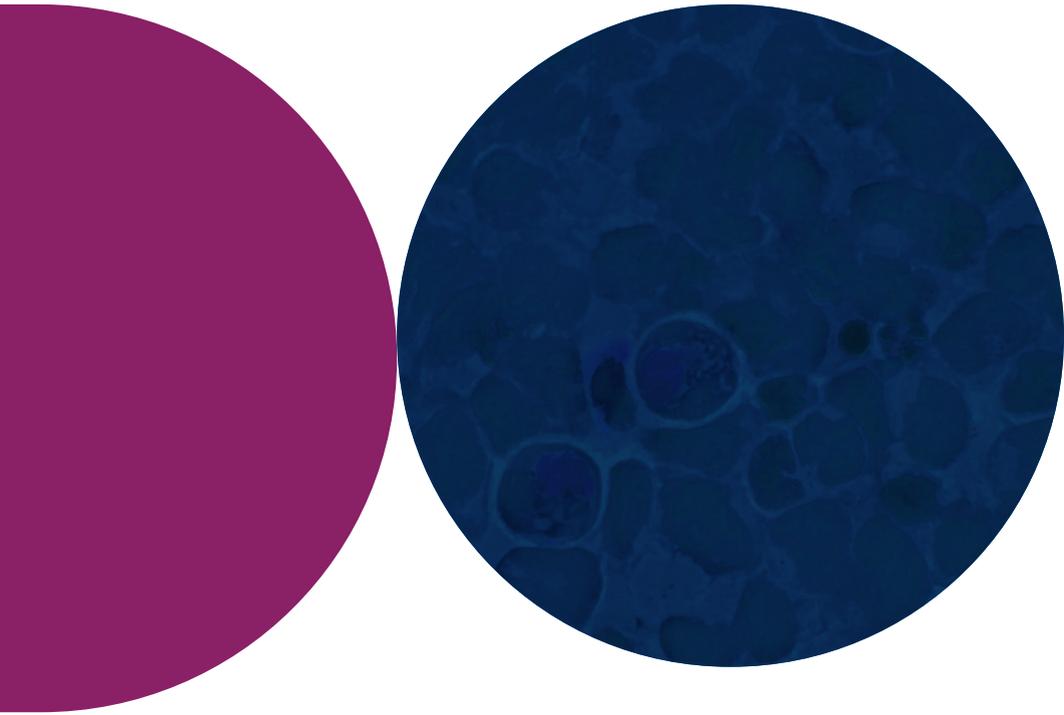


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At NMDPSM, we believe that every patient and caregiver deserves to be well cared for throughout the treatment journey. Who you are and how your story has unfolded matters to us. Our team of diverse and highly skilled professionals is ready to come alongside you to offer help that is tailored to you. We have bilingual staff members who can provide services in English or Spanish.



We are with you every step of the way.

Katie, MSW, LICSW,
Director of Patient Services

A handwritten signature in black ink, appearing to read 'Katie'.



Bilingual Patient Support Center team

Patient navigation



Leah, OPN-CG Patient Services Manager

Do you have questions about transplant?
Not sure where to go or who to ask?

Our certified oncology patient navigators at NMDP are here to help you and your caregiver navigate the transplant process. We can help you learn about transplant and the donor search process, provide emotional support and connect you to our programs and resources. Navigation services are offered in English and Spanish.



When I was preparing for my transplant, the phone call that I received from NMDP was very helpful and comforting. I didn't have a long conversation but the person I spoke with was so calm and kind. It was so just reassuring to know that I wasn't alone at such an overwhelming time."

—Patient

Patient and Caregiver Emotional Support (PACES)

Our licensed clinical social workers provide confidential, one-on-one telephone-based emotional support to help you and your loved ones.



Ben, MSW, LICSW,
Principal Social Worker



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

—Caregiver

Financial resources



Kelsey, BA, CSPP,
Patient Financial
Assistance Program
Manager

The Patient Financial Assistance team offers grants to help patients before and after transplant. Planning tools and financial grants can help manage treatment costs, transportation, housing and more. Talk with your social worker or one of our BMT Patient Navigators to see if you're eligible for financial grants.



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 recipient

NMDP Peer Connect

Are you wondering how long the transplant process may take, or how you will feel during recovery? You can speak to one of our trained volunteers—who are transplant recipients and caregivers who have been through transplant and will share their experiences. We do our best to find someone who most closely matches your needs.



Lindsay, MS, CCLS,
OPN-CG, BMT
Patient Navigator



It's invaluable. The nurses and doctors can only provide so much info. The chance to talk at length with a trained patient is so different"

—Patient

Jason Carter Clinical Trials Search and Support Program



Evelyn, MA,
CMI-Spanish,
Clinical Trials
Patient Navigator



Brenna, MPH, RN,
ONN-CG Senior
Clinical Trials
Patient Navigator

Get one-on-one support from a clinical trials navigator to learn what clinical trial options may be available to you.

A [clinical trials navigator] notified me—I'm so thankful for that. The trials don't notify you. The [navigator] 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."

—Transplant recipient and clinical trial participant

NMDP Sickle Cell Warrior Program

The sickle cell warrior program helps individuals with sickle cell disease learn about transplant as a treatment option and overcome barriers to treatment. Our program offers tailored outreach, education, emotional support, financial assistance and assistance finding a transplant center.



Cortney, MPH, BMT
Sickle Cell Patient
Navigator

Spiritual services

NMDP partners with chaplains to offer free, confidential, non-denominational holistic support for you and your loved ones. Chaplains offer spiritual support around serious illness, major life transitions, relationship and family concerns, death and dying and long-term grief.

Educational materials

Use our free, easy-to-understand resources to help you learn about transplant, plan for what's ahead, adjust to life after transplant and connect with other transplant patients.



Philanthropic programs

NMDP works hard to help patients and families before, during and after transplant. We raise money through philanthropic programs to offer support and financial grants to help with uninsured costs that come with transplant.

Post-transplant support

Survivorship begins at the moment of diagnosis and we want to support you in your journey to encourage a good quality of life and overall well-being. Join virtual support groups, access survivorship services and download the My NMDP app.



Post-transplant communications

We strive to make communication between patients and donors as easy as possible. During the first year after transplant you can communicate with your donor anonymously. After 1 year, you may be able to share your contact information with your donor. It depends on where the donor lives and if they agree to connect too.



*Lynne, BA, OPN-CG,
Post-Transplant
Communications
Navigator II*



Patient Support Center team

Frequently asked questions

Who is NMDP?

At NMDP, we believe each of us holds the key to curing blood cancers and disorders. As a global nonprofit leader in cell therapy, NMDP creates essential connections between researchers and supporters to inspire action and accelerate innovation to find life-saving cures. With the help of blood stem cell donors from the world's most diverse registry and our extensive network of transplant partners, physicians and caregivers, we're expanding access to treatment so that every patient can receive their life-saving cell therapy. NMDP. Find cures. Save lives.

How do you work with my transplant center?

We work with your transplant center to provide you and your loved ones support. We also provide your transplant center team with trusted information and resources so they can find the best donor for you. From the moment your doctor searches our registry, to the safe delivery of cells to your bedside, we are there every step of the way.

How is a donor found for me?

Your doctor is searching the NMDP RegistrySM for a matching donor for you. The donor search can take weeks or months. Ask your doctor or nurse for an update on your search.

Are there other treatment options available for me?

Most people have more than one treatment option. Ask your doctor what your options are. You may have treatment options like transplant, chemotherapy, immunotherapy or cell therapy. Your treatment options may include clinical trials.

What will my insurance cover and what other costs will come up?

Ask your insurance company about your deductible, copays and out-of-pocket maximums. This information will help you plan for your costs. Other costs can include transportation and temporary housing. Ask your social worker about local resources and NMDP grants. Our insurance navigator can also help you understand your insurance policy and identify questions to ask.

Let us help

1 (888) 999-6743 / 1 (763) 406-3410

Email us at patientinfo@nmdp.org

Scan the QR code to discover more.



Connect with us by downloading the

My NMDP app or visit my.NMDP.org.



Create a world
where **every**
patient can
receive their
life-saving
cell therapy.

NMDP Patient Support Center offers free programs and resources for you and your loved ones. Please follow the QR code to tell us about yourself and request information about our programs and resources.



To receive updates and information about NMDP via text message:

- Text "Support" to 888-999-6743 for English
- Text "Apoyo" to 888-999-6743 para Español

Your medical situation, transplant experience and recovery are unique. Talk to your transplant team or doctor about your situation. This information is not intended to replace a doctor's judgment or advice.