

Healthcare Partners' Frequently Asked Questions

1. What kind of assistance do you offer?

DOOR TO WELLNESS

Door to Wellness is an umbrella term for all onsite, wellness programming at Little Red Door (LRD). It occurs on Mondays, Tuesdays, and Thursdays from 9 a.m. to 8 p.m. and on Wednesdays from 9 a.m. to 5 p.m. in the Indianapolis office. Our Muncie office hosts a more limited schedule on the second Thursday of every month.

DTW programming is open to any cancer survivor or caregiver at any stage of the journey and at any income level. All services are free. Programming includes community support, massage, nutrition, YMCA classes, and yoga.

Community Support Programming

Community Support programming is social activities that encourage creativity and comfort within a group setting. The objectives of this programming are to build the social support networks of cancer survivors who tax their supports due to illness, and to provide a space for clients to feel normal and participate in activities that accommodate their barriers. This addresses isolation, anxiety, and overall well-being. Programming here includes Craft and Convo, Client Showcase, Game Night, celebrations/parties, memorials, and Ask the Expert.

Massage

LRD offers therapeutic massage by oncology-certified massage therapists for 12 hours each week. Services are offered on a first come, first served basis. The objective of this programming is to combat side effects of treatment and long-term chronic illness such as pain, lymphedema, insomnia, and anxiety.

Nutrition

Nutrition programming at LRD consists of one cooking demonstration and one tasting per week. Cooking demos are two-hour events in which a facilitator preps and cooks an entire meal with audience participation. The event focuses on good nutrition relevant to clients battling cancer or survivors at higher risk of recurrence. Tastings are scaled down versions of demos in that the facilitator guides the audience through preparation of a snack or single course of a meal.

YMCA Fitness Classes

LRD rotates fitness class offerings on a quarterly basis. All classes are taught by YMCA of Greater Indianapolis instructors and are designed to be adaptable and appropriate for chronically ill or recovering bodies (as approved by their medical care provider). Common offerings include Enhance Fitness, tai chi, Pilates, and PiYo. See the DTW calendar for specific classes and times.

Yoga

LRD offers six yoga classes per week taught by an oncology-certified yoga therapist. Class offerings include Chair Yoga, Basic Hatha Yoga, and Restorative Yoga. All classes are adaptive and appropriate for cancer survivors, no matter the stage of their cancer journey (as approved by their medical care provider).

NAVIGATION

LRD's navigation programming provides care coordination and support for cancer patients and survivors. Every client in need of services beyond DTW or camp are assigned to a navigator who designs a service plan and provides them with support.

Transportation

Clients residing within the 14-county service area of LRD (or the whole state for pediatric patients) and falling at or below 225% of federal poverty level may utilize LRD for transportation assistance. Assistance is available in the form of gas cards, Uber rides, or Yellow Cab rides.

Nutritional Supplements

Clients who have been ordered by a medical care provider to supplement their diets with liquid proteins and calories, may receive assistance with obtaining those supplements. These clients must be in active cancer treatment, have a valid prescription, fall at or below 225% of federal poverty level, and not have insurance coverage for the supplements.

Medical Supplies

LRD stocks limited medical supplies commonly needed by cancer patients and survivors – ostomy supplies, incontinence supplies, and some small, durable medical goods such as shower chairs.

Lymphedema Garments

LRD will provide cancer patients and survivors with one lymphedema garment following cancer treatment.

Boutique Services

LRD keeps a stocked boutique at the Indianapolis, Muncie, and Anderson offices. Cancer survivors may obtain wigs, scarves, hats, bras, and prostheses through this boutique.

YOUTH SERVICES

All Navigation and Door to Wellness activities open to adults are also open to pediatric oncology patients. The same financial and treatment eligibility guidelines apply, but for pediatric oncology patients, LRD serves the entire state – not just the 14 central counties served for adults.

Camp Little Red Door offers four opportunities throughout the year for kiddos and their families impacted by cancer to get together, have fun, and build community. The four camps are Spring and Fall Family camps, Camp LRD at Bradford Woods, and Camp LRD in the City.

2. What area do you serve?

For adult oncology patients and survivors, LRD serves the residents of 14 Indiana counties

- Blackford
- Boone,
- Delaware
- Hamilton
- Hancock
- Hendricks
- Henry
- Jay
- Johnson
- Madison
- Marion
- Morgan
- Randolph
- Shelby

For pediatric oncology patients, any Indiana resident qualifies for LRD services.

3. Who qualifies for your services?

All LRD clients must:

- Be cancer patients, cancer survivors, or the caregivers for cancer patients/survivors
- Reside within the LRD geographic service area
- Recipients of LRD transportation, nutritional supplements, medical supplies of lymphedema garments must also:
- Have a household income that falls at or below 225% of federal poverty level
- Have documentation of medical need for the service from a healthcare provider (e.g. treatment schedule, prescription, garment measurements)
- Not have insurance coverage for the requested service

4. How can I refer a patient to your services?

You may send a patient to us by:

- Giving the patient our broad sheet and asking them to contact us to initiate services
- Completing the LRD Electronic Referral (available on our website) and emailing it to mail@littlereddoor.org for LRD staff to initiate services. (Be sure to include any necessary documentation if you can!)

5. What documentation is needed?

Clients receiving transportation services through LRD will need to submit treatment schedules as they are available. No rides to treatment will be provided without written or verbal verification of the appointment from the healthcare provider.

Clients receiving nutritional supplements through LRD must submit a prescription from their healthcare provider with dosage and refill information included.

Clients receiving lymphedema garments must submit the measurements for the garment provided by a PT.

6. Where do I find details of what onsite (Door to Wellness) services are occurring?

Door to Wellness events for both the Indianapolis and Muncie offices are kept up-to-date in real time on the LRD website at www.littlereddoor.org/events. You may also elect to receive the bi-monthly LRD newsletter electronically, which is always accompanied by the next two months of DTW calendars in attractive, PDF format.

Please contact Amanda Wolfe at awolfe@littlereddoor.org if you would like your email added to the distribution list for the newsletter and calendars.

7. Who do I contact/where do I go if I have questions or need something?

General questions may be mailed to mail@littlereddoor.org or to the Director of Client Services at awolfe@littlereddoor.org. This document, our Broadsheets, and our electronic referral form, can also be found on the provider tab of our website at www.littlereddoor.org/providers.