



National Cancer Information Center



The American Cancer Society National Cancer Information Center (NCIC) offers compassionate assistance and support for everyone in their fight to beat cancer. Since January 1997, we have been there every step of the way for millions of people.

NCIC helps those who have just been diagnosed, are in the midst of treatment, or are caring for someone with cancer by providing the latest information, health insurance assistance, transportation, and lodging near treatment. We also are here to offer a compassionate ear anytime someone needs it. In addition, we provide information about American Cancer Society events and other opportunities to engage with us. Services are provided via our 1-800 helpline or online live chat in English, Spanish, and more than 200 other languages via a translation service. We also help support various American Cancer Society social media tools.

2018 KEY STATISTICS

- 1,464,500** Approximate number of contacts (all areas)
- 388,000** Approximate number of outbound contacts (all areas)
- 1,046,800** Approximate Cancer/Patient Support/General Information inbound contacts
- 134,000** Income Support
- 9,750** Health Insurance, Clinical Trials, Nurse Support
- 41,000** Chats

Assisted in securing:

- 479,500** Transportation – one-way rides provided in 2018 (Road To Recovery® + vendor transportation)
- 65,000** Lodging Nights

KEY SERVICES

Cancer Information

We empower patients and their caregivers to make informed decisions, communicate effectively with their treatment team, and cope with issues that arise throughout their cancer journey.

Patient Resource Support

Our staff are trained to listen to patients, guide them along their journey, and connect them to the resources they need, including rides to treatment appointments and lodging if they need to travel away from home for treatment. We also connect patients to other local and national resources, including those that provide emotional support, to help them and their loved ones throughout their experience.

Oncology Nurse Support

Oncology and pediatric oncology nurses support our caring, trained staff by assisting with more medically complex questions that help empower cancer patients and their caregivers 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 in danger of losing their insurance or have already lost their coverage. We share patient stories with our nonprofit, nonpartisan advocacy affiliate, the American Cancer Society Cancer Action NetworkSM, to help improve advocacy efforts.

Income Support

Staff are ready to help those who wish to make a donation in memory or honor of a loved one. They can also answer questions about planned giving and a variety of other American Cancer Society initiatives. In addition, we provide first-level support for event website and program needs, including site navigation, troubleshooting, issue resolution, and education.

cancer.org | 1.800.227.2345

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

NCIC caller