



# Support for patients, caregivers and families



Dan, transplant recipient, with his wife

*“Being told I needed a transplant was scary. Most of my search for facts found small bits and pieces. I found your information to be a thorough overview of the process...just what I was looking for. Knowing what to expect made my transplant easier and provided a way to explain it to my family and friends. Your free materials were invaluable.”*

*– Dan, transplant recipient*

## From diagnosis through survivorship

We're here to help you find answers. Our goal is to help you learn more about transplant as a treatment option, the overall transplant process, and what to expect after transplant.

**Learn:** [BeTheMatch.org/patient](http://BeTheMatch.org/patient)

**Request information:** [BeTheMatch.org/request](http://BeTheMatch.org/request)

**E-mail:** [patientinfo@nmdp.org](mailto:patientinfo@nmdp.org)

**Call:** 1 (888) 999-6743

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 physician's medical judgment or advice.

### About Be The Match®

For people with life-threatening blood cancers—like leukemia and lymphoma—or other diseases, a cure exists. Be The Match connects patients with their donor match for a life-saving marrow or umbilical cord blood transplant. People can be someone's cure as a member of the Be The Match Registry®, financial contributor or volunteer. Be The Match provides patients and their families one-on-one support, education, and guidance before, during and after transplant.

Be The Match is operated by the National Marrow Donor Program® (NMDP), a nonprofit organization that matches patients with donors, educates health care professionals and conducts research so more lives can be saved. Learn more at [BeTheMatch.org/patient](http://BeTheMatch.org/patient) or call 1 (888) 999-6743.

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1 (888) 999-6743 | [BeTheMatch.org/patient](http://BeTheMatch.org/patient)

## Transplant Questions?

We can help you find answers

1.888.999.6743 | [BeTheMatch.org/patient](http://BeTheMatch.org/patient)



## Helpful. Confidential. Free.

When it comes to marrow or cord blood transplant (also known as BMT), it's normal to have questions and need support. We're Be The Match® and we have a team dedicated to helping patients, caregivers, families, and friends—before, during, and after transplant. Be The Match is operated by the National Marrow Donor Program®, the global leader in providing transplants to patients with leukemia, lymphoma, and other diseases.

### Wherever you are in the transplant process

Our resources are tailored to each phase of the transplant process:

**Learning** Is transplant right for me?

**Planning** How do I prepare for transplant?

**Surviving** What support is available for me after transplant?

### Whatever your age

We have free resources specific to different age groups:

- Children
- Young adults
- Adults
- Adults 50 and above

### Free resources, one-on-one support

Our easy-to-understand free resources can help you learn about transplant, plan for what's ahead, adjust to life after transplant, and more.

If you need confidential one-on-one professional support, you can contact us. We offer support across more than 100 languages, including Spanish bilingual staff.

### From diagnosis through survivorship—we're here to help

From the time you first learn about transplant to years after, you may have many questions. You may have one question today and five more next month. Don't worry about calling us too often. We are here to support you throughout the entire transplant process. As you have new questions over time, we'll be here for you.

*“Yesterday, I received the package of information you so kindly sent me. I spent last evening reading each booklet and plan on watching the DVDs this evening. I cannot thank you enough for the time you spent speaking with me last week and for all of the literature you sent! It is so incredibly informative and very helpful.”*

— Teddie, caregiver

**One-on-one support,  
easy-to-use tools,  
peace of mind**

Learn:

**BeTheMatch.org/patient**

Request information:

**BeTheMatch.org/request**

E-mail:

**patientinfo@nmdp.org**

Call:

**1 (888) 999-6743**

**1 (612) 362-3410**

Live help:

Monday – Friday

8 a.m. – 5 p.m. Central Time

Or, leave a message and we will contact you shortly

### No question too big or too small

No matter your question, we can help you get the answer. Perhaps you'll recognize some of your own questions here.

**Q** *I've just been told I might benefit from a transplant. How do I decide?*

**A** When you first learn you have a serious illness, your life changes. Talking to someone who understands the transplant process can help you face the challenges ahead. Please call us. We're here to help.

**Q** *My five-year-old needs a transplant. How do I prepare her?*

**A** It can be hard to imagine your child receiving a transplant, but talking to an expert or reading about others in your situation can help you prepare. We have materials specifically designed for children. Visit [BeTheMatch.org/request](https://www.bethematch.org/request) to order or view.

**Q** *I need to have a transplant and have so many questions about what to expect; I want to know what it's really like. Can I talk with someone who's already been through it to help answer my questions?*

**A** Speaking with another person who has had a transplant can be very helpful. Our *Peer Connect* program connects patients and caregivers with trained volunteers who have been through transplant to help answer your questions and share their experiences. Visit [BeTheMatch.org/Patient-PeerConnect](https://www.bethematch.org/Patient-PeerConnect).

**Q** *I received my transplant a year ago. I still have questions and feel alone. Where can I turn?*

**A** Transplant recipients have unique medical and emotional needs. We understand those needs and offer tailored resources and one-on-one support for life after transplant.

**Q** *My family and friends want to do something to help. What can I tell them?*

**A** Besides providing you love and support, there are a number of ways your family and friends can help. They can visit [BeTheMatch.org/GetInvolved](https://www.bethematch.org/GetInvolved) to learn how to:

- **Join the Be The Match Registry®** – to help patients like you who are searching for a match.
- **Host a donor registry drive in your community** – and help grow the registry.
- **Give a financial contribution** – to help make transplant a reality for more patients by contributing financially.



Jeanette, caregiver for Everett, and her daughters

### Financial questions and support

Planning for transplant costs is necessary. We can help you understand and plan your finances with our easy-to-use tools and one-on-one support. Access financial planning tools and more at [BeTheMatch.org/patient](https://www.bethematch.org/patient) or call us to ask all of your questions.

We offer financial aid programs to help patients pursuing a transplant through Be The Match:

- **Search Assistance Fund:** helps if your insurance does not cover the cost of a donor or cord blood search
- **Transplant Support Assistance:** helps with post-transplant living expenses, such as copays and temporary housing

To apply for these programs, your transplant center can submit an application on your behalf; certain eligibility requirements apply.

Financial aid programs are made possible through generous contributions to the Be The Match Foundation®.