



The **Brooklyn Infusion Center** exemplifies a new service model for cancer treatment, which streamlines and enhances the patient experience. Through reduced wait times, the center offers patients mobility and choices in many aspects of the treatment process.

There is no traditional waiting room in the Brooklyn Infusion Center; patients are met by a staff member in the lobby, or use a self check-in monitor, and move directly into a private treatment pod. A novel chemotherapy chair in the treatment pods includes a chair-mounted touch-screen interactive system that enables patients to call a nurse, get work or shopping done on the Internet or make videophone calls with friends and family.

In place of a waiting room is a community gallery, the home to art installations and rotating exhibits.