

Paxman Scalp Cooling Guidance for Patients and Families

Thank you for trusting Michigan Medicine with your cancer care. If you have chosen scalp cooling with Paxman technology as part of your cancer treatment, please refer to this tip sheet for helpful information about the process.

What is the contact information for Paxman?

Paxman phone number: 8445-PAXMAN (844-573-9626)

How does scalp cooling fit into my infusion treatment?

There are different components to your treatment in the infusion room, including:

- The safe administration of your medication
 - The infusion team is responsible for this component.
- The scalp cooling procedure
 - The infusion staff will help to connect and turn on the machine.
 - You and your caregiver are responsible for hair preparation and cap application.

How do I prepare for my scalp cooling treatment(s)?

- Watch all videos provided in your patient portal (or review all information provided in the brochures you received) with your caregiver.
- Watch all Paxman videos. This will help you prepare for your first day of cold capping and ensure you know how to prepare your hair.
 - A good fit and placement of the cap is essential to hair preservation.
- Bring a trained caregiver to your infusion appointments.

What can I do to help with cold discomfort during the treatment?

Consider bringing these items to your infusion appointments:

- Blankets
- Fuzzy socks
- **Battery-operated** heating options (blankets, socks, vests, etc.)
 - Note: Nothing electric will be permitted in the infusion area.

Where should I direct financial questions related to the treatment?

Please direct any financial questions to the Paxman company. Michigan Medicine provides the scalp cooling service but is not involved with the payment process. You can contact Paxman at the number listed at the beginning of this handout.

How do I get my scalp cooling supplies?

- You will receive a call from the Paxman Hub and McKesson Pharmacy following enrollment. Both companies are separate from Michigan Medicine.
 - Paxman will ask you to secure payment and confirm your date of birth.
 - McKesson Pharmacy will confirm your delivery address.
- Please be sure to take their calls or return their messages promptly.
- You will receive caps and a kit about 4-5 days later.

What if I don't receive my supplies before my first infusion appointment?

If you do not receive your supplies before your first infusion appointment, please contact Paxman and your clinic. It is imperative that you have your supplies with you at the time of your infusion appointment.

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