



Your Guide to the London Regional Cancer Program

**Do you have comments or
feedback about this Guide?**

Contact Patient & Professional Education

Email: lrcpeducation@lhsc.on.ca



London Health Sciences Centre
London Regional Cancer Program

790 Commissioners Road East
London, Ontario N6A 4L6

519-685-8600

www.lhsc.on.ca/About_Us/LRCP/



London Health Sciences Centre
London Regional Cancer Program

WHEN TO CALL FOR HELP

London Regional Cancer Program 519-685-8600

My Chart Number: _____

My Chart Number: _____

My Healthcare Team:

Medical Oncologist: _____

Radiation Oncologist: _____

Surgical Oncologist: _____

Other Physicians: _____

Nurse: _____

Dietitian: _____

Social Worker: _____

Spiritual Care Specialist: _____

Other: _____

Call the LRCP Telephone Triage Nurse (TTN) at **519-685-8600 and press '3'**. This line is open from 8:30 a.m. to 4:00 p.m. Monday to Friday. Please have your chart number ready.

Call for help if you have:

- A fever that is higher than 100.4° F or 38.0° C and you are on chemotherapy;
- Breathing problems;
- Increased pain;
- Loss of feeling or movement in your arms or legs, especially if you have trouble emptying your bladder;
- Vomiting that lasts more than 24 hours;
- Diarrhea that lasts more than 12-24 hours;
- Constipation for 72 hours that is not relieved by laxatives;
- Bleeding that will not stop;
- Confusion and increased sleepiness;
- Seizures and convulsions;
- Swelling or pain in your arms or legs;
- Your arms or legs suddenly feeling hot or cold to the touch;
- New pain, especially in the spine.

If you become very short of breath or develop severe chest pain, call 911 or go directly to the nearest Emergency Department. After hours, weekends, and holidays **call 519-685-8600 and press '2'** to reach the on-call Oncologist.

If you live outside of London, call the TTN, your family doctor, or go to your nearest Emergency Department. If you need treatment outside of LRCP, please tell your healthcare team at your next visit.

CONTACT NUMBERS

Thameswood Lodge*

[http://www.lhsc.on.ca/Patients Families Visitors/LRCP/Thameswood Lodge/index.htm](http://www.lhsc.on.ca/Patients_Families_Visitors/LRCP/Thameswood_Lodge/index.htm)

Canadian Cancer Society

www.cancer.ca

Cancer Care Ontario

www.cancercare.on.ca

Wellspring

www.wellspring.ca

London Health Sciences Foundation*

www.lhsf.ca

**All LHSC web addresses are case sensitive.*

Message from the Vice-President



On behalf of all of our staff I want to welcome you to the London Regional Cancer Program. Our goal is to provide the best possible care to our patients and their families.

This Guide has been created to provide our patients and their family members with a wide range of information about our services and facility as well as answer many frequently asked questions.

We understand that living with cancer is a difficult and stressful journey for our patients and members of their families. We are committed to doing what we can to help minimize the stress and strain of your journey. A number of our support services, including sources of financial aid, are identified in this guide.

Brian Orr
Vice President
London Regional Cancer Program

Our Commitment to Patients

- Ensure our hospital care teams respect the values, preferences and needs of patients and families.
- Provide care in a friendly and safe space.
- Provide information about the patient's condition and treatment(s); risks and benefits; and explain any alternate treatments in a way that that can be understood.
- Inform patients of the health risks if he/she refuses treatment.
- Provide quality care consistent with government and medical standards.
- Develop a relationship between patients, families and healthcare staff based on mutual respect, privacy and responsibility.

Source: Adapted from, "Our Commitment to Patients",
London Health Sciences Centre

Contact Numbers in this Guide

London Regional Cancer Program (LRCP) (8:30 a.m. - 4:00 p.m.)	519-685-8600
LRCP Inpatient Unit	519-685-8500, ext. 52052
LRCP Supportive Care	519-685-8622
LRCP Pharmacy	519-685-8606
Thameswood Lodge.....	519-667-6727
Parking Office	519-685-8500, ext. 53078
Privacy Office	519-663-2996
Security	519-685-8500, ext. 52281
London Health Sciences Foundation.....	519-685-8409

London Regional Cancer Program*
http://www.lhsc.on.ca/About_Us/LRCP/

London Health Sciences Centre (LHSC)*
www.lhsc.on.ca

Cancer Information and Resource Guide*
http://www.lhsc.on.ca/Patients_Families_Visitors/LRCP/Non_Medical_Services/CommunityServices.htm

Upcoming Events at LRCP*
http://www.lhsc.on.ca/About_Us/LRCP/Events/

Financial Resources*
www.lhsc.on.ca/Patients_Families_Visitors/LRCP/Non_Medical_Services/FinancialSupport.htm

10 CONTACT NUMBERS

- Contact Numbers in this Guide
- Websites
- When to Call for Help

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and which lead to new and innovative treatments and breakthrough discoveries in head and neck, ovarian, prostate and breast cancer translational research.

Equipment

Replacing and upgrading state-of-the-art equipment allows LRCP physicians, technicians and specialists to take advantage of the latest medical advancements to diagnose and treat cancer as early as possible.

To support cancer care at LRCP, pledge cards and envelopes are available at LRCP's reception area or you can make an online donation at London Health Sciences Foundation's (LHSF) website. You can designate your gift to a specific area of support or you may direct it to LRCP's highest-priority needs. In addition, each year, individuals and groups hold community events across Southwestern Ontario in support of cancer care. Visit LHSF's community events website to see how you can get involved today!

For additional information, please contact LHSF at:

747 Baseline Road East
 London, ON N6C 2R6 Canada
 Tel: 519.685.8409 Fax: 519.685.8265
 Toll Free: 1.866.540.5473
 Email: foundation@lhsc.on.ca
 Website: www.lhsf.ca

Thank you for your generous support.

London Health Sciences Foundation

Every Donation is Important

London Regional Cancer Program (LRCP) appreciates the contributions of those who support our efforts to save lives and to offer the best possible care for the people of London and Southwestern Ontario. Your generosity allows LRCP to continue its important work with improved facilities, state-of-the-art technology, advanced skills and new knowledge.

We are raising funds for many priority areas, including:

Patient Care

The LRCP Patient Assistance Program helps those patients experiencing financial hardship pay for some of the extra expenses associated with cancer diagnosis and treatment, from wigs to parking to childcare.

Education

We rely on the ongoing financial support of donors to sustain and enhance important educational initiatives such as LRCP's Oncology Grand Rounds and Research & Education Day. Education offers healthcare professionals an interactive forum for the presentation of clinical and scientific discoveries and the discussion of new treatment protocols – which lead to direct improvements in patient care.

Research

Gifts in support of research assist in the development of critical initiatives which would not otherwise be funded,

1 WELCOME

- Welcome to the London Regional Cancer Program
- Getting to LRCP
- Driving
- Parking
- By City Bus
- By Volunteer Driver
- By Ambulance
- Map to London Regional Cancer Program

Welcome to the London Regional Cancer Program

The London Regional Cancer Program (LRCP) is one of the clinical programs at London Health Sciences Centre (LHSC). LRCP provides inpatient and outpatient cancer care including radiation therapy and chemotherapy as well as a full range of services to help cancer patients and their families throughout the treatment process. Supportive Care Services include Social Workers, Spiritual Care Specialist, Dietitians, Pharmacists, patient education programs, support groups, and a Patient and Family Library.

In addition to providing treatment in London, LRCP works closely with regional partners to provide chemotherapy in: Chatham, Owen Sound, Sarnia, St. Thomas, Stratford, Wingham, and Woodstock.

Getting to LRCP

Driving

LRCP is located at the corner of Wellington Road South and Commissioners Road East. It is the building closest to Wellington Road at Victoria Hospital of the London Health Sciences Centre.

Parking

Visitors should use parking lot P1 and P2 located across from LRCP's main entrance on Level 2. Handicapped parking is available across from the front entrance of LRCP in parking lot P2.

- A list of all medications including over the counter drugs, herbal remedies and vitamins. Include how long you have been taking them and how much you take.
- Allergies you may have.
- Previous surgeries or other medical problems.

Feeling overwhelmed? Please say so.

11. If there are too many questions, too much information or you feel rushed to make a decision, please say so. Let your doctor know what is making you uncomfortable.

Keeping a Health Diary

Some patients have trouble keeping track of all the information they are given. A health diary can help you to keep a record of your activities. Many patients find it useful because it guides you through a confusing time. If you have questions about starting or keeping your health diary, please ask your Nurse.

Starting Your Own Health Diary**What to include:**

- Reactions or side effects you may have experienced following treatment (include what happened and for how long).
- A list of concerns, problems or worries that need to be addressed at your next visit.
- A list of emergency after-hours numbers.
- A list of tests, appointments or treatments. Include when and where they were done.
- Names, addresses and phone numbers of all healthcare professionals involved in your care.
- Medical insurance information, including drug coverage.

Wheelchairs are available just inside the main doors. Please have a family member or friend help you get in and out of the chair. When you are finished with the wheelchair, please return it to the Centre.

The parking spaces next to the Radiation Therapy entrance on Level 1 are reserved for ambulances, and registered Canadian Cancer Society Volunteer Drivers.

Daily, weekly or monthly parking passes

If you will be coming to LRCP on a regular basis it is less costly to buy a weekly or monthly pass. You may purchase weekly or monthly passes from the attendant at the parking booth as you exit the parking lot.

You can pay for daily parking with a credit card as you enter the lot. You will need to swipe your credit card again when leaving so please have it ready. You can also pay for daily parking in the Main Reception Area before you leave LRCP, at the pay station in the parking lot, or with the parking lot attendant parking as you exit.

Prices are subject to change without notice. Parking at LHSC is operated by Standard Parking. LRCP has no control over parking prices.

By City Bus

The 6 Richmond and 24 Baseline buses will take you directly to the hospital. The 1 Kipps Lane/Thompson Road and the 13 Wellington buses will drop you off near the hospital.

Contact the London Transit Commission at 519-451-1347 or visit www.londontransit.ca for schedules, fares, and information.

By Volunteer Driver

The Canadian Cancer Society may be able to provide you with a ride to LRCP for your treatment. To learn more about this service, please contact the Canadian Cancer Society in your community or call 1-888-939-3333. After registration, you will need to request transportation at least 2 full business days before your appointment.

By Ambulance

If you are coming to LRCP by ambulance, please bring all of your medicines for the day as well as some snacks. You may have a long wait for an ambulance to take you home. Ambulances must deal with emergencies before they transfer patients. Unfortunately, LRCP has no control over this.

Getting the Most from a Visit to LRCP

Before your visit:

1. Make a list of your symptoms, questions and concerns.
2. Ask a friend or family member to go with you to take notes or for emotional support.

When visiting:

3. Ask your most important questions first.
4. If you need more information, ask to see a Social Worker, Dietitian, Spiritual Care Specialist if that would be helpful.
5. Take notes to help you remember what was said.
6. Tell your doctor as much as you can about your illness, your thoughts and feelings, and anything that may affect your treatment decision.
7. Ask if you don't understand medical words or want more information. If it helps, ask for a picture that explains your illness, treatment or tests.
8. Repeat what you think the doctor said in your own words. Ask for written instructions.
9. Learn some basic medical terms. You can start by visiting the Patient and Family Library on Level 1.

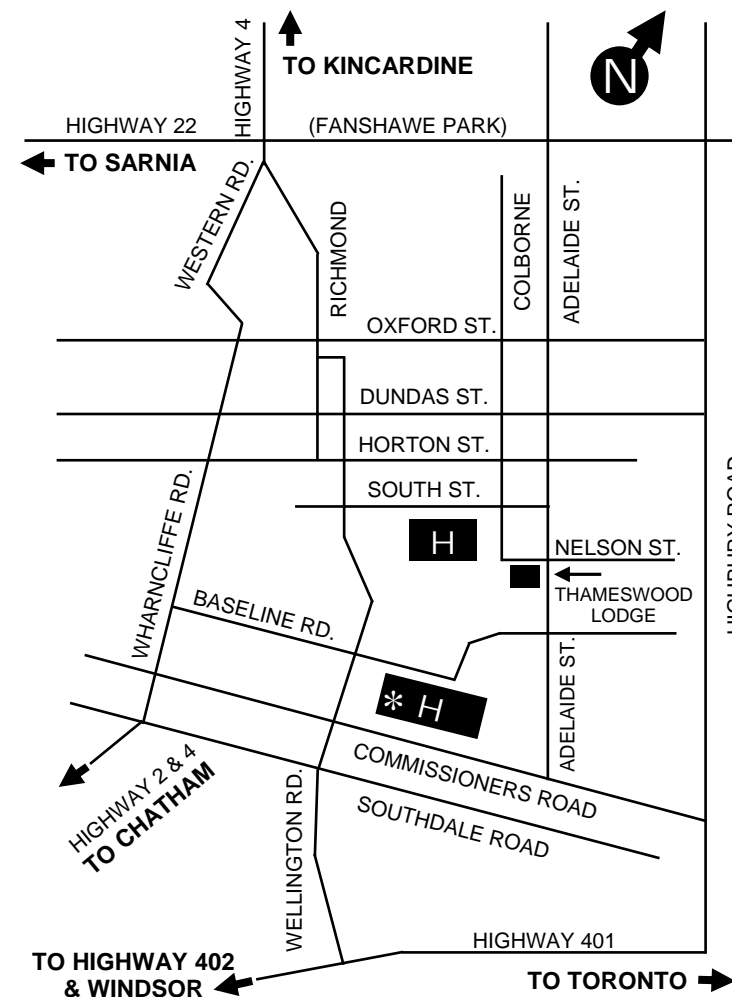
When you get home:



10. Keep a health diary (see the next page for more information).

Map to London Regional Cancer Program

790 Commissioners Road East

(not to scale)



 London Regional Cancer Program  Hospital

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GETTING THE MOST FROM A VISIT TO LRCP

- Before your visit
- When visiting
- When you get home
- Feeling overwhelmed
- Keeping a Health Diary

2 VISITING and BUSINESS HOURS

- Inside London Regional Cancer Program
- Visiting the London Regional Cancer Program
- Business Hours
- Your First Visit
- Return Visits

becoming physically and emotionally stronger. Ways of coping are explored and practiced. Sessions in energy healing programs allow members to feel rested and rejuvenated.

Regular programs include: Art Therapy, Yoga, T'ai Chi, Qi Gong, Reiki and Therapeutic Touch, and Meditation. Ongoing Support Groups include: Patient, Caregiver, Survivor (back to work), and Bereavement. Cancer affects the whole family. We have a Children's Art Therapy program for children whose parents or grandparents are dealing with cancer. A parent can contact us for scheduling this valuable resource.

Wellspring is located at 231 Hyman Street in London. There is also a satellite office that is located at 48 Well Street in Stratford. To find a Wellspring centre near you, please visit: www.wellspring.ca or call 519-438-7379.

To access this service visit the Canadian Cancer Society Volunteer Room (between the stairs and the elevator on Level 1) and speak to a volunteer in a yellow jacket. Volunteers are available Monday to Friday from 9:00 am to 3:00 pm.

Smokers' Helpline

The Canadian Cancer Society offers a program to stop smoking. For more information call *Smokers' Helpline* 1-877-513-5333 or visit the website www.smokershelpline.ca

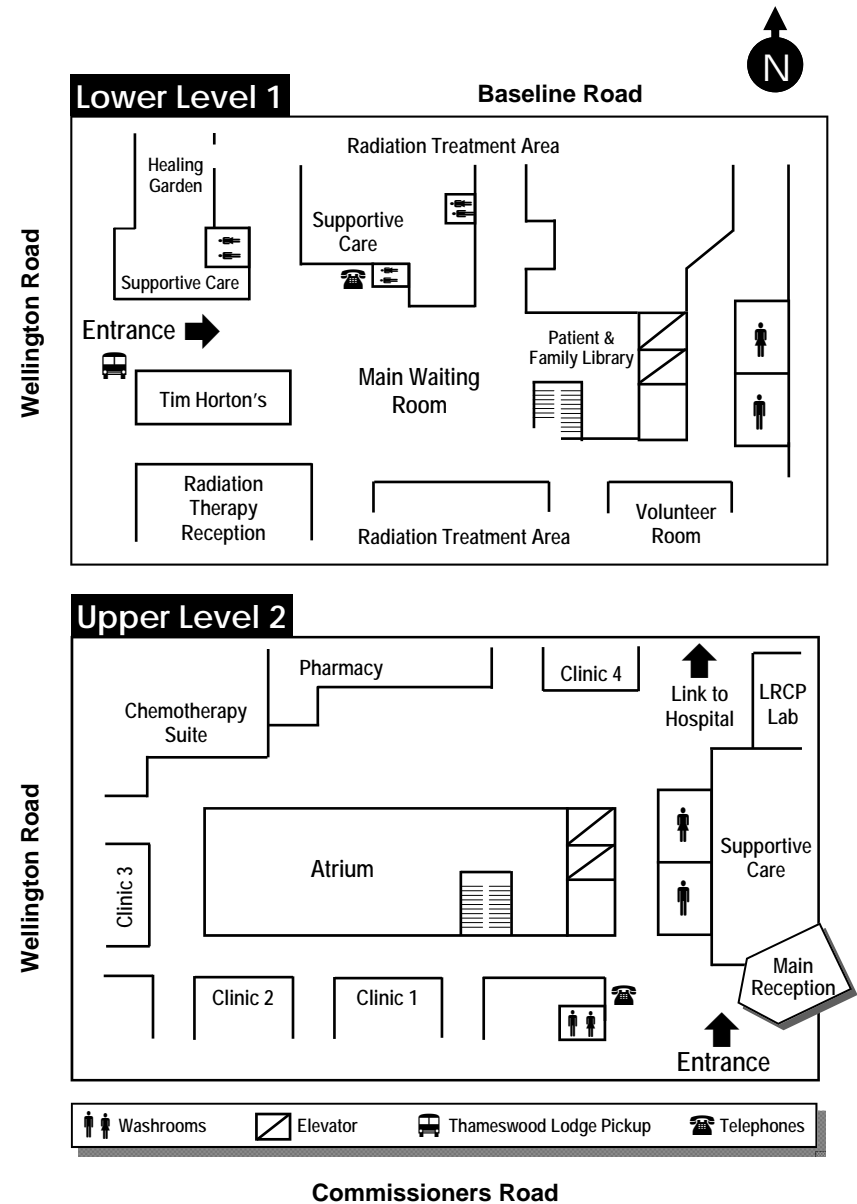
Wellspring

Wellspring is a walk-in cancer support centre. While having a great respect for research and advocacy, Wellspring's mission centers around the individual living with cancer, their family and friends. This support can begin with diagnosis, through treatment or beyond. Navigating the medical world during a stressful time can be very chaotic and exhausting. Wellspring aims to be a haven of safety and a place of strength, for those affected by cancer.

Wellspring has trained and experienced volunteers on duty who are honoured to welcome you and listen. They can offer suggestions, provide a tour and register you for some beneficial programs.

Wellspring's services include a current stock of regional resources, a lending-library and internet access. All programs are professionally led and assist people in

Inside the London Regional Cancer Program



Visiting the London Regional Cancer Program (LRCP)

Business Hours:

While the Centre is open Monday to Friday from 8:30 a.m. to 6:00 p.m. most appointments are scheduled between the hours of 8:30 a.m. to 4:30 p.m. The Centre is closed on weekends and statutory holidays.

Your First Visit

The London Regional Cancer Program has Alternate Day Chemotherapy. This means that your chemotherapy will usually happen on the day (or days) following your clinic visit.

By having your blood work and paperwork completed before you arrive, staff will be able to:

- Reduce your wait times and delays
- Provide treatment as close as possible to your appointment time
- Better meet the needs of more patients
- Improve scheduling of clinical trials and complex chemotherapy
- Improve patient and staff safety

What do I need to bring for my first visit?

- Your Ontario Health or OHIP card
- **All your medicines, including over-the-counter medication, vitamins, minerals, herbal supplements - please bring the original bottles or containers**

in your community, please contact *Cancer Information Service*:

Toll free: 1-888-939-3333

TTY: 1-866-786-3934

cis@ontario.cancer.ca

www.cancer.ca

What other services does the Canadian Cancer Society offer?

Peer Support

The Society can connect people living with cancer to others who have shared a similar experience. It provides one-to-one and group support services for people living with cancer and their caregivers.

Transportation

The Canadian Cancer Society may be able to provide you with transportation for appointments related to your cancer treatment. If you need transportation, please register with your local Society office. For more information call 1-888-939-3333.

After registration, you will need to request transportation at least 2 full business days before your appointment.

Wig and Turban Boutique

The Canadian Cancer Society provides a large assortment of free wigs and turbans for patients who have hair loss. Volunteers can help you select a style and colour from a wide range of wigs and turbans. They can also provide information on how to properly care for your wig.

Canadian Cancer Society volunteers can help you:

- Use the kiosks to monitor your symptoms;
- Understand how the Canadian Cancer Society can help you and your family;
- Find information in the Patient and Family Library or in the centre;
- Provide comfort and support to patients and their families;
- Provide refreshments to patients and families;
- Help staff in many departments and clinics;
- Orient new patients to LRCP.

Cancer Information Service

Cancer can be difficult to understand and coping can be stressful. It helps to have someone you can talk to and trust for reliable information. The Society can provide more information about all types of cancer including risk reduction, early detection, diagnosis, treatments, and resources available in your community.

Cancer Information Service is for all people with cancer, their families, the public and healthcare workers. Service is across Canada and in French and English. Interpreters are available for other languages.

The information you receive is confidential and tailored to your needs.

Information is available over the telephone, in print publications and on the Society's web site. For more information about the Canadian Cancer Society services

- A list of questions with the most important questions at the top of the list
- Name, address and phone number of your Family Doctor
- Name, address and phone number of your pharmacy or drug store
- Group and policy numbers or card for your drug insurance plan
- Cash, debit or credit card in case you need to fill prescriptions
- Eyeglasses and hearing aid if you use them
- A family member or friend
- If the patient can not make decisions for him/herself, a family member with a medical power of attorney should come with them so that treatment decisions can be made

I speak another language or use sign language.

Can I get help?

During your first visit, you will be asked about the language you prefer to use and LRCP will attempt to get an interpreter. Please note that interpreters are hired from outside agencies and might not be available at all times.

When booking your visits, please remind staff to book an interpreter.

What if I am diabetic?

If you are diabetic, please bring your meals and snacks each time you come for an appointment. You must also bring your insulin and syringes. The LRCP Pharmacy does not carry these medicines. It is important to let your nurse know you are an insulin dependent diabetic.

Can I bring a family member or friend with me?

Please bring a family member or friend to your first appointment. Many people feel better having someone with them. A family member or friend can help you remember information given to you. It might be helpful to bring a notebook with you so notes can be written down.

Help us manage your symptoms

Each time you arrive, you will be asked to use a touch screen kiosk that measures 9 common symptoms: pain, tiredness, nausea, depression, anxiety, drowsiness, appetite, wellbeing and shortness of breath. A volunteer will be available to show you how to use the touch screen. Doing this each time you visit helps your healthcare team to see how your symptoms change over time. This information will be used to plan your care and monitor any changes. Be sure to tell your doctor or nurse if there is a change in how you feel.

Why do I need to have blood work done before my appointment?

Before you arrive for your appointment, your doctor needs to know your blood work results. These results help your doctor make decisions about your care. Blood work shows

The Canadian Cancer Society**What is the difference between the London Regional Cancer Program and the Canadian Cancer Society?**

The London Regional Cancer Program (LRCP) provides treatment and support services for people with cancer and their families. LRCP is funded by the Ministry of Health and Long-Term Care. Research is a key focus of LRCP and is funded by research grants and donations. Education of health professionals is also a responsibility of LRCP.

The Canadian Cancer Society is a national, community-based organization of volunteers whose mission is the eradication of cancer and the enhancement of the quality of life of people living with cancer. The Canadian Cancer Society achieves its mission through research, education, patient services and advocacy for healthy public policy. These efforts are supported by volunteers and staff.

The Canadian Cancer Society's Volunteer Resource Coordinator is located on Level 1.

What do the Canadian Cancer Society volunteers do at LRCP?

The Canadian Cancer Society volunteers are here to help make you more comfortable during your visit. If you have any questions, please ask a volunteer. You can identify volunteers by their yellow jackets, vests or t-shirts.

Community Resources and Services

Community Care Access Centre (CCAC)

During your treatment, you may need some help in your home. CCAC Case Managers will work with you and your family to get the information and services you need.

You do not need a referral from your healthcare team. You or a family member can call your local CCAC.

CCAC Contact Information:

Southwest CCAC		
London-Middlesex (head office)	519-473-2222	1-800-811-5146
Elgin	519-631-9907	1-800-563-3098
Grey-Bruce	519-371-2112	1-888-371-2112
Huron	519-527-0000	1-800-267-0535
Oxford	519-539-1284	1-800-561-5490
Perth	519-273-2222	1-800-269-3683
Erie St. Clair CCAC		
Chatham/Kent	519-436-2222	1-888-447-4468
Sarnia-Lambton	519-337-1000	1-800-265-1445
Windsor-Essex	519-258-8211	1-888-248-9978

if you are within the safe limits required to have your treatment. Your doctor will discuss the results with you in person.

Where can I have my blood work done?

You can have your blood work done at labs near your home in your own community.

What blood work labs are close to me?

Your LRCP care team will give you a “Lab List” and instructions for getting your blood work done. This list shows you the labs that are close to where you live.

If I have my blood work done at another lab, will my results be ready for my next appointment?

Yes. If you get your blood work done at the time and place as instructed by the care team, the results will be received at LRCP before your next appointment.

What paperwork do I need to get my blood work done?

All labs require a requisition form. The doctor uses this form to order the blood work that you need. You will get a requisition if your blood work is to be done before you come for your next appointment. If you have been told to have your blood work done at LRCP on the same day as your next appointment, you will get the paperwork and labels when you check-in at your assigned clinic or at Chemotherapy.

Will I need to have any other tests done?

You may need x-rays and scans to monitor your disease and how the treatment is working. The x-ray department

is located on Level 2 of Victoria Hospital. You will need to use the Link to get to this department. Ask a staff member or volunteer for directions.

I know that I need to get tests done. What do I do?

If you know that blood tests or x-rays are needed before seeing your Oncologist, arrive 2 hours before your clinic appointment. This will allow enough time to run the test and for your doctor to look at the results.

My appointment is delayed. Why is this happening?

While it may be frustrating to wait, your doctor may need blood tests or want a nurse to assess you to ensure that you are well enough for treatment. Delays can also happen because more people are being offered treatment or that the treatment is complex. Clinic appointments can be delayed if a patient is unwell or if there is an emergency. This will not affect the amount of time your Oncologist or Nurse spends with you.

Why am I being given a pager?

Pagers allow you the freedom to move about the Centre while you wait for your clinic appointment. While it will not reduce your wait time, it will allow you to visit the Patient and Family Library, go to the washroom, have a coffee at Tim Hortons, or visit the Healing Garden. It also protects your privacy because your name will not be called out when it is time to meet with your healthcare team. The pager will not work outside of LRCP. When it is time for your appointment, the pager will vibrate and flash.

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COMMUNITY RESOURCES AND SERVICES

- Community Care Access Centre
- The Canadian Cancer Society
- Wellspring

What happens if the weather is bad and I cannot get to London?

Bad weather sometimes stops patients from getting into London. If you cannot make your appointment, please call LRCP as soon as possible. Staff will rebook you into the next available spot.

Severe winter storms rarely close LRCP. But if a storm does close LRCP, staff will call you within one week to make another appointment. Listen to the radio and television for announcements. Call if you are in doubt.

Call 519-685-8600 and press '2' to confirm, cancel, or rebook your appointment.

Return Visits

Be prepared to stay between 2 - 6 hours for return visits. If you are coming in for chemotherapy or radiation therapy, the amount of time you spend at LRCP will depend on your treatment.

On return visits to LRCP, what do I need to bring?

- Your Ontario health card (OHIP)
- All the medicines you will need for the day
- A list of questions you want to ask staff
- A list of medicines you need renewed by your Oncologist
- Cash, debit or credit card if you need to fill any prescriptions
- A list of medicines you take, including all over-the-counter medicines, herbal products and vitamins
- Hearing aid and eye glasses, if you use them
- Lunch or snacks, especially if you are diabetic or have special diet needs

Be sure to remind staff to arrange for an interpreter, if you speak another language or use sign language.

3 TREATMENTS

- Radiation Therapy
- Chemotherapy
- Clinical Trials
- Accommodations

Bank Machine

There is a bank machine on the first floor of the Cancer Centre across from Tim Hortons and next to the “Soup and Sandwich” Cart.

Compliments and Complaints

Compliments and complaints are important to LRCP staff. Complaints allow LRCP to make improvements.

Compliments are an important way to recognize staff. If you have a compliment or complaint, please let the receptionist know and she can give you a contact number for the manager of the department. You can also give your feedback in writing. Drop off your letter to the receptionist or in one of the comment boxes in the waiting areas.

Is babysitting provided at LRCP?

There is no babysitting service within the hospital. Your visit may take several hours. For your comfort, and that of other patients, try to find someone who can care for your children while you are at the Centre. If you must bring your children, please bring a friend or family member to help you look after them.

What if I change Family Doctors?

Your Family Doctor is a very important member of your healthcare team. If you change your Family Doctor, please call 519-685-8630 or let the receptionist know your next visit so your chart can be updated.

Cell Phones

Cell phones can affect some medical equipment. Please turn off your cell phone when you enter LRCP. If you need to make a call, you may use your cell phone in areas marked as “safe” for cell phone such as the Atrium, Patient and Family Library or outside the centre.



Cell Phones Allowed:
Green circle with a cell phone in the middle.



Cell Phones Not Allowed:
Red circle with a cell phone in the middle and a red line through it.

Food/Drink

On the first floor of LRCP there is a Tim Hortons that is open from 7:30 a.m. - 4:00 p.m. There is also a ‘Soup and Sandwich’ cart on Level 1 that is open from 10:30 a.m. to 2:00 p.m.

Faye’s Café is the hospital’s main cafeteria. It is located on the third floor of the hospital (Zone D, Level 3). It serves salads, made-to-order sandwiches, pizza and other hot and cold foods.

Treatments

What is the difference between radiation therapy and chemotherapy?

Both types of treatment are used to either cure or control cancer.

Radiation therapy

Radiation therapy treats cancer using high energy x-rays and other forms of radiation. A video is available in the Patient and Family library (on the first floor) that can help you to understand your treatment. Anytime you have a question, please ask a staff member.

Chemotherapy

Chemotherapy uses drugs to treat cancer. Your Oncologist and Nurse will give you information about your chemotherapy. Whenever possible, you will be scheduled into a chemotherapy class before you begin treatment. The class is 45 minutes long and is offered on different days during the week. You will learn what to expect during treatment, how to manage side effects and how to care for yourself while on chemotherapy. We encourage you to ask questions and talk about your concerns during this class. Please bring a family member or friend with you. During this class, also be given a book called “Chemotherapy” to take home.

Clinical trials

What are clinical trials?

Clinical trials test new ways to treat cancer or symptoms related to cancer and cancer treatments. They can involve

radiation or drug treatments. Some clinical trials also compare new treatments with standard treatments to see if the new treatment is better. This is how treating cancer becomes better and more efficient. LRCP participates in local, national and international clinical trials.

You may be asked to participate in a clinical trial. Participation in a clinical trial is voluntary. It is your choice and it can be an important treatment option for you.

How do I participate in a clinical trial?

A clinical trial is very specific about what it tests. Every clinical trial has guidelines about who can be part of the trial. All participants in a clinical trial need to meet some conditions.

These conditions might include the cancer type or where the disease has spread. For this reason, not everyone can take part in clinical trials. Ask your Oncologist if there is a clinical trial that is right for you.

Before you decide to enter a trial, a Clinical Research Associate and a Doctor will explain everything about the trial to you.

You have the final decision about your treatment. If you decide not to take part in a clinical trial, the care you receive will not change.

What if I feel like I'm getting sick?

Many of our patients have weakened immune systems. This means that they can get infections easily. If you are not feeling well or have a cough, please let the receptionist know. You may be asked to wear a mask during your visit. Any family members, friends or visitors who feel unwell should not come to LRCP.

Please wash your hands when you enter and leave the building. Each entrance has a hand washing station. Studies have shown that hand washing is the best way to fight the germs that cause infections.

Smoking

LRCP is a smoke free environment. If you want to smoke you will have to go to the gazebo located outside the Level 1 entrance (Radiation Therapy), beside the parking garage. There is no smoking allowed near the entry ways.

Latex Allergies

If you have a latex allergy or sensitivity, please tell a member of your healthcare team. It is helpful to remind us at each visit. As an extra precaution, please consider getting a "Medic Alert" identification product that lists your allergies.

Perfumes, Scented Products

LRCP is a scent free environment. Many patients, visitors and staff have increased sensitivities to fragrances. Please **do not wear** any perfumes, aftershaves and other scented products when you are coming to LRCP.

Other Things You Need to Know

Privacy and Confidentiality

LHSC and LRCP are committed to keeping your personal health information safe and confidential. Your privacy is very important to us.

The information collected from you is used:

- To provide you with quality healthcare and follow-up care in the community;
- To find out what we can do to make your care better;
- For patient satisfaction surveys to see how we are doing;
- To comply with legal and regulatory requirements;
- For research to make us the best we can be and to help develop new treatment and technologies for the future;
 - All research projects obtain Research Ethics Board approval
 - All patient information is stored in a secure manner following the provincial privacy legislation (PHIPA)
 - Participation in research is voluntary, please notify the privacy office if you do not wish your information to be used in this way
- To educate our healthcare workers and to train new healthcare workers for the future;
- For fundraising to help us provide you with the most modern healthcare services, equipment and facilities.

If your information is used for any other purpose, your permission is required. Please check the privacy web site at www.lhsc.on.ca/privacy/index.htm for more information.

Contact the privacy office at 519-663-2996 or email privacy@lhsc.on.ca if you have questions.

Why is my treatment different from other patients who have the same type of cancer as I do?

Everyone is different. Your Oncologist looks at the kind of cancer you have, where it is located and if it has spread to other parts of your body. Your Oncologist will also consider past treatments and your general health. Only then can you and your Oncologist decide the best treatment for you.

I live out of town. Can I get treatment closer to home?

Whenever possible, LRCP works with regional partners to bring treatments closer to your home. The first visit with your Oncologist will be in London so that a treatment plan can be made.

If you are having **chemotherapy**, your first treatment will be given in London. While not all treatments are available in community cancer clinics, please remind your healthcare team if you are travelling to receive your chemotherapy. Each patient's case will be reviewed on an individual basis, and where possible, LRCP will work with the clinic in your community to provide treatment closer to home. Your LRCP Oncologist will work with the care team in your community.

Regional Partners provide chemotherapy in: Chatham, Owen Sound, Sarnia, St. Thomas, Stratford, Wingham, and Woodstock.

All **radiation therapy** is performed at LRCP. There are 9 radiation units that operate from 8 a.m. to 6 p.m. Monday to Friday. These units are located on Level 1 of LRCP.

Will I need to stay overnight at the hospital for my treatment?

Most treatments happen in the outpatient area during the day. Most patients do not need to stay overnight in the hospital to have their treatment. If you need to be admitted to hospital, your Oncologist will talk with you about this at your visit. LRCP has an inpatient unit to care for people who need to stay in the hospital.

Thameswood Lodge

If you live more than 40 km from London and you are having radiation or chemotherapy treatments at LRCP, you may be able to stay at Thameswood Lodge.

Thameswood Lodge is managed by LRCP. It is a 62-bed facility that operates from Monday to Friday. You must be able to take care for yourself to stay at the Lodge.

The Lodge is located 2 kilometers from LRCP.

Transportation to and from LRCP is provided free of charge by shuttle bus.

Please be sure to bring all of your own medicines. The Lodge does not supply any medicine for you. The Lodge opens on Monday at 8:00 a.m. and closes on Friday at 4:00 p.m. It is closed on weekends and statutory holidays.

If you are planning to stay at the Lodge and require transportation, a Canadian Cancer Society volunteer driver may be able to provide you with a ride. Contact the Canadian Cancer Society in your community or call 1-888-939-3333 to get more information about the service or to register. After registration, you will need to request

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OTHER THINGS YOU NEED TO KNOW

- Privacy and Confidentiality
- Feeling Unwell
- Smoking
- Latex Allergies
- Perfumes, Scented Products
- Cell Phones
- Food/Drink
- Bank Machines
- Compliments and Complaints
- Babysitting
- Bad weather

Radiation Therapy Question and Answer Session

If you have any questions about Radiation Therapy, drop by the Patient and Family Library on Level 1 on Wednesdays between 2:00 p.m. and 2:30 p.m. A Radiation Therapist can be paged to answer your questions about the process, the equipment and what to expect. Please note that the Radiation Therapist can not answer specific questions about individual cases.

Information on the Internet

On the LRCP web site, you will find information about:

- Treatments
- Managing the side effects of treatment
- Clinical trials
- Services and programs
- Catalogue of materials found in the Patient and Family Library
- Upcoming events

Look Good Feel Better Workshops

Free, 2-hour workshops are available to help you deal with the changes treatment may make to your appearance. Cosmeticians teach you how to care for your skin and apply make-up. Wigs and other hair alternatives are also shown. Expert volunteers are available to answer your questions. Product samples are provided so that you can try the techniques that are shown.

To register for the LRCP workshop, call Supportive Care at 519-685-8622.

transportation at least 2 full business days before your appointment.

Are meals served at the Lodge?

Weekly meal plans are available for a small fee. You can pay for your meal plan by cheque, cash, debit or credit card when you register at the Lodge. Meals are served in the Lodge's dining room and a Coffee Corner is available in the Games Room.

Can a family member stay with me at the Lodge?

Family members can only stay at the Lodge if there is room. Patients have priority over family members. Please contact the Lodge for more information.

The lodge is a fragrance free and smoke free environment. For more information visit:

www.lhsc.on.ca/Patients_Families_Visitors/LRCP/Thameswood_Lodge/index.htm or call 519-667-6727.

Are there other places to stay in London?

There are hotels that offer reduced rates to patients and their families. Contact Supportive Care at 519-685-8622 for a list of these hotels.

4 YOUR HEALTHCARE TEAM

- Members of Your Healthcare Team
- LRCP Pharmacy
- LRCP Supportive Care
- Genetic Counselling

Where can I get more information?

Main Reception Area/Bulletin Boards

Information on cancer prevention, treatment, coping with cancer and support services can be found in the Main Reception area. Information on upcoming events and support organization can be found on the bulletin boards outside the elevators on Level 1 and 2.

The Patient and Family Library

The Patient and Family Library has information about your type of cancer, the treatment you are having and how to deal with the changes cancer has made in your life. Books, videos, DVDs and CDs are all available for loan. Pamphlets and newsletters are available on many topics and there is a computer to watch cancer related CD-ROMs or to access the Internet.

The Library is open: Monday to Friday from 9:00 a.m. to 4:00 p.m.

Chemotherapy Teaching Class

There is a Chemotherapy Teaching Class for new patients that outlines some of the more commonly experienced side effects, when to call for help, and how to get more support. Please ask your doctor or nurse how to register for this class.

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GETTING MORE
INFORMATION

- Main Reception Area / Bulletin Boards
- Patient and Family Library
- Chemotherapy Teaching Class
- Radiation Question and Answer Session
- Information on the Internet
- Look Good Feel Better Workshop

Your Healthcare Team

Who are the members of my team?

Your healthcare team at London Regional Cancer Program may include any of the following people:

Oncologist

An **Oncologist** is a doctor who specializes in caring for people who have cancer. A **Radiation Oncologist** uses radiation therapy to treat a person's cancer. A **Medical Oncologist** uses chemotherapy (drugs) to treat a person's cancer. A **Surgical Oncologist** uses surgery to treat a person's cancer.

Nurse

A Nurse works closely with your healthcare team and helps coordinate your care.

Your Nurse will:

- Teach you about your treatment;
- Teach you how to manage side effects;
- Suggest supports to you and your family during your treatment and follow-up care;
- Give you information about services that are available in your home community.

Chemotherapy Nurse

Chemotherapy Nurses have specialized training to give chemotherapy. Your Nurse will teach you how to care for yourself during treatment and manage any chemotherapy-related side effects.

Acute Care Nurse Practitioners (NP)

LRCP employs **Acute Care Nurse Practitioners (NP)** in the advance practice role. This role is becoming increasingly important in meeting the diverse and specialized needs of patients with cancer.

Oncology NPs work with the patient's healthcare team. NPs can assess your health, order and interpret test results, perform procedures such as biopsies, prescribe medications, order chemotherapy, and screen to prevent/identify other illnesses.

Experienced oncology NPs are experts in managing side effects related to cancer and cancer treatments. LRCP leads 2 clinics that specialize in lymphedema and menopausal symptom management. Referral to these clinics can be arranged through the patient's care team.

Radiation Therapist

Radiation Therapists deliver your daily radiation treatments and work closely with Oncologists and Nurses. They help plan your treatment, make special moulds, and operate the machines that use carefully targeted doses of high-energy radiation to kill cancer cells. Radiation Therapists will also teach you about side effects that might happen with radiation and how to manage them.

Pharmacists

Pharmacists provide drugs prescribed by your Doctor and answer any questions or concerns that you may have about your medicines.

Can I call for my test results?

Test results will be reviewed with you at your next visit. Staff are unable to respond to calls about test results.

Who do I call if I need to change an appointment?

You may need to change an appointment because of an unexpected illness, personal emergency or bad weather. If this happens, please call 519-685-8600 as soon as possible. **Press '2'** to change your appointment.

Calling after Hours

LRCP has doctors on-call after hours and on weekends to consult with community doctors and to talk with patients who are having trouble getting local medical help. When you call after hours, you may choose one of these options:

- **Press '2'** to reach the on-call Oncologist.
- **Press '3'** for information about appointments.

When you connect to the Nursing Line, it is important to tell the Telephone Triage Nurse why you are calling. A message will be given to your Nurse describing your concerns or questions.

If you need a call back from your Nurse, it may take up to 3 business days. If you are calling about symptoms or a change in your condition, the Telephone Triage Nurse will assess your situation and give you directions about what to do next.

What if I'm not home when my nurse calls?

If you have an answering machine or voicemail, please leave your family name or phone number on the message so the nurse is certain that a message is left for the correct person. If this information is not on your answering machine, hospital staff will not leave a message. We do this to protect your privacy.

Can I have my medicine reordered by phone?

Some prescriptions cannot be renewed over the phone. You will have to renew them with your Family Doctor or at LRCP. Medicine prescribed by your Oncologist may take three working days to reorder. **Please keep track of your medicines so that you do not run out.**

Please give your nurse 72 hours (3 days) to call your pharmacy.

Health Profession Students

London Health Sciences Centre is a teaching hospital. LRCP strongly supports the education of people who choose cancer care as a career. One or more health profession students may be involved with your care.

You are an important part of your healthcare team. You are encouraged to take an active role in your care. If you have any questions or concerns, please talk to a member of your team about them.

Supportive Care Team Members

Cancer can bring about many changes to your life. Staff are available to help you and your family deal with these changes. Specialists are available to you including: Social Workers, a Spiritual Care Specialist, Registered Dietitians and Acute Care Nurse Practitioners (NP).

We will work with you, your family, and the other members of your healthcare team to help meet your needs. You can make an appointment to meet one or more members of the Supportive Care Team by calling 519-685-8622. No referral is necessary. You can also ask a member of your healthcare team to refer you to any member of the Supportive Care Team.

Social Workers

At times, knowing I have cancer really gets me down. Is there someone I can talk to?

Social workers can help patients and their family members with the emotional, social and practical concerns

they may experience in dealing with cancer. They can help you:

- Understand and cope with your own and others' feelings about your illness;
- Talk with your children, family members or friends about your illness;
- Adjust to the changes cancer has made in your life;
- Learn ways to manage the worry and stress of living with cancer;
- Find out about financial help that may be available to you;
- Talk with your healthcare team; and
- Find out about other support services within your community.

Is there someone who can help me if I have any worries about money?

Cancer treatment can bring with it many unexpected expenses from medicine to travel. We recognize that these expenses may create a significant burden for some people. To help with some of these burdens, a **Patient Assistance Program** has been established at LRCP through the London Health Sciences Foundation.

Funding may be available for emergency, short-term situations when funding from other sources is not available. Any adult experiencing a financial burden as a result of their cancer treatment who is undergoing treatment within the London Regional Cancer Program (including the Community Cancer Clinics in South-

- **Press '2'** to confirm or change an appointment;
- **Press '3'** to reach Clinic Services and the Nursing Line;
- **Press '6'** to discuss making a donation;
- **Press '0'** to speak to an operator (or stay on the line if you have a rotary dial phone).

My condition has changed. What do I do?

If you are calling about symptoms or a change in your condition, you should speak to a Telephone Triage Nurse (Nursing Line) so they can assess your situation.

Press '3' to reach the Clinic Services and Nursing Line. These lines are very busy. Please stay on the line until your call is answered. Calls are answered in the order they come in.

The Clinic Services and Nursing Line phones are answered Monday to Friday from 8:30 a.m. to 4:00 p.m. LRCP is closed on weekends and statutory holidays, but there are always doctors on-call.

When to Call with Medical Concerns

Refer to the back cover for information about calling with medical concerns and sudden changes in your condition

Can I speak directly with my Nurse?

Nurses cannot be reached directly because they work in clinics during business hours.

Calling the London Regional Cancer Program

Telephone: 519-685-8600

Before you call the Cancer Program, please have this information ready:

- Your name or the patient's name;
- A phone number where you can be reached;
- Your chart number or your date of birth;
- The name of your Nurse and Oncologist;
- The reason for your call.

Can a family member call on my behalf?

To protect your privacy, we need your consent to speak to a family member about your care. If you wish to choose one family member as your spokesperson, please give us the name of the person. Please talk to a member of your healthcare team about your wishes regarding privacy and confidentiality.

LRCP staff will not give information over the phone to a family member without your consent.

Calling During Business Hours

You can choose one of the following options during regular business hours:

- Enter the 5 digit extension of the person you want to reach, followed by the # sign;

western Ontario), London Health Sciences Centre and St. Joseph's Health Care can apply for assistance.

It is expected that applicants will have applied for, and be making use of, other sources of funding as well. This may include benefits from the persons' place of employment, Ontario Works, Ontario Disability Support Program, and Assistive Devices Program. If you need more information, please speak to a Social Worker.

Applications are available online, in clinics and from the Supportive Care office. After you complete the form, it can be mailed or dropped off at the Supportive Care office at LRCP.

Other information about financial resources can be found at: http://www.lhsc.on.ca/Patients_Families_Visitors/LRCP/PatientAssistanceFund.htm

Spiritual Care Specialist

Can spiritual matters be part of my treatment?

The LRCP Spiritual Care Specialist provides a confidential relationship in which to explore the distress of heart and spirit that cancer can bring. Spiritual care is interfaith and interdenominational and offers you personal support and guidance for drawing on your inner wisdom, strength and resilience for living with cancer.

You and your family can connect with spiritual support at any time during diagnosis and treatment. It can be of benefit during the time of emotional and spiritual adjustment after treatment is completed. Spiritual support

can also be of great benefit during end-of-life processes. Religious/ceremonial rites and connection with spiritual communities can also be arranged through the Spiritual Care Specialist.

Spiritual Care can be integrated into your treatment process through in-person or telephone sessions and there is 24 hour on-call spiritual care for those who are in hospital.

"Soul Medicine" is a support group facilitated by the Spiritual Care Specialist at LRCP. "Soul Medicine" explores the impact of fear and uncertainty and provides 'medicine' for the 'heart and mind' while you are undergoing cancer treatment. The group process strengthens inner wholeness and resilience for living with a cancer diagnosis.

Soul Medicine offers both group and one-on-one support that focuses on learning ways to:

- practice stress reduction in daily life;
- work with the 'busymind' which tends to magnify the 'fear-factor'
- foster resilience in living with uncertainty about the future
- connect with others living with similar experiences.

Groups are arranged by gender so that men and women each attend a separate group. The session is six weeks in length and each run multiple times a year.

For more information, to sign up for the next Soul Medicine group or to meet with the Spiritual Care Specialist please call Supportive Care at 519-685-8622.

5 CALLING LONDON REGIONAL CANCER PROGRAM

- Calling During Business Hours
- Calling after Hours

How do I get a prescription renewed?

Prescriptions ordered by your Oncologist **should be renewed at the time of your appointment.** Your Family Doctor may be able to renew medicines to manage symptoms like constipation, nausea and pain.

To avoid an unnecessary trip, call your pharmacy to find out when your prescription will be ready.

What if I am concerned about my family history of cancer?

The Cancer Genetics Program provides services to patients who are concerned about their personal and/or family history of cancer. The program offers genetic counselling and testing for families at risk for inherited forms of breast, ovarian or colorectal cancer. Most of these cancers occur randomly, however, a small number of cases (5 -10%) are linked to a strong family history of cancer. A doctor can refer patients with or without cancer, who are considered to be at risk for an inherited cancer to the Cancer Genetics Clinic.

For more information, please visit our website:
http://www.lhsc.on.ca/Patients_Families_Visitors/Genetics/Cancer/index.htm

Registered Dietitians**Is there someone I can talk to if I have questions about my diet or problems with eating?**

Registered Dietitians can answer your questions about:

- Unexpected weight loss;
- Trouble chewing and swallowing;
- Taste changes;
- Sore or dry mouth and throat;
- Nausea or vomiting;
- Diarrhea;
- Constipation, bloating and gas;
- Loss of appetite;
- Feeling full quickly;
- Use of oral nutrition supplements;
- Tube feeding concerns.

Dietitians can also talk to you about the use of special diets, vitamins and minerals, and herbal remedies that claim to cure cancer.

You can make an appointment by calling 519-685-8622. No referral is necessary. You can also ask a member of your healthcare team to refer you to a Dietitian.

Family Doctor**Your Family Doctor is an important part of your healthcare team and should be called:**

- To renew all drugs prescribed by your Family Doctor. The LRCP Pharmacy only renews drugs prescribed by LRCP Doctors.

- To renew drugs prescribed by your Oncologist to manage side effects. This might include medicines for constipation, nausea and pain.
- For test results done at any hospital. These may include blood tests or x-rays. Your Family Doctor's office can call the hospital directly to get your results.
- If you have more questions about your cancer diagnosis and treatment.
- If you have any changes in your health between visits to the London Regional Cancer Program such as a cold or the flu.
- For health problems your Doctor has been treating you for, such as a heart condition, high blood pressure and diabetes.

Your Family Doctor can call LRCP for information about your care or to inform us of changes in your health.

Reports regarding your care will be sent to your Doctor.

If you do not have a Family Doctor

Call 1-800-445-1822 to link with the Health Care Connect patient registry:

www.health.gov.on.ca/ms/healthcare_connect/public/index.htm

LRCP Pharmacy

Pharmacy staff are available to talk with you about any concerns or questions that you may have about your medicines. For example, staff can give you information about:

- How to take your medicines;
- Possible side effects of your medicines;
- How the cancer drug might react with other medicines, vitamins, herbal products or supplements you may be taking;
- Cost of medicine;
- Drug plan coverage;
- Financial Assistance to help pay for medicines.

Where can I get my prescription filled?

Drugs prescribed by your Oncologist can be filled at the LRCP Pharmacy on Level 2. While some medicines may be available at your local drug store, many drugs used in cancer care are not stocked in a regular pharmacy. You may want to speak to one of the Pharmacists before you leave LRCP.

What do I do if I have a drug insurance plan?

If you have a drug insurance plan or government assistance, please bring this information and any other drug cards with you. Many drug plans do not pay for the entire prescription cost. The pharmacy accepts cash, debit and credit cards.

Can I get help if I do not have a drug insurance plan?

If you do not have a drug insurance plan, please ask any of the Pharmacy Staff for information about the Trillium Drug Plan. If your drug plan only pays for part of your drug costs, you can still apply to the Trillium Drug Plan. To apply, or for more information, please visit

www.health.gov.on.ca.