

## C7 Inpatient Oncology



In this section, you will learn about:

- Contact information
- What to bring for your hospital stay
- Your health care team
- Visitor guidelines
- Infection control
- Services available



## Welcome

Welcome to C7 Inpatient Oncology. It is located in the C tower on 7th floor. This floor is an oncology floor where patients are admitted to receive cancer treatments.



On 7th floor oncology, there are four wings: C7-100, C7-200, C 7-300, and C7-400. Each wing has a nursing station.

### How do I contact the nursing stations?

Start by calling the hospital 519-685-8500 then enter the wing extension phone number:



C7100- ext. 52052

C7200- ext. 57436

C7300- ext. 53055

C7400- ext. 52921

### What are some things that I should bring for my hospital stay?



The following is a list of things you may wish to bring with you. They may not reflect your needs nor are they required. In certain circumstances, you may be asked to keep personal items to a minimum.

- A selection of new cosmetics (mild or **fragrance-free**)
- Personal hygiene items
- New soft toothbrush
- Unopened personal hygiene products: tissues, antibacterial soap, toothpaste, lip balm, hypoallergenic lotion and waterless hand cleanser
- Electric razor (Note: Safety razors are not permitted given risk of cuts and infection.)
- Clothing (something comfortable and loose that allows easy access for IV or central lines are recommended e.g. sweat suit and t-shirt)

- Chemotherapy may cause hair loss. You may want to bring hair clippers to trim your hair. See pages 58 and 103 in the My Care Binder for information about hair loss and resources available.
- Hat, scarf or wig to keep your head warm
- Pajamas or nightwear. Hospital pajamas are available if you prefer these.
- Robe
- Slippers or other comfortable footwear
- Clothing for discharge
- General items
- Photographs of family, friends, pets, and favorite places at home (Note: We ask that you put pictures or posters on non-painted surfaces only, such as the bulletin board or white drawing board.)
- A blanket or quilt
- Your own pillow and pillow case labeled with your name. Try to avoid using white pillowcases as they may be confused with hospital linen.
- Books, magazines, bible or other religious material
- Journal, diary, stationery and pens for writing
- Drawing materials, puzzles, sewing, crafts, needlework etc. to help pass the time
- DVDs, video tapes or games; laptop or portable computers. Wireless internet access is available for a fee.
- Ear plugs/ eye mask
- You are not required to purchase a telephone plan to **receive** calls on the telephone in your room. You are also permitted to use cell phones.



**Remember:**

You are responsible for all items brought from home. Please label each item with your name.



## Who are the people on my team?

### Doctors

While in hospital you will be treated by a team of doctors based on the type of cancer you have and the treatment you are receiving. Throughout your stay you may see many doctors. These doctors work together within your health care team. You might not see your LRCP physician while in hospital; however, information about your treatment will be available to the clinic at all times.

**Oncologist** - An oncologist is a doctor who specializes in caring for people with cancer. You may have more than one type of oncologist on your healthcare team, depending on your treatment plan.

**Medical Oncologist** - Medical oncologists are doctors who specialize in using chemotherapy (drugs) to treat cancer.

**Radiation Oncologist** - Radiation oncologists are doctors who specialize in treating cancer with radiation.

**General Practitioner in Oncology (GPO)** - A General Practitioner in Oncology is a doctor who specializes in providing care for cancer patients. They are responsible for your care while in hospital and prescribe treatment to manage your symptoms.

**Residents** - Residents are doctors who have completed medical school and are continuing their training in hospital. They work within the health care team and are able to prescribe treatment to manage symptoms you may be experiencing.

### Acute Care Nurse Practitioners (NP)

Nurse practitioners are registered nurses with advanced education including a Masters in Nursing, Certification as a Nurse practitioner and training and certification in Oncology. Oncology acute care nurse practitioners (NP) can assess your health, order and interpret test results, perform procedures such as biopsies, prescribe medications, order chemotherapy and screen to prevent other illnesses. During your hospitalization, a Nurse Practitioner may be involved in your care.

## Nurses

**Nurses** - Oncology nurses specialize in caring for people with cancer. Nurses work closely with your healthcare team and help coordinate your care. Nurses who administer your chemotherapy have special training and certification.

While admitted in hospital your nurse will:

- Administer treatment
- Assess and interpret patient results
- Teach you about your treatment and managing side effects
- Assist with your activities of daily living (ADLs)

## Supportive Care Staff

**Registered Dietitians** - Registered dietitians can check your nutritional health and identify and treat nutritional problems. They can help you manage side effects through nutrition. See the 'Nutrition' tab to learn more about how registered dietitians can help you.

**Dietary Assistant** - Dietary assistants support the dietitian. The assistant will encourage eating, check for food tolerances/likes/dislikes/allergies, do meal rounds, assist with menu selections for those who need help/encouragement, trial supplements, and will analyze food consumption records as directed by the dietitian.

**Social Workers** - Social workers can help you and your family cope with the emotional and real-life concerns you may experience with cancer. See the 'Counseling' tab to learn more about how a social worker can support you.

**Spiritual Care Specialist** - A spiritual care specialist can provide you with spiritual and emotional support. Spiritual care is interfaith and interdenominational. It offers personal support and guidance for drawing on your inner wisdom, strength and resilience. See the 'Spiritual Support' tab to learn more about spiritual care.

**Occupational Therapy** - Occupational Therapists may become involved to assess and provide treatment to enable independence and routine in a patient's activities of daily living. Treatment may include: using activities to regain strength or movement; modifying how an activity is done to conserve energy; teaching cognitive or behavioural strategies to help with planning and executing tasks.

The Occupational Therapist will assist with discharge planning by providing recommendations and education for adaptive aids, functional mobility and transfers, home modification strategies and overall home safety.

**Physiotherapy** - Physiotherapist may become part of your health care team to assess and provide treatment for issues relating to pain, positioning, strength, balance, coordination, conditioning, general mobility, breathing and discharge planning.

The goal of physiotherapy is to help you achieve maximum physical function within the limits imposed by your disease or treatment. We encourage friends and/or family to participate in your therapy as instructed by the therapist.

**Physiotherapy/Occupational Therapy Assistant (OTA/PTA)** - The OTA/PTA may be involved in your occupational and/or physiotherapy program as assigned by the occupational therapist or physiotherapist.

**Support Service Worker (SSW)** - The SSW provides extra support to the patient and nurses. They deliver meal trays, help with patient transfers and assist with personal care. SSWs can also respond to patient call bells and provide you with snacks, blankets and hygiene supplies.

**Environmental Service Worker (ESW)** - The ESW works to provide a clean, safe, and sanitary environment for patients, family and staff. They clean each inpatient room and bathroom on a daily basis, as well as each inpatient room when a patient is discharged. They also remove garbage, mop floors, and ensure that common spaces are sanitary and clutter-free.

## Other Professional Staff

You may also meet a variety of professional staff members such as **Coordinators** and **Managers**.

## **Pharmacists**

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

## **Radiation Therapist**

Radiation therapists deliver your daily radiation treatments. They help plan your treatment and operate the machines that use carefully targeted doses of radiation to kill cancer cells. Radiation therapists will also teach you about side effects related to radiation therapy and how to manage them.

## **Unit Clerk**

The unit clerk is a clerical support worker who is situated at the nurses' station. The unit clerk arranges your appointments and tests, manages the telephone and assists visitors who come to the unit.

## **South West Local Health Integration Network (SWLHIN) Care Coordinator**

The care coordinator may become involved to assist with planning your discharge and will assess your eligibility for Home and Community Care through the SWLHIN. The care coordinators will assist in planning services that will best meet your needs at home. Professional and other support services are available for eligible clients.

## **Patient**

You are an important member of the health care team. You are the expert about you. We want to encourage you to talk with your team and ask them questions if you need more information. They need to know what you think and feel about your care in order to give you the best patient care and



experience at LHSC. See the 'Introduction' section in the My Care Guide for our Patient Experience Vision.

## Visitor guidelines

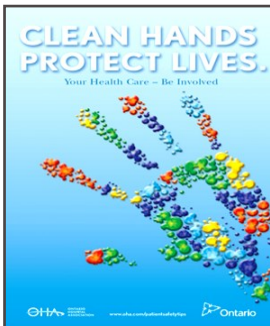
LHSC is committed to working with patients and families to provide compassionate, high-quality care. We believe it is important for patients to experience the support of family and friends. To help maintain privacy and a healing environment for our patients and their families, we have included some guidelines and recommendations:

- **Visiting hours:** visitors will be asked to leave the room at shift change at 7:00 a.m. and 7:00 p.m. to protect confidentiality of all patients while nurses give verbal bedside reports.
- Visiting may be interrupted for patient care or medical emergency. Visiting will be restricted to protect the privacy rights of other patients and to maintain safety.
- No more than 2 visitors at your bedside at a time.
- Children under 12 should always be with an adult.
- Assign one family member to call the unit for updates about your care and communicate it to the rest of the family/friends. This will help all your family/friends to be informed, controls the information you want shared with everyone and decreases interruptions for the nursing staff so that they can focus on your care. Please note that due to privacy legislation we can only share information with the power of attorney or substitute decision maker, unless otherwise specified by you.
- Visitors help make the hospital experience more pleasant and help with healing; however, patients tell us that sometimes too many visitors can be exhausting. You might consider creating an approved visitor list to control who visits you and ask others to wait until you are at home and feeling better.
- Please speak to your health care provider team to determine if overnight visitors are appropriate in your care. Patient privacy and care is important. In certain situations, overnight visitors may not be permitted because of treatment or medical issues. Family members who are supporting you between the overnight hours of 8 p.m. and 8 a.m. are

asked to remain in your patient room and advise unit staff when coming to and leaving the unit. Chairs must also be positioned to avoid interfering with patient care.

- Fresh flower arrangements and plants may not be permitted due to infection control risk.
- If your visitors would like to bring food to the hospital, **please note that there are no refrigerators or heating appliances on the oncology floor.** We recommend only bringing enough food for immediate consumption. There is a microwave in the cafeteria in the D tower on the 3rd floor.

## Infection control



The primary concern at LHSC is always the health and well-being of the patients.

On the oncology floor, many of the patients are getting cancer treatment. Treatment affects their immune system and can increase the risk of infection causing serious complications. An infection could delay a patient's hospital stay.

Most germs in hospitals can be spread by unclean hands. Each time a person touches an object or another person, germs get passed along. Clean hands are the most important step in controlling the spread of infections.

When planning to have visitors we recommend a few things to keep you and other patients as healthy as possible. Please refer to the laminated package at your bedside for tips to stop spread of life- threatening germs.

Sometimes patients require extra infection control precautions and have a sign posted at the entrance to their rooms. If you see a sign, please stop at the nurse's station for instructions before you enter the room. You may need to wear gloves, a gown, a mask or protective eyewear. Staff will help you put them on and take them off safely (please refer to the laminated bedside package for details).

## Retail Food Services

London Health Sciences Centre has the following food facilities available for patients and visitors:

Please note that holiday hours of operation may be different. Each food service location will have their hours posted outside of their doors for you to view.

Food Service	Location	Hours of Operation
Faye's Cafeteria	3rd Floor, Zone D	Open 24 hours
Tim Hortons	2nd Floor, Zone E	<b>Monday - Friday</b> 7:30 am - 3:30 pm
Tim Hortons	Lower Lobby, Main Floor, Zone A	<b>Monday - Friday</b> 7:30 am - 4:00 pm
On the Go featuring Tim Hortons	2nd Floor, Zone B	<b>Monday - Friday</b> 6:30 am - 8:30 pm <b>Weekends</b> 10:00 am - 4:00 pm
Simply Puur	3rd Floor, Zone B	<b>Monday - Friday</b> 8:00 am - 4:00 pm

## Telephones and Televisions

Telephones and televisions are available in patient rooms on a rental basis. You can order TV/telephone services by dialing 57070 from your phone. For more information, turn on your TV to Channel 74. Service personnel make daily rounds to meet your needs and payment can be made on the spot.



Hours of Operation:	1:00 pm - 6:00 pm seven days a week
Payment Method:	Cash, Cheque, VISA, MasterCard

Where can I go for more information?

### **My Care Guide**

The My Care Guide will help answer many of your questions about your cancer care. You will find information on:

- Parking
- When to call for help
- Understanding your diagnosis
- Financial support
- Side effects
- Drug therapy
- Radiation therapy
- Counselling
- Nutrition and healthy living
- Community support
- After treatment

To access the My Care Guide, please visit [www.lhsc.on.ca/lrcp](http://www.lhsc.on.ca/lrcp). If you do not have access to the internet or a mobile device, ask your healthcare provider for a print copy.

### **Your Guide to the London Regional Cancer Program (LRCP)**

This guide contains helpful information for your first visit to LRCP and what to expect afterwards. You will be given a copy at your first visit, but can also view this online. Please visit <https://www.lhsc.on.ca/media/8440/download> to view the guide.

### **Up to date information about COVID-19 and LRCP**

For the most current information regarding COVID-19, ask your health care team or please visit <https://www.lhsc.on.ca/london-regional-cancer-program/most-recent-covid-19-updates>.

# Hospitality



## HOTELS

- 1 Country Inn and Suites
- 2 Best Western-Lamplighter Inn
- 3 Comfort Inn
- London Hotel
- 4 Days Inn
- Four Points Sheraton Hotel
- Quality Suites
- 5 Ramada Inn and Suites
- Travelodge
- 6 Hampton Inn
- Holiday Inn
- Homewood Suites
- Staybridge Suites
- 7 Howard Johnson Inn
- 8 Delta London Armouries
- Hilton Hotel
- London Executive Suites
- Marriott Residence Inn



## RESTAURANTS

- 1 East Side Mario's
- Cora's
- Mandarin
- 2 Montana's
- Crabby Joe's
- 3 Green Lantern
- 4 Irene's Fish and Chips
- 5 The Dawg House
- 6 Red Lobster
- 7 Smoke and Bones
- 8 Five Guys burgers
- The Keg
- Swiss Chalet
- Moxie's
- Golden Griddle
- 9 Jack Astor's
- 10 Old London Fish and Chips
- 11 Archie's Fish and Chips

## Tell Us What You Think!

*After you have read "C7 Inpatient Oncology," please respond to the following statements. Your answers and comments will help us improve the information.*

**Circle one for each statement:**

	Strongly Agree			Strongly Disagree	
The words are easy to read.	1	2	3	4	5
The information is easy to understand.	1	2	3	4	5
Reading this information was helpful.	1	2	3	4	5
The information helped me understand what a patient needs to know about their stay on C7.	1	2	3	4	5
The information answered my questions.	1	2	3	4	5
The images and maps helped me understand the information.	1	2	3	4	5

1. I would like more information about:.

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2. I would like more information about:.

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3. I would like less information about:.

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*Please give this survey to a member of your health care team.*

