Guidebook for Patients
Centre for the North

1215 Lethbridge Street
Prince George, BC
V2N 7E9
www.bccancer.bc.ca
Contents

Introduction to the BC Cancer Agency ____________________________ 2
Where is the BC Cancer Agency centre where I will receive treatment? _______ 3
BC Cancer Agency, Centre for the North Floor-by-Floor Services _____________ 4
How can I arrange for transportation? ________________________________ 5
Where can I stay if I’m from out of town? ____________________________ 6
Where can I park? ____________________________________________ 7
STOP for the protection of our patients ______________________________ 8
What do I need to bring to my first visit? ____________________________ 9
What happens at my first visit? ____________________________________ 9
Who will be on my healthcare team? ________________________________ 11
What kinds of questions could I be asking my doctor? __________________ 13
What resources are available to me? ________________________________ 14
Frequently Asked Questions ________________________________________ 20
Where can I get information on Fair Pharmacare? _____________________ 22
How is my personal information collected, used, and shared? __________ 23
Glossary of Terms ______________________________________________ 25
Centre for the North Contact List __________________________________ 27
Notes __________________________________________________________ 28

BC Cancer Agency (BCCA) Patient Number: ____________________________

Important Contacts: ______________________________________________

_____________________________________________________________________

Medications: ______________________________________________________

_____________________________________________________________________

Notes: ____________________________________________________________________
The mission of the BC Cancer Agency is to:

- Reduce the incidence of cancer
- Reduce the mortality rate of people with cancer
- Improve the quality of life of people living with cancer
Where is the BC Cancer Agency centre where I will receive treatment?
## BC Cancer Agency, Centre for the North
Floor-by-Floor Services

<table>
<thead>
<tr>
<th>Level 0</th>
<th>• Entrance to below ground parking</th>
</tr>
</thead>
</table>
| Level 1 | • Main Entrance  
• BC Cancer Foundation Office  
• Cancer Information Centre (CIC)  
• Chemotherapy  
• Courtesy Phone and phone to taxi service  
• General Clinics  
• Information Desk  
• Link to University Hospital of Northern BC  
• Pharmacy  
• Radiation Therapy |
| Level 2 | • Oncology Nutrition  
• Patient & Family Counselling  
• Patient Patio  
• Professional Staff Offices  
• Release of Information  
• Spiritual Care Room |
How can I arrange for transportation?

**Volunteer Drivers**

The Freemason Volunteer Driver program will soon be available Monday to Friday for a ride to your treatment if you do not have other transportation available to you. Please call at least 24 hours ahead of time to book an appointment. Rides are for the Prince George area only.

**Transit**

There are several bus routes that stop within walking distance of the Centre for the North. You can visit [www.bctransit.com](http://www.bctransit.com) and choose Prince George as your community to find information or call: **250.563.0011**

**Travel Assistance Program (TAP)**

TAP is available to eligible BC residents who must travel outside their home community to obtain non-emergency, physician-referred specialist medical care, and whose travel expenses are not covered by third party insurance or other government programs. TAP provides discounted rates for ferries, ground transportation such as buses (not BC Transit) and some airlines.

To be eligible, you must be a BC resident and enrolled in the MSP; you must have a physician’s referral for medical services that are not available locally. Escorts are also eligible if travelling with those incapable of independent travel.

You can obtain these forms at the Information desk in the lobby, or at the Patient and Family Counselling office.

For more information please call: **1.800.663.7100**
Or visit the website: [www.health.gov.bc.ca/tapbc/tap_patient.html](http://www.health.gov.bc.ca/tapbc/tap_patient.html)
Once your forms are filled out, to book your reservations please call: **1.800.661.2668**
Where can I stay if I’m from out of town?

**Canadian Cancer Society Kordyban Lodge**

1100 Alward Street, Prince George, BC V2M 2E9  
(down the street from the BC Cancer Agency Centre for the North)  
kordybanlodge@bc.cancer.ca

Low cost accommodation including meals.

To register for a bed or cancel a reservation, call the Lodge at 1.800.811.5666

**Accommodation providing reduced rates for cancer patients include:**

**The Easter Seal House**

1685 Carney Street, Prince George, BC, V2M 2L6

Located three blocks from the BC Cancer Agency Centre for the North and offers hostel format accommodations.

**For reservations:** 250.564.7200

**Esther’s Inn**

1151 Commercial Crescent, Prince George, BC, V2M 6W6

Offers a low cost Northern Health Connections rate to patients who are staying in Prince George for health care services. The Inn offers an indoor pool, hot tub and sauna, laundry facilities, as well as high speed internet.

250.562.4131 or 1.800.663.6844  
info@esthersinn.com

**Ramada Hotel Prince George**

444 George Street, Prince George, BC, V2L 1R6

The Ramada Hotel is pleased to offer excellent rates to Northern Health Connections clients who are travelling for medical reasons. Centrally located, close to the BC Cancer Agency Centre for the North. Indoor pool, hot tub, fitness facility and complimentary wireless internet are provided.

250.563.0055 or 1.800.830.8833  
reservations@ramadaprincegeorge.com

For more information, or for information on financial assistance, please contact **Patient and Family Counselling** at 250.645.7330
Where can I park?

The entrance to the underground parkade is off Lethbridge Street. Surface parking is also available.

How much does it cost?
Parking can be purchased at a rate of:
- $0.50 per hour
- $12.00 for 48 hours
- 3 days for $18.00 or
- a week for $30.00

Free two-hour parking is located on the road along Edmonton Street and Alward Street.

How can I pay?
The parkade will accept debit, credit cards or cash.

Where should I direct my parking pass enquiries?
Please contact Impark directly at 1.800.315.7275 or 250.563.8430

Please refer to the map on page 3
Infection control information is posted at all BCCA entrances

Please inform your health care providers if you have been diagnosed with or exposed to an infectious disease or “superbug” (e.g. MRSA, VRE, or C. difficile)

Please inform your health care providers if, at any time during the course of your treatment, you develop any of the following symptoms:

- Fever
- Diarrhea
- Cough/respiratory symptoms
- Skin rash

Patients experiencing respiratory symptoms may be asked to wear a mask while visiting the centre.

Hand hygiene is the single most effective way to prevent the transmission of infectious illness. Alcohol based hand rub is considered to be the most effective method of cleaning your hands when they are not visibly soiled.

Please ask your health care providers for information on how to hand wash.
What do I need to bring to my first visit?

- Your BC Care Card or a piece of photo ID
- All your medications in their original containers so that the physician may review them with you
- The names and telephone numbers (work and home) of two contact people
- Your health history and any allergies that you may have
- Any X-rays, CDs or DVDs that you may have been given by other physicians or hospitals
- A list of any questions you may have

What happens at my first visit?

During your first visit, you will be in the centre for at least two or three hours. You may find it helpful to bring someone with you for company and support as this first visit can be overwhelming. Having a family member or close friend accompany you at your appointment could help you to gather all of the new information.

If you require an interpreter at an appointment, let our admitting team know and they will make arrangements, if possible, for a professional interpreter.

Because of the length of your appointment, we also suggest you have a meal before coming (unless otherwise instructed) and/or bring a snack with you. There is a cafeteria in University Hospital of Northern BC that closes at 6:30 pm.

Report to the Appointment Desk in the General Clinics. A clerk will assist you and may ask you to complete some documentation in a waiting area. If you were not pre-registered by phone, a clerk will help you complete your registration. This is also when you receive your BCCA # (BC Cancer Agency number). You should document it in the space on the inside front cover for future reference.

You will be seen by oncology nurses and physicians in the General Clinics. Patient care aides will be seeing patients into exam rooms.
Your medical history will be discussed and a physical examination will be carried out. When the examination is finished an oncologist (a cancer specialist) will review this information along with your reports and records. The oncologist will then sit down with you and your family members to talk about treatment choices and the plan for your ongoing care.

The oncologist may arrange for blood tests, X-rays, and/or scans. You may have to wait for the results of these tests before the best treatment can be designed for you. The role of the oncologist is to advise you about your cancer.

If you have pain or other symptoms, your oncologist may help you and your family doctor manage these, or may refer you to the pain and symptom management team, or other specialists.

Asking questions and taking notes, or having a loved one assist you in this manner, is a great way to stay involved in your treatment plan. Being informed and prepared may help to make the process less overwhelming. You will find space on page 28 to take notes.

At the end of your visit you may be given your next appointment to return to the centre or it may be mailed to you. Sometimes, no further appointment is required and you may be referred to your family physician.
Who will be on my healthcare team?

Your healthcare team is a group of healthcare professionals who work to treat your cancer. They may include:

A **medical oncologist** is a doctor who specializes in diagnosing and treating cancer patients using chemotherapy, hormonal therapy, biological therapy, and targeted therapy.

Name: ________________________________________________________________
Contact Information: ____________________________________________________

A **radiation oncologist** is a doctor who specializes in the treatment of cancer patients using radiation therapy as the main mode of treatment.

Name: ________________________________________________________________
Contact Information: ____________________________________________________

A **nurse** gives care. Nurses often have the most contact with you and will answer questions, give medicine and provide emotional support. Oncology nurses have special training in care for people with cancer.

Name: ________________________________________________________________
Contact Information: ____________________________________________________

A **pharmacist** prepares chemotherapy drugs and other medications and explains how they work.

Name: ________________________________________________________________
Contact Information: ____________________________________________________

**Psychiatrists, psychologists, and counsellors** are mental health specialists. They can help you and your family understand, manage and cope with feelings, thoughts, worries and behaviours.

Name: ________________________________________________________________
Contact Information: ____________________________________________________

A **registered dietitian** can answer your questions on diet and nutrition throughout your treatment and recovery.

Name: ________________________________________________________________
Contact Information: ____________________________________________________
A **social worker/counsellor** helps you and your family cope with the illness and its treatment. Social workers can provide or refer you to counselling, support groups, financial assistance, and other resources.

Name: ____________________________________________________________
Contact Information: ________________________________________________

Your **family doctor** or **general practitioner (GP)** provides general, primary healthcare to you. They play an important part in continuing your care, especially after your cancer treatments are over.

Name: ____________________________________________________________
Contact Information: ________________________________________________
What kinds of questions could I be asking my doctor?

Cancer centres and other healthcare facilities are very busy places. There may be several healthcare providers caring for you at once. You may need a lot of tests and procedures and you might feel that the amount of information is overwhelming and not clear to you. Therefore, it is important that you remain an active member of your healthcare team and ask questions to understand the information. Don’t be afraid, embarrassed, or hesitant to ask for exactly what you need from your team. It is important to be involved in and be vocal in the decisions that affect you. Also, sometimes taking notes can be helpful so you can refer back to them and share outcomes of meetings with family and friends. You have space on page 28 to take notes.

For example:

• What type of cancer do I have?
• What stage is the cancer? What does that mean?
• What is the grade of the cancer? What does that mean?
• What can be done to treat this cancer?
• What is chemotherapy?
• What is radiation therapy?
• What are the short-term and long-term side effects of these treatments?  
  - How long will they last?
• Will I have to purchase any drugs outside of the cancer centre?
• Will these drugs be covered by my Fair Pharmacare?
• What kinds of feelings (such as sadness, anger, vulnerability, loss of control) am I likely to have after the surgery or other treatments?
• Where can I find help for me and my family and friends to cope with our feelings?
• When will I get back to my normal energy level?
• Will I be able to work while on treatment?
• Are there any symptoms that I should report right away?  
  - What constitutes an emergency?  
  - Who do I call?  
  - When should I go to the emergency room?
• Are there any changes I can make to my lifestyle to improve my health?
• Who should I contact if I have additional questions?
What resources are available to me?

Resources at the BC Cancer Agency:

**BC Cancer Agency Library**

The BC Cancer Agency offers library and information services to patients, their families, members of the public, and health-care professionals. A volunteer at the Cancer Information Centre at the BC Cancer Agency Centre for the North will help you find information on: cancer treatment, clinical trials, coping with cancer, information for children, cancer information in other languages, relaxation techniques, etc. Books and audiovisuals (DVDs, videos, CDs) can be freely borrowed for four weeks at a time. Library materials will be mailed to borrowers outside the Lower Mainland with free return mailing labels. The volunteers can also help you find reliable and accurate internet sites on your condition and treatments.

[www.bccancer.bc.ca/PPI/Library/default.htm](http://www.bccancer.bc.ca/PPI/Library/default.htm)

email: library@bccancer.bc.ca

Please refer to page 27 for further contact information.

**Interpreters**

If requested, an interpreter may be booked for your first appointment, if available.

Please refer to page 27 for contact information.
Oncology Nutrition
If you are having difficulty eating, drinking or if you are losing weight during treatment, ask your nurse or doctor to make a referral to the dietitian. Nutrition is important in cancer care to help reduce treatment side effects and to help you maintain your weight. A registered dietitian is available, by appointment, for counselling Monday to Friday. Advice can also be given by telephone. www.bccancer.bc.ca/PPI/copingwithcancer/nutrition
Please refer to page 27 for contact information.

Patient and Family Counselling Services
It is natural to experience fear, anger, helplessness or other distressing feelings when you or a family member is faced with a diagnosis of cancer and its treatment. Professionally trained counsellors in Patient and Family Counselling Services are available to speak with you and to assist you throughout the course of your illness. Patient and Family Counselling counsels patients, caregivers, couples and families and offers group support programs. This can include discussion and planning regarding how to inform your loved ones, assistance with treatment decision making, as well as palliative and end of life care and concerns. Assistance and information about transportation, community services, interpreters, financial assistance, prescription costs and other practical resources are also available.

We also offer the services of an Aboriginal Cancer Care Coordinator, who is available to assist patients and families from Aboriginal communities with emotional and practical concerns, and with referrals to community resources. The coordinator will serve to facilitate Aboriginal people’s access to services at the Centre for the North and across the Northern Health region, and to help improve their overall cancer care experiences.
www.bccancer.bc.ca/PPI/copingwithcancer
Please refer to page 27 for contact information.
Pain and Symptom Management/Palliative Care

All cancer patients, including those who may be cured, are welcome to contact Pain and Symptom Management/Palliative Care. Palliative care is an approach that improves the quality of life of patients and their families facing the problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems - physical, psychosocial, and spiritual. Patients come to the clinic to improve pain control, cope with other physical problems related to cancer (for example; severe nausea, shortness of breath or fatigue), and they come for help with emotional and social concerns that come with living with cancer.

What is provided:

- Review of your physical, emotional and social concerns
- Personal treatment plan, which may include medication and nonmedicinal support
- Members of the team meet with patients and/or family
- Referral to community services and resources
- Information about pain and symptom management
- Information about Advance Care Planning

Usually oncologists initiate referrals, but we accept referrals from other BC Cancer Agency staff, family doctors, and other specialists, and directly from patients and family members.

Please refer to page 27 for contact information.

Pharmacy

Pharmacy provides a full range of services. Cancer treatment medications taken orally are provided free of charge at the Pharmacy on the 1st floor. Pharmacy also provides medications for intravenous administration at the cancer centre. Medication counselling, medication review, and drug information services are also provided. The outpatient Pharmacy is open for service Monday to Friday from 8:30am to 12:00pm and 1:00 to 4:00pm (closed on Stat holidays).

Please refer to page 27 for contact information.
Prevention Programs
For cancer patients, their families, and the general public, focusing on the five main modifiable risk factors for cancer is important for overall health. For those cancers that are preventable, the preventable risk factors are:

- Tobacco use
- Poor diet
- Being overweight
- Lack of exercise
- Sun/tanning bed damage

For those having experienced cancer that are at risk for a second primary cancer, as well as those who have never had cancer, making lifestyle choices based on these modifiable risk factors can be helpful, as can using our screening programs. Prevention is the very first stage in the continuum of cancer care that BC Cancer Agency prides itself on providing.

Prevention Programs take an evidence-based approach to educating about healthy lifestyle choices related to cancer prevention. We offer cancer prevention information to patients, their families and the general public, and programs such as Healthy Living Schools, Sun Safe Daycares, and Stop Smoking Before Surgery.

- Our main website is located at: [http://www.bccancer.bc.ca/PPI/Prevention](http://www.bccancer.bc.ca/PPI/Prevention)
- For information on the prevention of Second Primary Cancers, visit our interactive website at: [http://www.prevention4survivors.org/](http://www.prevention4survivors.org/)
- Our interactive award winning youth oriented site is located at: [http://www.hi5living.org](http://www.hi5living.org)
Support Groups
Patients and family members can attend support groups offered at the cancer centre. Please contact Patient and Family Counselling Services for more information.

Please refer to page 27 for contact information.

Telehealth
Telehealth is the use of technology to provide health care services. Videoconferencing is one example. Arranged from a private location in your community, it enables you to see and talk to a health care professional at the cancer centre without having to be in that centre. You are able to ‘meet’ with your health care professional using a television screen, video camera, and microphone that operate over a secure network. This videoconference may mean you do not have to travel to the cancer centre for all appointments.

This service is available for out-of-town patients in many communities throughout the province. For further information about telehealth services and to see if they are appropriate for you, please discuss with your health care professional.
What other resources are available to me?

Resources in the Community:

**CancerConnection - Canadian Cancer Society**
CancerConnection puts you in touch with someone who has been there. When you call or register online you’ll be matched with a volunteer who has lived through a similar cancer experience, including the type of cancer, the course of treatment, and similarities in lifestyle. This trained volunteer will listen, share their experience about living with cancer and provide emotional support. All conversations are confidential and allow you to talk to someone who really understands what you are going through. CancerConnection is available to people anywhere in Canada in multiple languages and at any stage of their cancer journey. **Email: cancerconnection@bc.cancer.ca**

**Cancer Information Service - Canadian Cancer Society**
The Cancer Information Service (CIS) offers general information about cancer as well as services available for cancer patients in communities throughout the province. It is open 9am-6pm Monday to Friday. **Email: cancerinfo@bc.cancer.ca**
**Call: The Canadian Cancer Society at 1.888.939.3333**

**Canadian Red Cross – Health Equipment Loan Program (HELP)**
The Red Cross loans out basic health equipment, including wheelchairs, bath aids, toileting aids, walking aids, and other aids to daily living. Referral from a doctor/nurse/physiotherapist/occupational therapist is needed for all equipment loans.
For details, depot location, operation hours, and availability of equipment, visit: **www.redcross.ca** and follow the links to the HELP Program

**HealthLink BC**
British Columbians have trusted health information at their fingertips with HealthLink BC at **www.healthlinkbc.ca**
On their website, you can learn about health topics, check your symptoms, or find health services and resources near you. Call **8-1-1** for symptom advice, 24/7, every day of the year.

**Integrative Medicine Services – Memorial Sloan Kettering**
This website includes an easy-to-search database of natural health products and information on individual complementary and alternative therapies. **www.mskcc.org/mskcc**
Frequently Asked Questions

How does the BC Cancer Agency relate to my family doctor?
Your family doctor will be receiving reports and information about what is happening at the cancer centre. He/she will remain your primary physician and you should continue to see him/her for other health issues as you have before. Your family doctor can also be very helpful in managing issues that arise during and after your treatment and provide care for you closer to home when possible.

Will I see my oncologist in the same room at every visit?
You may see your oncologist in a different room at each appointment; therefore it is necessary to check in at General Clinic at each visit.

Can I see my oncologist without an appointment?
Unfortunately, we do not have a walk-in clinic. All appointments need to be pre-booked. Please call the Appointment Desk if you have questions or concerns or see your family doctor.

Please refer to page 27 for contact information.

What if I need to change or confirm an appointment?
To change or confirm an appointment please call the Appointment Desk.

Please refer to page 27 for contact information.

What does a blank space mean on my appointment card?
If there is a blank space or a line on your card without a time, this means you will be notified by telephone with the time before your appointment or treatment.

Why is there a wait between my lab (blood draw) and my oncologist appointment?
It may take several days for your oncologist to receive the results of your lab work. This information may be required by your oncologist for your appointment.

How can I arrange to refill my prescription?
First call the Pharmacy where your prescription was filled (BC Cancer Agency Pharmacy or local pharmacy).
If refills are not available, please call your oncologist’s secretary.

Please refer to page 27 for contact information.

Can I smoke at the centre?
The BC Cancer Agency and University Hospital of Northern BC sites are strictly a “non-smoking” environment.
Can I use a cell phone at the centre?
You may use your cell phone outside of the buildings or in the waiting areas of the cancer centre, with the exception of those areas with signage indicating cell phones may not be used.

Out of respect for the patients we ask that you keep your cell phone on vibrate when in the cancer centre.

Free wireless internet is also available while you are in the centre for use with your own mobile device. Please see the posters for information on how to connect or ask at the Information Desk.

Can I wear scent?
The BC Cancer Agency is a Scent Free environment.

In consideration of other patients and staff who have scent related allergies kindly refrain from wearing perfume, scented hairspray, cologne, scented deodorant, aftershave or other scented products. Thank you for your cooperation.

Can I bring my pet?
Kindly do not bring pets into the centre. Only guide dogs and dogs pre-approved under our “pet therapy” program are permitted.

Where can I find more information online?
The BC Cancer Agency website offers a wealth of information for patients and the public.

Please visit www.bccancer.bc.ca
Where can I get information on Fair Pharmacare?

All BC citizens accessing health care must be registered with Fair Pharmacare. This is particularly important in order to receive any possible financial subsidies or assistance with prescription drugs.

If you:

- Need to register;
- Are unsure if you are registered;
- Are unsure of your qualifications for a subsidy;
- Are unsure of what your deductible is

You have three choices:

1) Ask: Your pharmacist.

2) Call: Health Insurance BC Inquiry Line (Mon-Fri 8am - 8pm and Sat 8am - 4pm):
   - Toll-free: 1.800.663.7100

3) Visit: The Pharmacare website at: www.healthservices.gov.bc.ca/Pharmacare
   - Register for Fair Pharmacare and check the status of your registration.

For all of these options, you will need to provide your Care Card number

It is important to be aware of what Fair Pharmacare medical coverage you have and what your ID number is so that you can receive appropriate coverage.
How is my personal data collected, used & shared?

When you are receiving care, treatment and services at the BC Cancer Agency, our staff and physicians will collect personal information from you. Where permitted, we may ask your family, friends, or other organizations to give us information about you (e.g. copies of records, medication information or test results). Your information may be entered into our electronic health information system to assist authorized persons in quickly accessing pertinent information wherever you may be receiving care or services.

We collect, use and share your personal information under the primary authority of the BC Freedom of Information and Protection of Privacy Act (FIPPA). FIPPA and other legislations authorize us to use and share your personal information for these reasons:

- To identify you and keep in contact with you about your health care
- To provide ongoing care and support of your care activities
- To help us plan, monitor, maintain and improve our care and services
- For education and training (e.g. medical students) and to conduct research with your consent or as permitted by law
- To know your eligibility for benefits and services and to arrange medical services billing
- To enable parties (e.g. Ministry of Health Services, Canadian Institute of Health Information) to confirm your identity, conduct planning and improvement activities, measure performance and fund health care
- To analyze, manage and control disease outbreaks and monitor the overall health of people
- As required by law (e.g. court order, reportable conditions) and as authorized by FIPPA

Your health information will be provided to your referring physician, other authorized health care professionals and their support staff, or health care agencies and facilities involved in your care to support continuous and consistent care and service. In some cases, these health professionals may look up your health information in our electronic health information systems in order to provide you with direct or supporting services.

Requests for access to your health record can be made by contacting the Release of Information Office in the cancer centre where you are receiving your treatment.

Please refer to page 27 for contact information.
eHealth and your information

eHealth is a provincial initiative that allows certain aspects of your health information to be accessed by authorized health care professionals throughout the province and not just within a particular region. Each Health Authority sends specific health information to a province-wide electronic information system, where it is stored with strict protections and used for limited and authorized purposes. For more information about eHealth, please visit the government eHealth website at www.health.gov.bc.ca/ehealth
Glossary of Terms

Benign Tumour
An abnormal swelling or growth that is not a malignant or spreading cancer and is usually harmless.

Biopsy
The surgical removal of a piece of tissue from a patient for microscopic examination.

Brachytherapy
The use of radioactive “seed” implanted directly into a tumour. This allows a very high but sharply localized dose of radiation to be given to a tumour while sparing surrounding, healthy tissue from radiation exposure.

Cancer
A large group of more than 100 diseases characterized by uncontrolled growth and spread of abnormal cells.

Carcinogen
Any substance that causes cancer.

Carcinoma
A form of cancer that arises in tissues that cover or line such organs as skin, intestines, uterus, lung and breast.

Chemotherapy
Treatment of disease by chemical compounds.

Chemotherapy Area
An outpatient unit where chemotherapy drugs are administered intravenously.

Clinical Trials
The process by which new cancer treatments are tested in humans. Clinical trials are conducted after experiments in animals and preliminary studies in humans have shown that a new treatment method is likely to be effective.

Computerized Tomography (CT) Scan
A technique providing multiple cross-sectional X-ray images generated by computer. A CT scan can provide valuable information such as the presence, size, and location of a tumour and its impact on surrounding tissue.

Grade of Cancer
Describes the appearance of cancer cells under the microscope, and how differently they have become from what normal cells look like.

Hormone Therapy
A treatment in which hormones (as well as anti-hormones and other factors which regulate the endocrine glands) are used to fight some cancers of the breast, endometrium and prostate.

Lymph Gland (Node)
Our bodies have a network of lymph vessels and lymph nodes. These glands or nodes act as filters for impurities in the body and concentrate lymphocytes used to fight infection. Cancer can start in these nodes or spread to them.
**Magnetic Resonance Imaging (MRI)**
A procedure that produces cross-sectional images of the body without the use of X-rays or radioactive materials. MRI uses a strong magnetic field, radio waves and a computer to produce excellent soft tissue images that are read by a radiologist.

**Mammography**
An X-ray examination of the breasts using specialized equipment.

**Metastasis**
The process whereby cancer cells from the original tumour spreads to other sites in the body.

**Positron Emission Tomography (PET) Functional Imaging**
PET is an imaging procedure that, when combined with Computed Tomography (CT), enables physicians to more accurately diagnose and manage disease, especially cancer.

**Radiation Therapy**
The use of radiation (high-energy rays) to kill or shrink tumour cells. Used to treat some, but not all cancers.

**Stage of Cancer**
There are two systems used together to classify cancer. TNM is a type of classification used to describe the extent of the cancer’s involvement in your body based on tumour (site and size), node (involvement of lymph nodes), and metastasis (spread). The second classification used is Spread of Cancer which uses a 1-4 scale system to describe the location of the cancer in your body.

**Stem Cells**
The immature cells from which all blood cells develop. These cells may divide to form more stem cells or mature into a variety of blood cell types.

**Tumour Group**
Groups of medical specialists at the BC Cancer Agency who set cancer treatment policies and protocols for the various types of tumour sites, i.e. prostate, breast, colorectal cancer.

**Tumour Markers**
Substances which provide a test for the presence of actively growing cancer; not recommended for early detection or screening of cancer but used at the BC Cancer Agency to indicate whether a particular treatment has reduced the size of a known tumour, or whether a tumour is growing.
Centre for the North Contact List

Appointment Desk
Call this number for booking, cancellation, or questions regarding radiation therapy and systemic (chemo) therapy appointments
250.645.7323 or toll-free 1.855.775.7300, local 687323

BC Cancer Agency Library
Call this number for any questions regarding library resources
Toll-free 1.855.775.7300, local 8001

New Patient Referrals
Call this number for all issues regarding your initial appointment
250.645.7318 or toll-free 1.855.775.7300, local 687318

Oncology Nutrition
250.645.7330, or toll-free 1.855.775.7300, local 687330

Pain and Symptom Management/Palliative Care
250.645.7313 or toll-free 1.855.775.7300, local 687313

Patient & Family Counselling Services
250.645.7330 or toll-free 1.855.775.7300, local 687330

Telephone Care Nurse Line
If you have a medical inquiry outside of the regular business hours, please call:
250.645.7300 or 1.855.775.7300

Pharmacy
For information about your prescription, such as refills, please call 250.645.7306
For non-urgent questions about your drug therapy or complementary therapies, please call 250.645.7300 local 687545 Monday-Friday, 8:30am - 12:00pm and 1:00 - 4:00pm

Release of Information
Call if you require a copy of your health record
250.645.7316 or toll-free 1.855.775.7300, local 687316

Information Desk
Call this number to be directed to any department within the BC Cancer Agency
250.645.7300 or 1.855.775.7300
Notes:
BC Cancer Agency Centres:

**Abbotsford Centre**
32900 Marshall Road
Abbotsford, BC V2S 1K2
604.851.4710 or toll-free 1.877.547.3777

**Centre for the North**
1215 Lethbridge Street
Prince George, BC V2N 7E9
250.645.7300 or toll-free 1.855.775.7300

**Fraser Valley Centre**
13750 96th Avenue
Surrey, BC V3V 1Z2
604.930.2098 or toll-free 1.800.523.2885

**Sindi Ahluwalia Hawkins Centre for the Southern Interior**
399 Royal Avenue
Kelowna, BC V1Y 5L3
250.712.3900 or toll-free 1.888.563.7773

**Vancouver Centre**
600 West 10th Avenue
Vancouver, BC V5Z 4E6
604.877.6000 or toll-free 1.800.663.3333

**Vancouver Island Centre**
2410 Lee Avenue
Victoria, BC V8R 6V5
250.519.5500 or toll-free 1.800.670.3322

**Research Centre**
675 West 10th Avenue
Vancouver, BC V5Z 1L3
604.675.8000 or toll-free 1.888.675.8001

**BC Cancer Foundation**
150 - 686 W. Broadway
Vancouver, BC V5Z 1G1
604.877.6040 or toll-free 1.888.906.CURE/2873

October 2012