



Provincial Health Services Authority

GUIDEBOOK FOR PATIENTS

BC Cancer – Vancouver



BC Cancer – Vancouver
600 West 10th Avenue
Vancouver, BC
www.bccancer.bc.ca/vancouver



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BC Cancer Patient Number: _____

Important Contacts: _____

Medications: _____

Introduction to BC Cancer

Our vision:

A world free from cancer

Our mission:

To reduce the burden of cancer in British Columbia

Our values:

We provide person-centred care and support

We collaborate to deliver high-quality integrated care

We treat all those we serve with compassion and kindness

We serve with purpose and passion

We inspire creativity and excellence through innovation

British Columbia has six regional health authorities and two provincial health authorities – the Provincial Health Services Authority (PHSA) and the First Nations Health Authority. PHSA governs and manages agencies and organizations that plan and/or provide health services on a province-wide basis.

BC Cancer is one of the member agencies of PHSA and has six cancer centres:

- Vancouver
- Abbotsford
- Surrey
- Victoria
- Kelowna–Sindi Ahluwalia Hawkins Centre
- Prince George–Centre for the North



Partners in Care: Your Rights. Our Promise.

Patients and family members have the right to:

- Receive safe and appropriate care
- Be involved in decisions about your health
- Ask questions about your health and care
- Ask for a second opinion
- Privacy
- Be supported in your spiritual and cultural practices
- See your health information
- Bring a friend or family member to your appointments
- Refuse treatment

We promise to:

- Provide excellent, safe care
- Give you clear and complete information
- Answer all of your questions clearly
- Help you make health decisions that are right for you
- Keep your health information private
- Provide an interpreter when possible

All patients, families and staff have the right to be treated with respect, dignity and compassion.

Please let us know if you see or hear something at BC Cancer that concerns you.

Your comments and questions will not affect your care.



“STOP” Help us protect our Patients!



Infection control information is posted at all BC Cancer entrances.

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

- Fever
- Diarrhea
- Cough/respiratory symptoms
- New skin rash (e.g. Shingles)

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

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

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



Please ask your healthcare providers for information on how to hand wash.

BC Cancer – Vancouver

floor-by-floor services/facilities

1st Floor	<ul style="list-style-type: none">• In the lobby:<ul style="list-style-type: none">– Information & Admitting Desk– BC Cancer Foundation Office– Cancer Information Centre (CIC)/Library– Courtesy Phone– Phone for taxi service• Cafeteria (Monday-Friday, 7am-2pm)• Magnetic Resonance Imaging (MRI)• Functional Imaging (PET Scan)• John Jambor Conference Room• Nutrition Services, Room 1408• Volunteer Services, Room 1411• Entrance to BC Cancer Parkade<ul style="list-style-type: none">– East side of building
2nd Floor	<ul style="list-style-type: none">• Ambulatory Care Unit Reception<ul style="list-style-type: none">– Check In (for Radiation Therapy Appointments, Systemic Therapy Appointments, & Clinical Trials)• Ambulatory Care Unit (ACU) Stations• Surgical Daycare• Pain and Symptom Management/ Palliative Care• Dentistry• Mould Room• CT Simulator Rooms• Radiation Therapy Units 1-9• Elevator access to Annex Radiation Therapy Units A, B, C, D (Access to Level 0 at South side elevators located near Unit 1)• Brachytherapy Unit• Radiation Treatment Support Centre• Entrance to BC Cancer Parkade
3rd Floor	<ul style="list-style-type: none">• Laboratory• Diagnostic Imaging (X-ray, Ultrasound, CT Scan, Mammogram)• Entrance to BC Cancer Parkade

<p>4th Floor</p>	<ul style="list-style-type: none"> • Release of Information Office, Room 4334 (Monday to Friday, 8am-3:45pm) • Administration & Offices
<p>5th Floor</p>	<ul style="list-style-type: none"> • Patient and Family Counselling • In-Patient Hospital Unit (5 East) • Speech Language Pathology office • Medical Daycare Unit
<p>6th Floor</p>	<ul style="list-style-type: none"> • Chemotherapy Treatment Unit • Pharmacy (Monday-Friday, 8:30am-5:00pm) • Offices
<p>BC Cancer Research Centre (BCCRC) 675 W. 10th Ave (directly across the street from BC Cancer)</p>	<ul style="list-style-type: none"> • BC Cancer Library - Open to the public • Java Express <ul style="list-style-type: none"> – Coffee shop where 10% of proceeds are given to the BC Cancer Foundation • BC Cancer Foundation Offices • Gordon & Leslie Diamond Family Theatre • Note: Everything listed is on Level One and is open to the public. All other floors are secure and not accessible
<p>Fairmont Medical Building 750 W. Broadway, 8th Floor is now home to several Ambulatory Care Clinics for BC Cancer</p>	<ul style="list-style-type: none"> • 2nd floor: Parking • 6th floor: Hereditary Cancer Program • 8th floor: Ambulatory Care Clinic Reception • 12th Floor: Late Effects, Assessment and Follow-Up (LEAF) Clinic -Suite 1216

How can I arrange for transportation?

BC Cancer does not offer a transportation program for patients. We encourage you to ask family members and friends to assist you with transportation to the cancer centre.

If you are unable to find a ride to your appointment(s) at the cancer centre, there are other programs which may be able to assist you. Most of these programs require 24-48 hour notice in order to provide service.

In order to provide you with the best care, your appointments require careful coordination. We may not be able to adjust your appointment dates and times to meet the booking requirements of some of these transportation service providers.

If you cannot keep your scheduled appointment, please let us know as soon as possible.

Freemason Volunteer Driver Program

The Freemason Volunteer Driver Program can provide patients with a ride to treatment appointments at the Vancouver centre. Patients must be able to get in and out of a car unassisted in order to use the service. Patients must also be willing to share a ride and to have some flexibility in pick up and drop off times.

To book a ride with the Freemason Volunteer Driver Program please contact them at least 24 hours prior to your appointment at **604.872.2034**

For other transportation options visit the website: www.bccancer.bc.ca/coping-and-support-site/Documents/VCCtransportation.pdf



Ministry of Health 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.

Forms are available from the Information and Admitting desk in the lobby, at the Patient and Family Counselling office, at 2nd floor reception desk, Station A and Station D in Ambulatory Day Care, and at ACCU reception on the 6th floor.

For more information please call: **1.800.663.7100**

Or visit the website: **www.health.gov.bc.ca/tapbc/tap_patient.html**

To book reservations once forms are filled out please call: **1.800.661.2668**

Where can I stay if I'm from out of town?

Canadian Cancer Society Vancouver Lodge

The Canadian Cancer Society Jean C Barber Lodge is undergoing renovations and will re-open in the Fall of 2020. During construction, they will continue to provide accommodation to clients. For accommodation inquiries please contact Reservations: **604.879.9131**

Temporary Address: **1450 West 12th Ave, Vancouver, BC V6H 1M9**

Local Hotels providing reduced rates for cancer patients

If you wish to book a hotel near the Vancouver centre, remember to ask if the hotel has a 'Medical rate' available for cancer patients. For more information about hotels, motels and inns close to the cancer centre, refer to Medical Travel Accommodation Listing **<http://csa.pss.gov.bc.ca/medicaltravel/>**

For more information, or for information on financial assistance, please contact **Patient and Family Counselling** at **604.877.6000, local 672194**

Where can I park?

The entrance to the parkade is off Ash Street at the corner of West 10th Avenue. This is the closest parkade to BC Cancer – Vancouver.

How much does it cost?

Parking charges are \$3.50 per hour with a maximum of \$14.25 per day.

*Rates are subject to change without notice.

What if I'm a long-term BC Cancer patient?

Parking passes for long-term BC Cancer patients are valid only for the period issued and are non-refundable. The pass is applicable for parking in the parkade only and it does not guarantee a spot.

Parking pass long-term patient rates:

- \$51.75 each seven days or portion
- \$103.25 each month or portion

Where do I get this long-term patient parking pass?

Passes can be purchased from the attendant in the booth at the entrance to the parkade.

What ID is required to obtain this long-term patient parking pass?

This rate applies only to BC Cancer long-term patients; please show the Parking Attendant your BC Cancer Appointment Card if requested.

How can I pay?

The parkade accepts debit, credit cards or cash.

Where should I direct my parking pass enquiries?

Please discuss any concerns or issues with the parking booth attendant or call the Metro lot supervisor at **604.417.6545**.

Note: Street parking is limited, but there are other parkade facilities in the area.

Please refer to the map on page 37

What do I need to bring to my first visit?

- Two pieces of ID such as your BC Care Card, driver's license, or other picture identification
- All your prescription, non-prescription, herbal and alternative 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 medical imaging studies such as X-rays, CT, Ultrasound, PET, Nuclear medicine or MRI which you may have on CDs or DVDs that you may have been given by other physicians or hospitals
- A list of any questions you may have
- Any advance care plan directives or documents that you have available to share with your doctor

What happens at my first visit?

During your first visit, expect your appointment to be at least two to three hours. It can be quite overwhelming. Being informed and prepared can help to make the process less overwhelming. The following suggestions may be helpful:

- Bring a family member or friend with you to help gather all of the new information, for company and for support. Volunteers are also available to assist and provide support as needed.
- Have a meal before you come (unless otherwise instructed) and/or bring a snack with you. There is a cafeteria on the first floor which is open 7am to 2pm.
- Be involved in your care. Ask questions and take notes or ask a family member to assist.
- A professional interpreter can be arranged for your appointment. Call Information and Admitting to make arrangements. **604.877.6000 or toll-free 1.800.663.3333, local 676000**
- If applicable, you may be asked to complete the Patient Reported Information and Symptom Management (PRISM) form on our website. Please print and bring this with you to your first appointment.

Report to the Information and Admitting desk on the first floor. If you haven't previously completed the Patient Reported Information and Symptom Management (PRISM) form, you may be asked to do this in the waiting area. If you were not pre-registered by phone, a clerk will help to complete your registration. At this time, you will receive your BC Cancer # (BC Cancer number). Please note this number on the inside front cover of this booklet for future reference.

Next you may be assisted by a volunteer to the Ambulatory Care Unit (ACU) on the second floor. An oncology nurse and physician will discuss your medical history with you and conduct a physical exam. An oncologist (a cancer specialist) will review this information along with your reports and records in your file. The oncologist will then meet with you and your family to review your case, discuss your treatment choices and plan for your ongoing care.

The oncologist may arrange for additional blood tests, x-rays, and/or other medical imaging studies. You may need to wait for these results before the best treatment can be decided for you.

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

At the end of your visit, your next appointment will be given to you or mailed to your home. Sometimes, no further appointment is needed at BC Cancer and you will be referred to your family physician for follow up care.



Who may 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 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 **general practitioner in oncology (GPO)** is a family doctor that has completed a BC Cancer training program and has an increased knowledge of cancer.

Name: _____

Contact Information: _____

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

Name: _____

Contact Information: _____

Other members of your interdisciplinary team may include:

- Dentists
- Dermatologists
- Dietitian
- Occupational Therapist
- Oncology Nurse
- Palliative Care Specialists
- Pathologist
- Pharmacist
- Physiotherapist
- Psychiatrist, Social Worker and Counsellor
- Radiation Therapist

This list is not exhaustive. Note that there may be other health care professionals involved in your care.

What kinds of questions can I ask my doctor?

Cancer centres and other healthcare facilities are very busy places. Although you will have a doctor that is taking the lead on your care, sometimes you will see other doctors, and there may be several healthcare providers all caring for you at the same time. This group of professionals communicate regularly about you. 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 36 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?
- Will I always see the same doctor?
- Who are residents or fellows?
- How do I consent for treatment or research?
- Can I have my labs taken the day before, or does it need to be the same day?
- 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?
- What is a complementary therapy?
- What is an alternative therapy?
- Could a palliative approach to care be right for me?
- 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?
- How does being a smoker affect my treatment?
- Who should I contact if I have additional questions?

I have a question – who should I call?

There are no emergency care facilities at Vancouver centre. If you require emergency medical attention, please call 911 or go to your local emergency department.

I am having symptoms from my treatment (e.g. nausea, diarrhea, rash/ radiation skin reaction) – what should I do?

I missed a chemo pill, should I take another?

How do I take my anti-nausea medication?

I think I have a fever, what should I do?

I have finished treatment but am having new symptoms, who should I talk to?

604 877-6025 Patient Care Nurse Helpline
Monday to Friday 8.30am–5.00pm

*The line is regularly monitored by a registered nurse who will return your call. If you require emergency medical attention, please call 911 or go to your local emergency department.

BC Cancer – Vancouver does not have an emergency room on site.

It's after 5pm and I'm having treatment side effects. Who do I call?

604.877.6000 and press 1

*this goes to our inpatient unit. The doctor on call will discuss your treatment side effects.

What should I eat?

Before treatment starts, dial 8-1-1 directly to speak with the Oncology Dietitian at Health Link BC, Monday to Friday, 9 am – 5 pm. During treatment, call 604.877.6000, ext. 672013 to speak with a BC Cancer Dietitian, Monday to Friday, 9 am – 4 pm

When am I supposed to come...

See the doctor? For chemotherapy? For radiation?

I need to get my blood work done. How do I get my lab requisitions?

604.877.6218 Appointment Line Monday to Friday 8am–4.30pm

Can I get a prescription refill?

Can I ask my doctor questions about my treatment plan?

What are my test results?

604.877.6000 Extension:

Doctor's secretary: Monday to Friday 8am–4pm

I need my health records, how do I get a copy?

Can I get my insurance forms filled out?

604.877.6000 x 672334

Release of Information Monday to Friday 8am–3.45pm

Can I get advice on finances?

604.877.6000 x 672194

Patient and Family Counselling Monday to Friday 8:30am–4:30pm

What if I and/or my family need some emotional support?

604.877.6000 x 672194

Patient and Family Counselling Monday to Friday 8:30am–4:30pm

When can I pick up my chemo pills?

604.877.6135

BC Cancer Pharmacy Monday to Friday 8:30am–5pm

Can I take a herbal remedy while receiving chemotherapy or radiation treatment?

Will my new medication interact with my chemo?

604.877.6000 x 672235

Pharmacy drug information line Tuesday to Friday 8:30am–5pm

Who do I call if I'm on a clinical trial?

Call your clinical trials nurse directly at the number she/he has provided.

What resources are available to me?

Stopping Smoking and Cancer Treatment

Stopping smoking can improve the outcomes of your treatment and recovery. It is best to stop as soon as you can, for example, at the time of diagnosis.

When you stop you can expect:

- A better overall response
- Better outcomes with some treatment drugs and/or radiation
- Reduced risks of re-occurrence
- Reduced incidence of second primary cancers
- Increased survival rate
- A reduction of perioperative risks of general anesthesia
- A positive effect on wound healing

For support to stop smoking contact: www.Quitnow.ca

- A pharmacist to receive your free three month supply of nicotine replacement products. Available products include the gum, patch, lozenge and inhaler. Three month supply available on an annual basis.
- Your doctor to assess, discuss and access medication including Champix and Bupropion. These products may be subsidized through Fair Pharmicare and/or your health benefits plan.

The QuitNow website outlines the variety of support that is available and free to all BC residents. You will find on-line planning tools, access to individual and group telephone counselling, text support messaging, information about free nicotine replacement therapy products and subsidized medications, access to group discussion forums and a variety of additional helpful resources.

Please refer to page 26 for additional resources.



Resources at BC Cancer:

BC Cancer Emotional Support Resources

Every experience with cancer is unique – whatever you're feeling, we're here to support you. Would you like to connect with a professional? Would you like to speak with someone who has had the same type of cancer as you?

If you are experiencing:

- Difficulties with your day-to-day activities
- Changes in your sleeping or eating habits
- Having persistent feelings of anxiety or depression
- Severe financial hardship
- Difficulty dealing with these feelings and changes on your own

For more information about resources available for you, visit:

www.bccancer.bc.ca/health-info/coping-with-cancer/emotional-support

www.bccancer.bc.ca/our-services/services/support-programs

uncertain

angry

hopeful

relieved

worried

ANXIOUS

CALM

Every experience with cancer is unique.

Whatever you're feeling we're here to support you.

Visit bccancer.bc.ca/our-services for more information

Ethics consultation: Are you facing a difficult medical decision?

The PHSA Clinical Ethics team provides confidential support to patients and families facing difficult medical decisions.

We do not make decisions for you. We meet with patients, families and/or healthcare teams to identify and help balance different interests & values. We provide the opportunity for a discussion that is safe, respectful and fair.

Call us at **604.875.2360** or toll-free (within BC) **1.888.300.3088 x 2360** to make an appointment for an ethics consultation.

You may refer yourself to a clinical ethicist or ask your health care team to refer you. For more information visit:

www.bccancer.bc.ca/our-services/services/clinical-ethics.

BC Cancer Library and Cancer Information Centre

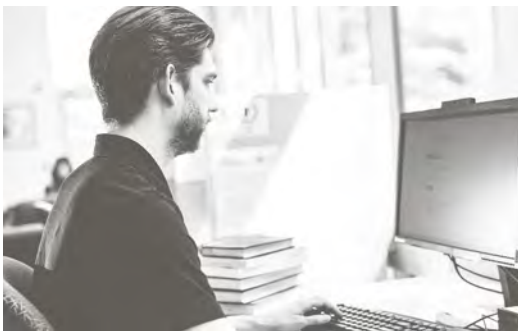
BC Cancer offers free information services to patients, their families, and members of the public living in BC and the Yukon. Library staff can help you find information on: cancer treatment, clinical trials, coping with cancer, relaxation techniques, etc. The Library has information for children and information in other languages.

You can register and borrow books and audiovisuals (DVDs, videos, CDs) for four weeks at a time. Library materials can be mailed to borrowers outside the lower mainland with free return mailing labels. The library offers e-books on many topics and can also help you find reliable and accurate internet sites.

www.bccancer.bc.ca/library

email: library@bccancer.bc.ca

Library resources for patients are housed both in the Cancer Information Centre (CIC) in the clinic lobby and also in the Library, across the street on the main floor of the BC Cancer Research Centre - 675 W. 10th Ave. Patients and their families are welcome to use both collections. Please refer to page 36 for further contact information.



Life After Cancer

It takes time to find a “new normal” after cancer treatment. Cancers and cancer treatments can have long-lasting effects. Survivorship resources and services are intended to help a person cope with their new normal, while also ensuring their health care providers have the education, tools, and resources they require to provide high quality care to cancer survivors. Visit the Life After Cancer section of our website for more information.

www.bccancer.bc.ca/health-info/coping-with-cancer/life-after-cancer

The Late Effects, Assessment and Follow-up (LEAF) Clinic provides long-term follow-up care for adults who survived childhood cancers. The Clinic serves the entire province of BC. People treated for cancer as children may be at risk for health problems later in life. These health problems are called late effects. The LEAF Clinic team will give you information about your past cancer treatments, provide advice about late effects, make referrals for you for required tests and specialty services,

www.bccancer.bc.ca/our-services/services/support-programs provide advice about income, education and work, and support you and your caregivers.

For more information about the LEAF Clinic, visit: **www.bccancer.bc.ca/our-services/services/late-effects-assessment-follow-up**

Clinical Trials

Clinical Trials are research studies that involve people. They are the final step in a long process that begins with research in a lab and after many years of testing, become available to patients in clinical trials. Only the most promising new treatments reach the clinical trial stage. Treatments used today are the result of past clinical trials. In cancer research, clinical trials are designed to answer questions about new ways to:

- Treat cancer
- Find and diagnose cancer
- Prevent cancer
- Manage symptoms of cancer

The choice to enter a clinical trial rests completely with each patient as does the decision to withdraw from the study at any time. If you wish to stop the treatment, for whatever reason, your care will not change or be compromised by your decision. Choosing to join a clinical trial is a decision only you can make, but you may want to discuss it with those close to you, and your doctors and nurses. As a treatment option, a clinical trial has possible benefits as well as drawbacks. Your doctors will know which trials are available and will advise whether you meet the eligibility criteria set out in the study.



Interpreters

If required, are booked for you by Information and Admitting when you are contacted for your first appointment. Please refer to page 36 for information.

Nutrition Services

Nutrition is important at all stages of your cancer care. Eating well gives you energy, helps you feel better and keeps your body strong so that you can better manage side effects from treatment. It will also help you heal and recover after treatment. If you are having difficulty eating or drinking, or if you are losing weight during treatment, ask your nurse or doctor to make a referral to the dietitian.

You can:

- Make an office or telephone appointment for individual counseling. Please refer to page 36 for contact information.
- Visit our webpage for nutrition information and resources:
www.bccancer.bc.ca/health-info/coping-with-cancer/nutrition
- Call the Oncology Dietitian at Health Link BC to answer general nutrition questions.

Call 8-1-1, Monday to Friday, 9 am – 5 pm.

Pain and Symptom Management/Palliative Care

All cancer patients, including those who may be cured, are welcome to request a referral to the Pain and Symptom Management/Palliative Care service from any of their health care providers. Palliative care is an approach that improves the quality of life of patients and their families facing the problems associated with life-threatening illness. This care encompasses 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, to cope with other physical problems related to cancer (for example; severe nausea, shortness of breath or fatigue), and for help with emotional and social concerns that occur in living with cancer.

Usually oncologists initiate referrals, but we welcome referrals from other BC Cancer staff, family doctors, and other specialists, and directly from patients and family members. Please refer to page 36 for contact information.

Palliative care:

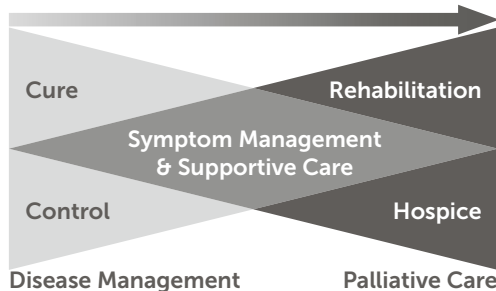
- supports the best possible quality of life for the longest possible time
- can begin at the start of a serious illness and be given alongside treatment designed to combat the disease
- may extend life and provide better quality of life
- provides relief from pain and other symptoms
- often allows seriously ill patients to avoid trips to hospital and spend more time at home with loved ones
- is available to ALL people with advanced serious illness

Hospice:

- is a type of palliative care for people in the final months of life
- can improve quality of life and is an important source of care and comfort for patients and their families

Palliative care and hospice

Palliative care and hospice can be received at home, in the hospital, through an outpatient clinic and in other settings. As part of a patient-centered approach, palliative care (including hospice) allows patients and loved ones to make plans that reflect their goals and preferences.



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. 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, including helping children to cope, assisting with treatment decision making, as well as hospice and end of life care and concerns. Assistance and information concerning transportation, community services, interpreters, financial assistance, prescription costs, returning to work and other practical resources are also available.

www.bccancer.bc.ca/health-info/coping-with-cancer

Please refer to page 36 for contact information.



Pharmacy

Pharmacy provides a full range of services for both inpatients and outpatients. BC Cancer approved outpatient cancer treatment medications are provided free of charge at the Pharmacy on the 6th floor. Pharmacy also provides medications for intravenous administration and for patients admitted to the inpatient unit. Medication counselling, medication review, and drug information services are also provided for both outpatients and inpatients. A Drug Access Navigator is available to provide help to patients.

Patients may use medicinal cannabis extracts for symptom management on BC Cancer premises, but smoking and vaporization are not permitted. Please see the BC Cancer website for information about medicinal cannabis for symptom control

The outpatient pharmacy is open for service Monday to Friday from 8:30am to 5:00pm. (closed on stat holidays)

Please refer to page 36 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 who have experienced cancer and 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. Prevention is the very first stage in the continuum of cancer care that BC Cancer 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, as well as run programs such as Healthy Living Schools, Sun Safe Daycares, and Stop Smoking Before Surgery, in partnership with regional health authorities.

- Our main website is located at:
www.bccancer.bc.ca/health-info/prevention-screening/prevention
- For information on Sun Safety, visit the interactive website at:
www.suntips.ca
- Our interactive award winning youth oriented site is located at:
www.hi5living.org



Speech Language Pathology

Speech Language Pathology: Cancer and its treatments can affect swallowing, voice, speech, language and overall quality of life. While these effects are most common for patients with head and neck cancers, these can occur with other types of cancer too. Speech Language Pathologists (SLPs) are professionals who can help you manage your communication and swallowing issues, whether they are temporary or long- term. Services can include:

- Testing your swallowing, speech, and voice (before, during, and after treatment)
- Working with you to create a personalized therapy plan to maximize functional outcomes
- Counselling and education for you and your families before and throughout your cancer treatment journey

Please refer to page 36 for contact information.

Support Groups

Patients and family members can attend support groups offered in any of the Lower Mainland cancer centres. Please contact the Patient and Family Counselling Services for more information.

www.bccancer.bc/supportprograms

Please refer to page 36 for contact information.



Telehealth

Telehealth is the use of technology such as video conferencing to provide health care services. Arranged from a medical facility in your community, telehealth enables you to see and speak with 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 please go to **www.phsa.ca/telehealth-site**

To see if they are appropriate for you, please discuss with your health care professional.

Volunteer Services

Volunteer Services provides patients and their families with access to dedicated assistance when you visit the centre. Volunteers have undergone a screening process along with orientation and training. Volunteers provide wayfinding support, information about programs and services, access to a mobile Comfort Cart with complimentary coffee/tea, as well as offer conversational support. You may see Green vested volunteers throughout the centre so feel free to ask for assistance as needed.

Volunteers can assist with:

- Head coverings, Blankets and Slippers – these items are newly made by volunteers and made available at no charge to cancer patients. The items come in various colours and styles and are available in the volunteer office room 1411, on the chemotherapy floor and in the Cancer Information Centre in the main lobby.
- Comfort Cart services – a mobile trolley serving complimentary coffee/tea to patients and their families and providing an opportunity for the purchase of convenient snack items.
- Assistance with access to the coin operated wheelchairs available on loan as needed. These wheelchairs are available on Level 1, 2 and 3 near the parkade entrance doors.



Resources in the Community:

Peer Support/Canadian Cancer Society

Peer Support puts you in touch with someone who's been there. This free and confidential telephone service gives adults 18 years and older who have been diagnosed with cancer or who are caring for someone with cancer connect one-on-one with a trained volunteer who has had a similar cancer experience. Peer support volunteers listen, offer encouragement and share ideas for coping. To receive a phone call from a volunteer, clients first register online at match.cancer.ca, where they can select a volunteer by identifying the things they'd like to have in common. To learn more about the program, go to match.cancer.ca.

Email: match@cancer.ca

Call: 1.888.939.3333

CancerConnection.ca/Canadian Cancer Society

Through our online community CancerConnection.ca/ParlonsCancer.ca – where you can share your experiences and build supportive relationships. This forum is lightly moderated and features webinars on a variety of topics relevant to people living with cancer including physical activity, complementary therapies etc. Webinars are available on demand.

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. Service in Chinese is available Tuesday and Thursday from 6:30pm-8:30pm.

Email: cancerinfo@bc.cancer.ca

Call: The Canadian Cancer Society at 1.888.939.3333

Wigs and Breast Prosthesis - Canadian Cancer Society

The Canadian Cancer Society offers patient access to a wig and breast prosthesis bank. There is a complimentary selection of used wigs in a variety of colours and styles as well as breast prostheses that are available to patients. This has been temporarily moved to 1450 West 12th Ave, Vancouver during the renovation of the Jean Barber lodge. (until fall 2020).

Call: 1.888.939.3333 or

Email, Wigs: wigs@bc.cancer.ca

Email, Breast Prostheses: breastprosthesisbankvancouver@bc.cancer.ca

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

You can learn about health topics, check your symptoms, or find health services and resources near you on their web site. Call **8-1-1** for symptom advice, 24/7, every day of the year.

Frequently asked questions

How does BC Cancer relate to my family doctor?

Your family doctor will receive 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 the Ambulatory Care Unit Reception.

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 Admitting desk if you have questions or concerns or see your family doctor.

Please refer to page 36 for contact information.

How can I email BC Cancer or my oncologist?

BC Cancer does not have a general email address for clinical or appointment queries. Please discuss the options for email contact with your specific oncologist. Please do not use the "Contact Us" form on the BC Cancer website as that is for general enquiries only. Appointment changes must be made via the Appointment Booking telephone line.

What if I need to change or confirm an appointment?

To change or confirm an appointment please call the Ambulatory Care Unit Appointment Booking line.

Please refer to page 36 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.

How can I arrange to refill my prescription?

First call the Pharmacy where your prescription was filled (BC Cancer Pharmacy or local). If refills are not available, please call your oncologist's secretary. Please refer to page 36 for contact information.

Why is there a wait between my lab (blood draw) and my oncologist appointment?

If you have lab work done outside of BC Cancer, it may take several days for your oncologist to receive the results.

If you have lab work done at BC Cancer, it can take between 1.5 to 2.5 hours for your oncologist to receive the results.

Can I smoke at the centre?

BC Cancer and grounds are strictly a “non-smoking” environment.

Patients may use medicinal cannabis extracts for symptom management on BC Cancer premises, but smoking and vaporization are not permitted.

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 either the Vancouver centre or Fairmont building, with the exception of those areas with signage indicating cell phones may not be used.

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

Can I wear scent?

BC Cancer 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 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 healthcare 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;
- Or if you are unsure 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):
 - From Vancouver call: 604.683.7151
 - From the rest of BC call toll-free: 1.800.663.7100
- 3) Visit: The Pharmacare website at:
<https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents>
 - 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 BC Cancer, 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 legislation authorize us to use and share your personal information for these reasons:

- To identify you and keep in contact with you about your healthcare
- 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 healthcare
- 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 healthcare professionals and their support staff, or healthcare 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 36 for contact information for the Release of Information Office.

eHealth and your information

eHealth is a provincial initiative that allows certain aspects of your health information to be accessed by authorized healthcare 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



Advance Care Planning

Advance Care Planning is one part of broader personal planning.

Personal planning can cover many topics, but Advance Care Planning relates specifically to health-care decision making.

Advance Care Planning (ACP) is a way for you and your family to prepare to make decisions about your future health care. It involves understanding and sharing your values, beliefs and wishes regarding health and personal care with those close to you and your health-care provider. It also involves determining who would make health-care decisions for you if you cannot. This information is used during conversations with health-care providers about the treatments and care you receive, to help you get the care that's right for you. (BC Centre for Palliative Care).

Please see the following resources that are available:

1. BC Cancer website (www.bccancer.bc.ca):

This website has resources that can be accessed by searching the term "advance care planning" in the search box.

The BC Cancer Patient & Family Counselling program offers counselling services to cancer patients and family members. Visit www.bccancer.bc.ca for contact information.

The BC Cancer Pain & Symptom Management program offers support you and your family with emotional and social concerns that come with living with cancer and can assist with care planning and decision-making, especially around transitions.

2. BC Centre for Palliative Care

The BC Centre for Palliative Care provides leadership for best practices, research and education in advance care planning, serious illness conversations, integration of a palliative approach to care, and building compassionate communities.

To learn more about advanced care planning, including information, further resources and events around the province visit:

www.bc-cpc.ca/acp.

3. Nidus Personal Planning Resource Centre and Registry

Nidus is a non-profit charity, personal planning centre and registry.

For more information visit: www.nidus.ca/

Glossary of terms

Ambulatory Care Chemotherapy Unit (ACCU)

An outpatient unit where chemotherapy drugs are administered intravenously.

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.

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 their degree of difference from normal cells.

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.

Late Effects

Side effects that occur more than five years after cancer diagnosis

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 can be 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 requires the use of safe injectable tracers to help detect certain diseases, such as cancer, in the body. When combined with Computed Tomography (CT), this medical technology enables improved diagnosis of disease and enhanced treatment planning allowing for the most appropriate and effective choice of therapy.

Radiation Therapy

The use of radiation (high-energy rays) to kill or shrink tumour cells. Used to treat some 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.

Survivorship

In cancer, survivorship focuses on the health and life of a person with cancer, from diagnosis onward. It covers the physical, psychosocial, and economic issues of cancer. Survivorship includes issues related to follow-up care, effects of treatment, second cancers, and quality of life. Family members, friends and caregivers are also part of the survivorship experience.

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 to indicate whether a particular treatment has reduced the size of a known tumour, or whether a tumour is growing.

Ultrasound

Ultrasound is a medical imaging technique that produces images of inside the body without use of X-rays or radioactive materials. The ultrasound technologist uses a probe that emits and receives high frequency sound waves over the skin to create images read by a radiologist.

BC Cancer – Vancouver contact list

BC Cancer does not correspond about patient care via email – please call the numbers below to discuss your appointments and treatment.

Ambulatory Care Unit Appointment Booking

Call this number for booking, cancellation, or questions regarding radiation therapy and systemic (chemo) therapy appointments

604.877.6218 or toll-free 1.800.663.3333, x 676218

BC Cancer Library Call this number for any questions regarding library resources

604.675.8001 or toll-free 1.888.675.8001, x 8001

Information and Admitting Desk Call this number for all issues regarding your

initial appointment 604.877.6000 or toll-free 1.800.663.3333, x 676000

Nutrition 604.877.6000, x 672013 or toll-free 1.800.663.3333, x 672013

Pain and Symptom Management/Palliative Care 604.877.6000 or

toll-free 1.800.633.3333, x 672645

Patient and Family Counselling Services 604.877.6000 or

toll-free 1.800.663.3333, x 672194

Patient Care Nurse Line Call this number with any medical inquiries for a

registered nurse in Radiation Therapy or Systemic (Chemo) Therapy

Monday-Friday, 8:30am–4:30pm (except statutory holidays) 604.877.6025 or

toll-free 1.800.663.3333, x 676025

If you are experiencing treatment side effects out of regular business hours, please call: 604.877.6000

Pharmacy For information about your prescription, such as refills, please call

604.877.6135

Pharmacy Drug Information Line For non-urgent questions about your drug

therapy or complementary therapies, 604.877.6098 x 672235

Tuesday-Friday, 9:00am-5:00pm

Pharmacy Drug Access Navigator For assistance in drug coverage, please call

604.707.5983

Release of Information Call if you require a copy of your health record

604.877.6000 or toll-free 1.800.663.3333, x 672334

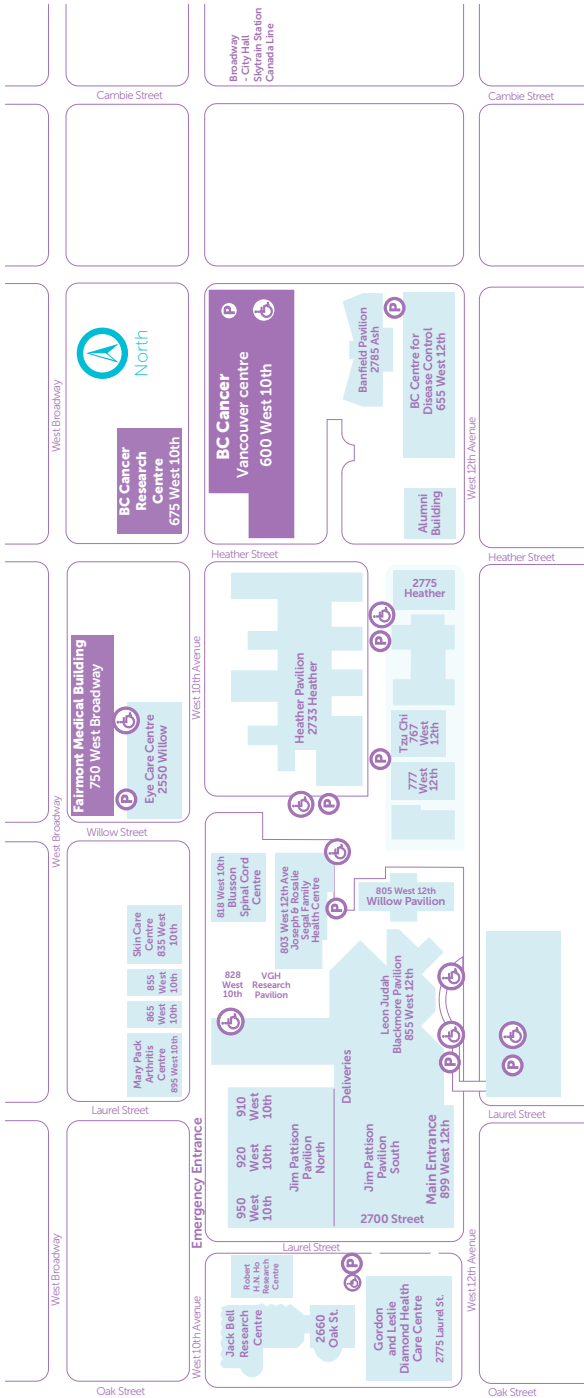
Speech Language Pathology Call if you require a copy of your health record

604.877.6000, x 676268 or toll-free 1.800.663.3333, x 676268

BC Cancer – Vancouver Switchboard Call this number to be directed to any

department within BC Cancer 604.877.6000 or 1.800.663.3333

Where is the BC Cancer centre where I will receive treatment?





Provincial Health Services Authority

BC Cancer Centres

Abbotsford

32900 Marshall Road
Abbotsford, BC V2S 0C2
604.851.4710 or toll-free 1.877.547.3777

Prince George—Centre for the North

1215 Lethbridge Street
Prince George, BC V2M 7E9
250.645.7300 or toll-free 1.855.775.7300

Surrey

13750 96 Avenue
Surrey, BC V3V 1Z2
604.930.2098 or toll-free 1.800.523.2885

Kelowna—Sindi Ahluwalia Hawkins Centre

399 Royal Avenue
Kelowna, BC V1Y 5L3
250.712.3900 or toll-free 1.888.563.7773

Vancouver

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

Victoria

2410 Lee Avenue
Victoria, BC V8R 6V5
250.519.5500 or toll-free 1.800.670.3322

BC Cancer Research

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