



Provincial Health Services Authority

# GUIDEBOOK FOR PATIENTS

## BC Cancer – Abbotsford

BC Cancer – Abbotsford  
32900 Marshall Road  
Abbotsford, B.C.  
[www.bccancer.bc.ca](http://www.bccancer.bc.ca)



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BC Cancer Patient Number: \_\_\_\_\_

Important Contacts: \_\_\_\_\_

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# 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

The Ministry of Health, Provincial Health Services Authority (PHSA), five regional health authorities, and First Nations Health Authority (FNHA) share responsibility for ensuring all health care programs are effectively and efficiently planned, delivered, monitored and evaluated on behalf of the residents of British Columbia.

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

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



# 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 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
- New skin rash (e.g. Shingles)

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

Please inform your health care 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 health care providers for information on how to hand wash.**

# BC Cancer–Abbotsford floor-by-floor services/facilities

<p><b>Level 0</b></p>	<ul style="list-style-type: none"> <li>• Radiation Therapy Reception</li> <li>• Radiation Therapy Units 1-4</li> <li>• CT Simulator Room</li> <li>• Brachytherapy Suite</li> <li>• Patient Review</li> </ul>
<p><b>Level 1</b></p>	<p><b>Sumas Wing:</b></p> <ul style="list-style-type: none"> <li>• Wayfinding / Information Desk</li> <li>• Wig &amp; Head Covering Centre / Volunteer Services</li> <li>• BC Cancer Foundation Office</li> <li>• Patient Family Centre</li> <li>• Wheelchair Access</li> <li>• Parking Meters</li> </ul> <p><b>Fraser Wing:</b></p> <ul style="list-style-type: none"> <li>• Library Services</li> <li>• Release of Information</li> <li>• Bank Machine</li> <li>• Pay Phones</li> <li>• Wheelchair Access</li> <li>• Parking Meters</li> </ul> <p><b>Lobby/Atrium:</b></p> <ul style="list-style-type: none"> <li>• Starbucks</li> <li>• Pharmasave</li> <li>• Artichokes (Restaurant/Cafeteria)</li> <li>• Cashier</li> <li>• Sacred Space</li> <li>• Hospital Gift Shop</li> </ul>
<p><b>Level 2</b></p>	<p><b>Sumas Wing:</b></p> <ul style="list-style-type: none"> <li>• Reception</li> <li>• General Clinics             <ul style="list-style-type: none"> <li>– Pain and Symptom Management Clinic</li> <li>– Radiation Oncology</li> <li>– Medical Oncology</li> <li>– Patient Support Clinic</li> </ul> </li> <li>• BC Cancer Breast Screening</li> </ul> <p><b>Fraser Wing:</b></p> <ul style="list-style-type: none"> <li>• Diagnostic (Medical) Imaging</li> </ul>

**Level 3**

**Sumas Wing:**

- Patient and Family Counselling
- Nutrition Services
- Hereditary Cancer Program
- Systemic Therapy Unit
- Pharmacy

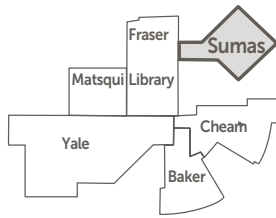
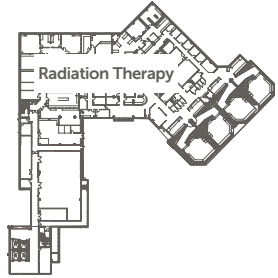
**Fraser Wing:**

- Lab
- General Daycare

**Level 4**

- Administration

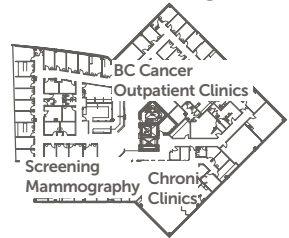
**Level 0 Sumas Wing**



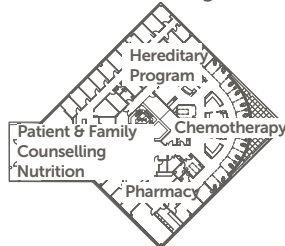
**Level 1 Sumas Wing**



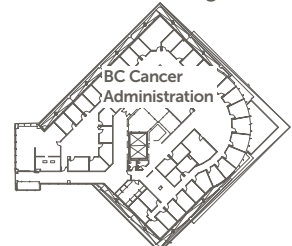
**Level 2 Sumas Wing**



**Level 3 Sumas Wing**



**Level 4 Sumas Wing**



# How can I arrange for transportation?

## HandyDart

If you have a disability and are unable to use public transit without assistance, you may be eligible to use HandyDart. It is a fee-for-service program. In order to use HandyDart you must be registered through BC Transit. Call **604.855.0080** for more information.

## Transit

You can visit the Translink website to find schedules and maps to plan your route [www.translink.ca](http://www.translink.ca) and click on 'schedules and maps' to plan your route. **Route 5** stops on Marshall Road, in front of the hospital.

For more information on transportation options, please visit [www.bccancer.bc.ca/abbotsfordtransportation](http://www.bccancer.bc.ca/abbotsfordtransportation)

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

Local hotels that may provide reduced rates for cancer patients. Please inquire directly or contact Patient and Family Counselling at **604.851.4733** for more information.





# Where can I park?

There is pay parking available at the Abbotsford Regional Hospital and Cancer Centre. Handicap spots are available by the main entrance as well as at the taxi waiting area. BC Cancer patients are eligible to use the senior's discounted parking rate. Parking is available as indicated on the map below and includes overflow visitor parking in half of lot C.

## Payment/Parking enquiries

The machines accept credit cards or cash (exact change required). Rates are subject to change. For current rates or enquiries, please call **1.877.909.6199** and indicate your enquiry is regarding **Lot #1525**.

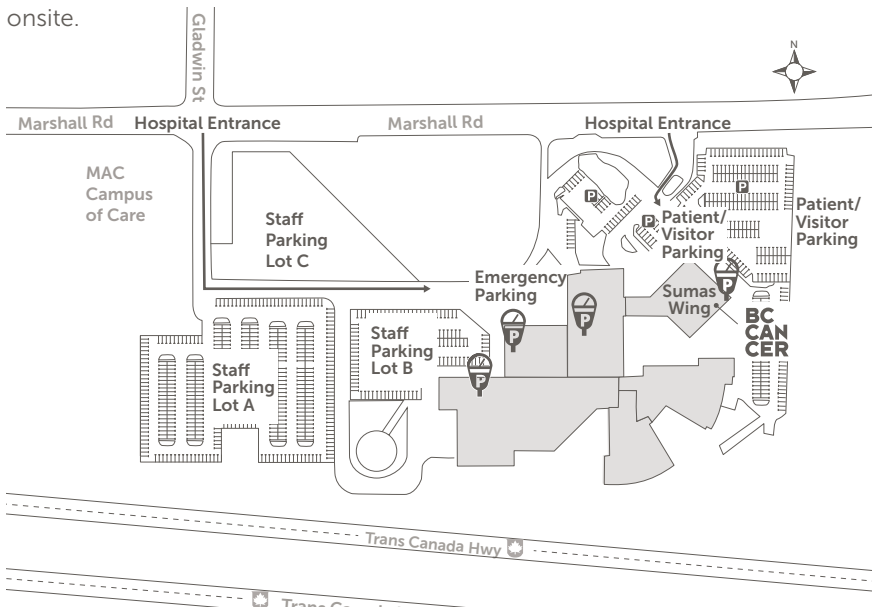
## Parking passes for long-term, BC Cancer patients

These passes are valid only for the period issued and non-refundable. The pass is applicable for parking on the Abbotsford Regional Hospital and Cancer Centre property only and does not guarantee a spot. Passes can be purchased from the parking paystations. BC Cancer patients are eligible for the senior's rate.

## What ID is required?

As this rate applies only to BC Cancer long-term patients, please show your BC Cancer Appointment Card if requested, to the parking ambassador.

\*Parking fees are redirected into patient care at Fraser Health and BC Cancer onsite.



# BC Cancer is a scent-free environment

Please avoid the use of colognes, perfumes and other scented personal care products in our facilities



Heavily scented flowers, such as lilies, are not permitted. Please avoid the use of colognes, perfumes, and other scented personal products in our facility.

## Did you know that:

- Personal care products contribute to the overall accumulation of pollutants in the workplace air
- Personal care products may cause allergic reactions in some patients and staff members
- The incidence of allergies and respiratory related medical conditions is on the increase across North America
- Studies have shown that personal care products such as perfume, cologne, hairspray and scented lotions can contribute to allergies and respiratory distress, otherwise known as Reactive Airways Dysfunction Syndrome (RADS)

## Some of the effects are:

- Headaches
- Eye irritations
- Sore throats
- Respiratory distress

# 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 or pharmacist 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
- Any Advance Care Plan directives, representation agreements or documents

## Do you wish to photograph/videotape/record your care experience?

Before taking photos/video or recording, please ask your health care provider. All requests to photograph/video or record must meet the PHSIA consent and confidentiality requirements. We will do our best to support your request. However, please be aware that should approval be given and an unforeseen issue develop we may ask you to stop recording or taking photos.

# Who may be on my healthcare team?

**Your health care team is a group of health care 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.

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

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.

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

Other members of your interdisciplinary team may include a(n):

- Oncology nurse
- Pharmacist
- Psychiatrist, psychologist or counsellor
- Radiation therapist
- Registered dietitian
- Social worker
- Volunteer



# What kinds of questions can I ask my health care team?

Cancer centres can be very busy places. There may be several health care providers caring for you at once. You may need many tests and you might feel that the amount of information is overwhelming or unclear. Don't be afraid, embarrassed, or hesitant, to ask questions or to have information be repeated. It can also be helpful to bring along a family member or friend to take some notes. It is important for you to be involved in decisions that affect your care; we want you as an active member of the team.

## 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?
- What is a complementary therapy?
- What is an alternative therapy?
- 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 having treatment?
- Are there any symptoms that I should report right away?
- 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 BC Cancer–Abbotsford

#### **CAMEO (Complementary Medicine Education & Outcomes Research Program)**

If you are using or considering using a complementary therapy, it is important to talk to your health care team, such as your nurse, oncologist and family doctor. Knowing about all the therapies you are using allows health care providers to provide care that is comprehensive and safe. It is also important to have a plan about how you will monitor your use of a complementary therapy to see if it is meeting your goals and not causing any side effects.

The Complementary Medicine Education & Outcomes (CAMEO) Research Program was developed as a result of a joint research project of the University of British Columbia School of Nursing and BC Cancer. CAMEO has developed evidence-informed information about complementary and alternative medicine (CAM) for people living with cancer and health care providers. The CAMEO website [www.cameoprogram.org](http://www.cameoprogram.org) contains useful links to credible, evidence-based CAM websites and tools like the CAM and Cancer in Canada information booklet, a CAM use diary to help people make evidence-informed CAM decisions, as well as links to CAM and cancer-related research projects.

#### **Cancer Information Centre/Library**

BC Cancer offers library and information services to patients, their families, members of the public, and health care professionals. The library will help you find information on: cancer treatment, clinical trials, coping with cancer, information for children, cancer information in other languages, relaxation techniques, etc. The library is located in the atrium beside the main entrance. You can find additional information on our website under 'our services'.

Call this number for any questions regarding library services  
**604.851.4710 x 646825 or toll-free 1.877.547.3777, x 646825**

#### **Communities Oncology Network**

The Communities Oncology Network is a collaborative voluntary partnership that supports some aspects of delivery of cancer care with 19 community-based community cancer centres, six community-based community cancer services and 12 consultative clinics across the province in conjunction with the regional cancer centres and the systemic and radiation programs. The network also supports appropriate delivery of cancer patient care and support in 33 other community hospitals.

## Ethics Consultation

The Ethics Committee helps individuals involved in a difficult situation to examine the issue by considering all perspectives and options. If you need this service, contact any member of your health care team or alternatively, you may find an ethics pamphlets in our waiting rooms.

## Interpreters

If you require interpretation services, please inform your health care provider.

## Nutrition Services

Good nutrition is important in cancer care in order to help you maintain your weight and energy. Registered dietitians are available by appointment Monday to Friday. Advice can also be given by telephone. If you are having difficulty eating, drinking, losing weight or have any nutritional concerns during treatment, ask your nurse or doctor to refer you to one of our dietitians. Additional resources can be found on our website [www.bccancer.bc.ca](http://www.bccancer.bc.ca) under 'our services'.



## 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.

### Palliative care:

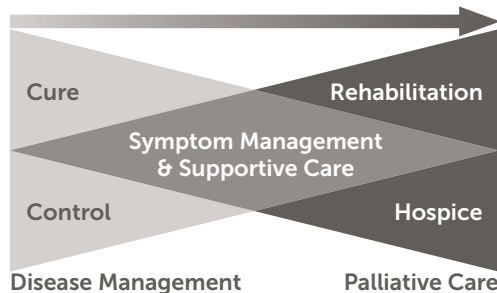
- Supports the best possible quality of life for the longest possible time
- Can begin at the start of a serious illness and be given alongside treatment designed to combat the disease
- May extend life and provide better quality of life
- Provides relief from pain and other symptoms
- Often allows seriously 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-centred approach, palliative care (including hospice) allows patients and loved ones to make plans that reflect their goals and preferences.





## Patient and Family Counselling

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. We counsel patients, caregivers, couples and families, and offer group support programs. This can include discussion and planning regarding how to inform your loved ones, assist 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.

Members of the Patient and Family Counselling Services include: **psychiatrists, psychologists, social workers** and **counsellors**. They can help you and your family understand, manage, and cope with feelings, thoughts, worries and behaviours. In addition, they can provide or refer you to counselling, support groups, financial assistance and other resources.

Please contact the Patient and Family Counselling Department at **604.851.4733** between the hours of 8:30 a.m. – 4:30 p.m. to make an appointment.



## Patient Family Centre

The Patient Family Centre provides a comfortable, warm and inviting environment for all patients (both BC Cancer and Fraser Health) and their families coping with a diagnosis of cancer. It includes education and reflection areas, including a pamphlet display wall, comfortable chairs for rest and reflection, and a teaching space.

The Patient Family Centre is conveniently located on the main floor of the Sumas Wing, easily accessible from either the main hospital entrance or the cancer centre entryway.

## Pharmacy

Pharmacists will counsel patients on their *new* take home chemotherapy medications explaining how they work and what side effects may be experienced. Pharmacists may call patients to come in for an appointment. The appointment time is used to obtain a best possible medication history. The medication history is used to identify drug-related problems between the medications you have been taking, including all prescription, non-prescription, herbal and alternative drugs, and your chemotherapy medications.

Please call the Pharmacy approximately one week before you need your prescription refilled. The pharmacy staff can tell you if you need to see your doctor for a new prescription. The pharmacy can also fill the prescription ahead of time, so you will not have to wait for it to be filled when picking it up.

For prescription renewals:

Call **604.851.4709** or toll-free **1.877.547.3777 x 644709**

**Pharmacy hours: Monday-Friday 8:30 a.m. – 4:30 p.m.**

**The pharmacy is closed statutory holidays and weekends.**

## Prevention Programs

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.

On our website **[www.bccancer.bc.ca](http://www.bccancer.bc.ca)** search under 'our services'

- For information on sun safety, search for "Sun Safety" on the BC Cancer website
- Our interactive award winning youth oriented site can be found by searching **[hi5living.org](http://hi5living.org)** on your web browser.

## Provincial Survivorship and Primary Care Program

Survivorship is a key component of the cancer care continuum. It is the link between treatment and recovery and between the patient, the cancer agency, and their primary care team. 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.

If you are interested, please contact:

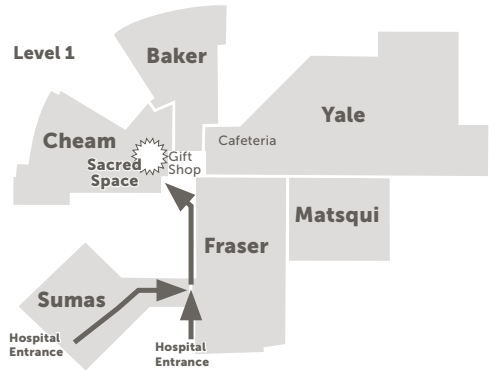
**604.877.6000 x 674619 or toll-free 1.800.663.3333, x 674619**

## Sacred Space

BC Cancer - Abbotsford has created a sacred space that is designed to include all cultures and beliefs. The sacred space is open and accessible 24 hours a day, seven days a week. It is open to persons of all faiths, spiritualities and cultural traditions.

### Directions to the sacred space:

- Enter main entrance and walk through the Atrium.
- Pass the Gift Shop and turn left at the first hallway (under JLIF sign).
- The Sacred Space is a short distance down the hallway located through the first door on the left side.



## Telephone Care Line

An oncology nurse is available through telephone to provide cancer patients with answers to questions related to your cancer.

Hours of operation are Monday to Friday 8:00 a.m.-3:30 p.m. (except statutory holidays)

Please refer to the telephone tree on page 30 for contact information.

**When the centre is closed: If you have a urgent problem related to your cancer call 604.851.4700 Dial O or state "OPERATOR" (Abbotsford Regional Hospital switchboard).** Be sure you tell them you are a BC Cancer patient.

The switchboard will contact the on-call medical or radiation oncologist who will return your call.

## Wig and Head-covering Centre

The Wig and Head-covering Centre, room A5.037 on Level 1 gives our patients the opportunity to take home a wig, blanket, and/or head-covering(s). These items have been graciously donated by the community. If you would like access to the room, please see the BC Cancer main reception located on Level 1, Sumas Wing or ask a volunteer to assist you.

## Wi-Fi Available at BC Cancer – Abbotsford

Network name: "Fraser Health Guest", no password required.

## BC Cancer Emotional Support Resources

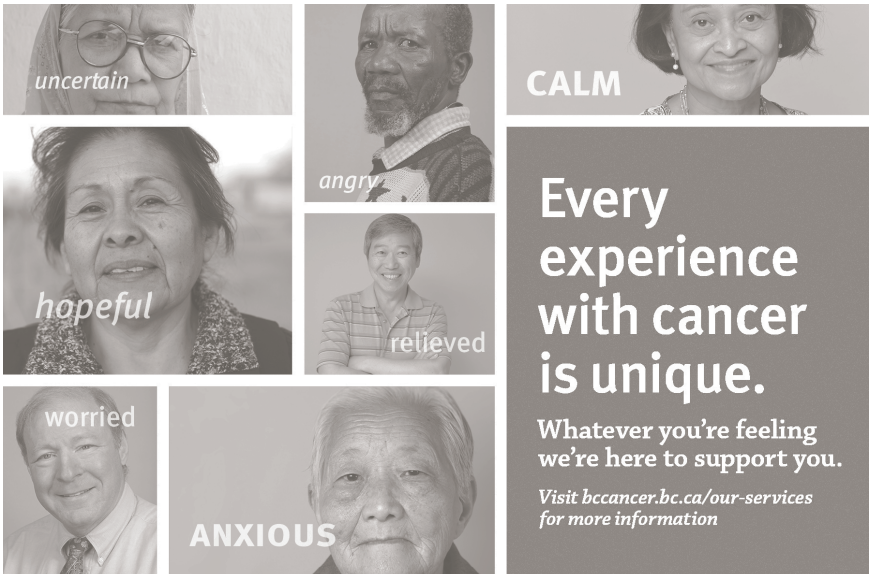
Every experience with cancer is unique – whatever you're feeling, we're here to support you. Would you like to connect with a professional? Would you like to speak with someone who has had the same type of cancer as you?

Are you 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](http://www.bccancer.bc.ca/health-info/coping-with-cancer/emotional-support)  
[www.bccancer.bc.ca/our-services/services/support-programs](http://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](http://bccancer.bc.ca/our-services)  
for more information

# What other resources are available to me?

## Resources in the community

### Cancer Chat Canada

Cancer Chat provides free and professionally-led online support groups for Canadians affected by cancer, including patients, survivors and family members. Cancer Chat online support groups are suitable for those who are unable to attend a professionally-led face to face support group because they live in a rural area or have a busy schedule of medical appointments or caregiving duties.

Cancer Chat online support groups are structured to provide emotional support and a place to safely discuss personal topics. All chat sessions are typed (text-based, no voice/audio) and take place in real time, with all participants logging in at the same time to take part in the discussion. Groups meet once a week for 90 minutes, for about 10 to 12 weeks, in a live “chat” room on the Internet.

To find out about upcoming groups, and to register, please visit the Cancer Chat Canada website [www.cancerchat.ca](http://www.cancerchat.ca)

### Cancer Information Service – Canadian Cancer Society

The Cancer Information Service (CIS) offers general information about cancer as well as services available for patients in communities throughout the province. **Email: [cancerinfo@bc.cancer.ca](mailto:cancerinfo@bc.cancer.ca) or call: 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 the Canadian Red Cross website and follow the links to the HELP Program.

**[www.redcross.ca](http://www.redcross.ca)**

### HealthLink BC

You can learn about health topics, check your symptoms, or find health services and resources near you on their website. Call 8-1-1 for symptom advice, 24/7, every day of the year. **[www.healthlinkbc.ca](http://www.healthlinkbc.ca)**

# Where can I get information on Fair Pharmacare?

All B.C. 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
- 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 8,a.m.–8,p.m. and Sat 8,a.m.–4,p.m.):
  - From Vancouver call: 604.683.7151
  - From the rest of B.C. 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.

# Frequently asked questions

## **How does BC Cancer relate to my family doctor?**

Your family doctor will be receiving reports and information about what is happening at the cancer centre. They will remain your primary physician and you should continue to see them for other health issues as you have before. They can also be very helpful in managing issues that arise during and after your treatment.

## **Can I be seen at BC Cancer without an appointment?**

Unfortunately, we do not have a walk-in clinic and all appointments need to be pre-booked. Please call the appointment desk to schedule an appointment.

## **What if I need to change or confirm an appointment?**

To change or confirm an appointment please call the appointment line and make the appropriate selection.

## **Can I use a cell phone at the centre?**

You may use your cell phone outside or in the waiting areas only. Out of respect for the patients we ask that you keep cell phone on vibrate when in the cancer centre. Please be mindful of others around you.

## **Can I bring my pet?**

Do not bring pets into the centre. Only certified guide dogs and dogs pre-approved under our “pet therapy” program are permitted.

## **How do I provide feedback to BC Cancer – Abbotsford?**

We continuously evaluate our performance. Did we meet your needs? Do you have any suggestions? Do you have any concerns? Did we exceed or fall short of your expectations in any areas?

Write a note and email, fax or mail it to:

BC Cancer – Abbotsford Administration Office

32900 Marshall Road

Abbotsford B.C. V2S 0C2

Email: [ACAdmin@bccancer.bc.ca](mailto:ACAdmin@bccancer.bc.ca)

Fax: 604.851.4727

Meet with us:

You can arrange a meeting with members of our leadership staff. Please call administration at 604.851.4707.

We value your input and appreciate you taking the time to contact us.

# How is my personal data collected, used and 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 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

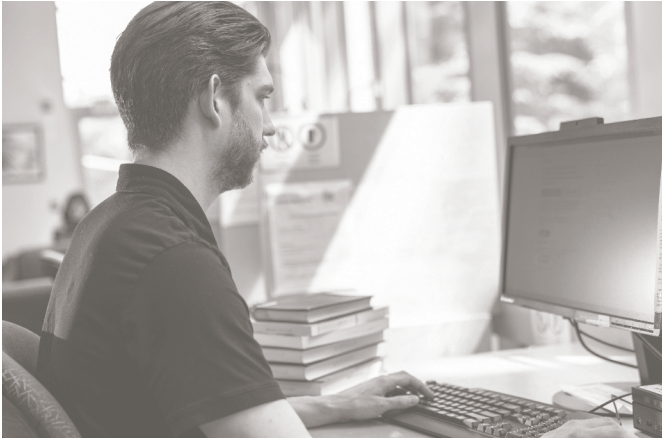
Your health information will be provided to your referring physician, other authorized health care professionals and their support staff, or health care agencies and facilities involved in your care to support continuous and consistent care and service. In some cases, these health professionals may look 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.



## 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](http://www.health.gov.bc.ca/ehealth)



# Advance Care Planning

Advance Care Planning (ACP) 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 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](http://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 and Family Counselling program offers counselling services to cancer patients and family members. Visit [www.bccancer.bc.ca](http://www.bccancer.bc.ca) for contact information.

The BC Cancer Pain and Symptom Management program offers support to 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](http://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/](http://www.nidus.ca/)

# Commonly used terms

## **Ambulatory Care Unit (ACU)**

An outpatient clinic where you will be booked to see your health care team (for example, doctor, nurse, etc).

## **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**

Drug therapy given in a variety of different ways (eg. oral, intravenous, etc) to treat cancer.

## **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.

**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 thus allowing for the most appropriate and effective choice of therapy.

# Notes:

# BC Cancer–Abbotsford patient telephone line



Questions you may have about your treatment, appointments, or for help managing your side effects can be answered by calling the following phone number and making the appropriate selection.

**604.870.7470** (or by extension number **647470**)

When you call this number you will be given a number of options to choose from (brief description of options below). At any time during the playback of the main message you may pick one of these options. Note: Regular operating hours are 8 a.m. - 4:30 p.m. Monday-Friday. Should your call be received after regular business hours, on a weekend, or on a statutory holiday you will be prompted to leave a voicemail message or asked to follow the instructions provided.

**Press 1** for concerns or questions you may have about your **radiation or medical oncologist appointment**.

**Press 2** if you need to cancel or make changes to your **scheduled chemotherapy appointment** or are running late for your appointment.

**Press 3** if you need to cancel or make changes to your **scheduled radiation therapy appointment** or are running late for your appointment.

**Press 4** if you are having **health challenges related to your cancer, or your cancer treatment**. Please leave a message for the nurse who will return your call Monday-Friday 8 a.m. - 3:30 p.m., except statutory holidays.

**Press 5** for all questions or concerns about **your appointment with the counsellor, psychiatrist, or nutritionist**.

**Press 6** to speak with the **pharmacy staff**. They can assist you with questions related to your oncology medications or with your oncology medication refills.

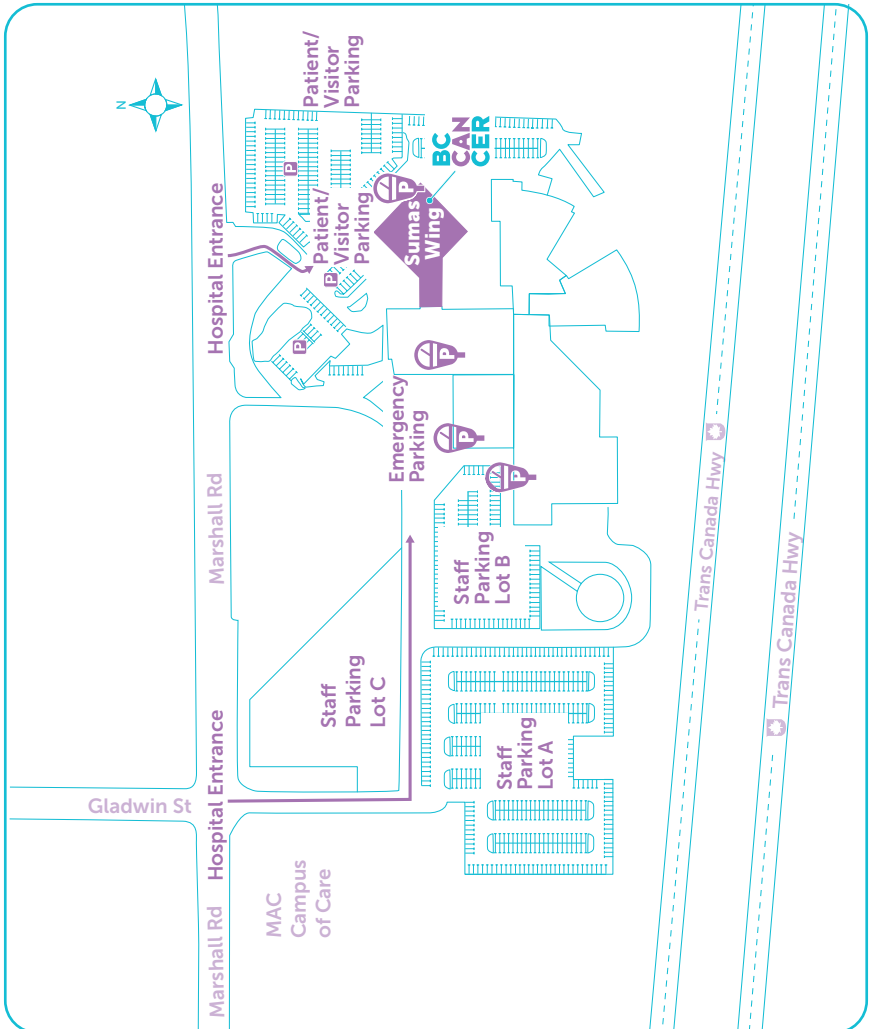
**Press 0** for all other concerns or questions you may have.

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

BC Cancer – Abbotsford is located within the Abbotsford Regional Hospital and Cancer Centre (ARHCC).

The address is: 32900 Marshall Road, Abbotsford, B.C. V2S 0C2

Patients should report to the reception desk on level 2 their first appointment with an oncologist. All services are located in the Sumas Wing unless otherwise indicated.





Provincial Health Services Authority

## BC Cancer Centres

### Abbotsford

32900 Marshall Road  
Abbotsford, B.C. V2S 0C2  
604.851.4710 or toll-free 1.877.547.3777

### Prince George—Centre for the North

1215 Lethbridge Street  
Prince George, B.C. V2M 7E9  
250.645.7300 or toll-free 1.855.775.7300

### Surrey

13750 96 Avenue  
Surrey, B.C. V3V 1Z2  
604.930.2098 or toll-free 1.800.523.2885

### Kelowna—Sindi Ahluwalia Hawkins Centre

399 Royal Avenue  
Kelowna, B.C. V1Y 5L3  
250.712.3900 or toll-free 1.888.563.7773

### Vancouver

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

### Victoria

2410 Lee Avenue  
Victoria, B.C. V8R 6V5  
250.519.5500 or toll-free 1.800.670.3322

### BC Cancer Research

675 West 10th Avenue  
Vancouver, B.C. V5Z 1L3  
604.675.8000 or toll-free 1.888.675.8001

### BC Cancer Foundation

150–686 W. Broadway  
Vancouver, B.C. V5Z 1G1  
604.877.6040 or toll-free 1.888.906.CURE/2873