Welcome to the Cancer Care Clinic

What’s Inside:

What do I need to know about my appointments? ... 2
What can I expect at my clinic visit? ......................... 3
The Supportive Care Clinic............................... 4
How You are Feeling is Important to Us -
Please Let Us Know! ........................................ 4
Your Team and Questions You Might Ask .................... 5
Support for You Through Your Cancer Journey........... 11
How to Get to Humber River Hospital .................... 12

We welcome you to the Humber River Hospital Cancer Care Clinic. We offer treatment, follow-up and supportive cancer care to you and your family, including:

- Specialized care from all professions
- Links to Regional Radiation Centres
- Education about your cancer diagnosis, treatment and survivorship
- Nursing care to give cancer medicines, therapies and supportive care treatments
- Access to research by taking part in clinical trials
- Links to Community Care Access Centres.

We care about you and the treatment that you receive. To make sure the care meets your expectations, it is very important that you take an active role in your care. This booklet describes what you can expect at the clinic and the team members involved in your care. We want to help you pinpoint any concerns and direct your questions to the right person on the team.

About the Clinic

When is the clinic open?

We are open from Monday to Friday, 8:00 a.m. to 4:00 p.m., except for Statutory Holidays.

Where is the clinic located?

This clinic is located on the first floor. The closest hospital entrances are the East Entrance or Portal A at the south side (200 Sir William Hearst Avenue) of the hospital. The closest parking lot is the East Parking garage.

How do I contact the clinic?

If you have questions or concerns about your condition and want to speak to a nurse, let the clerical support associate know. The nurse either will speak with you right away if she is available or will call you back as soon as she is able to do so.

The clinic phone number is:
(416) 242-1000 ext. 21500
What do I need to know about my appointments?

We will give you appointments for lab tests, treatment and exams. It is very important that you keep your scheduled appointment. We space your treatments out based on your treatment plan and you should not change them unless you are sick. The changes you make may have a bearing on your overall treatment schedule. Unlike other medical appointments, cancer treatments will often affect your activities and your ability to work or care for other members of your family.

If you must change an appointment or need to discuss a scheduling change, please call (416) 242-1000 ext. 21500 to speak to a clerical support associate. If no one is available to speak with you, please leave your name, phone number and a brief description of the problem on the answering machine. Please remember to speak clearly and slowly. Someone will call you back during regular business hours. Please note that the doctors and the nurses do not have access to the complete schedule.

When you come to your appointment, please arrive no more than 15 minutes before your scheduled time and register at the reception desk.

For Safety’s Sake!

Due to safety and space issues, only one person may go with you to each appointment.
What can I expect at my clinic visit?

What to bring to each clinic visit

☐ Health card
☐ Photo identification (for example, a driver’s license or credit card)
☐ All medicines you are taking at home including over-the-counter medicines, herbal medicines, vitamins and supplements. These should be in their original containers
☐ Name and phone number of your family doctor
☐ Name and phone number of your pharmacy

Please update your personal contact information as needed.

Waiting times

Although we give you specific times to arrive for blood tests, exams and treatments, unfortunately you will often still have to wait. Cancer treatments depend on blood work results and blood work can take up to two hours to come back from the lab. We will often make a separate appointment for your doctor to assess you and give you your treatment.

Please feel comfortable by bringing a book to read, crossword puzzles, knitting or laptop computers to help pass the time. We allow cell phones in the waiting room.

We do understand how frustrating and tiring it can be to wait to see the doctor or to get in for your treatment. We take this very seriously. We will try to get you in to see the doctor as quickly as possible.

Your chemotherapy treatments

Before you start treatment, we will give you information about your chemotherapy, your treatment plan, medicines involved, potential side effects and any tests and procedures you need. We will also book an orientation session for you with the oncology team.

Each person responds differently to treatment. We regularly check for specific symptoms, such as nausea and fatigue. It is very important that you let us know how you are feeling.

Unfortunately, due to space and safety issues, your relatives/visitors will not be able to stay with you during your treatment. However, they may come in and out periodically to check on you.

We work closely with Sunnybrook Regional Cancer Centre and the Princess Margaret Hospital. If you need radiation therapy, your doctor will refer you to either of these centres for evaluation of radiation therapy.

Follow-up clinic visits

After your appointment, we will give you a return appointment at that visit or we will mail one to you. We may also give you appointments for tests and/or procedures or referrals to see other health care professionals.
The Supportive Care Clinic

In addition to chemotherapy and follow-up in the ambulatory clinic, we also provide a supportive care clinic. If you need pain and symptom management and support related to your cancer diagnosis and/or side effects of your treatment, your doctor may refer you to this clinic.

At this clinic, you can meet with a nursing team and the palliative care doctor who are skilled in symptom control and supportive cancer care. We can also call on a social worker, registered dietitian or spiritual care provider to take part in your care.

How You are Feeling is Important to Us - Please Let Us Know!

We want to know how you are feeling each time you come to the Cancer Care Clinic. Only you can tell us how you are feeling.

We will work together to gather information:

**YOU**

Using the Edmonton Symptom Assessment System (ESAS) tool, you will update us on how you are feeling based on nine different symptoms common to patients with cancer. At each visit, we will ask you to fill out one of these forms on paper or using the ESAS kiosk while in the waiting room. The nurse will review concerns with you in more detail.

**YOUR NURSE**

Your nurse will keep track of any symptom issues, psychosocial concerns and all treatment-related side effects you have. It is very important that you let us know how you are feeling in between treatments so we can get an accurate picture of how the treatments are affecting you.

**YOUR DOCTOR**

Your oncologist will work with you and your family to direct your treatment plan. Please be comfortable preparing questions or concerns before you see your doctor. We have included a list of helpful web sites that may help you better understand your treatment and related side effects.
Your Team and Questions You Might Ask

A group of health care professionals makes up your oncology team. You may receive care from some of these team members during your visit to the clinic.

<table>
<thead>
<tr>
<th>Oncology Doctors “Oncologist”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your oncologist is a doctor specially qualified in the treatment of cancer. They understand the various types of cancer and the best current treatment for each. They know what to look for regarding the symptoms of cancer. They know which tests to do to make an accurate diagnosis and then is able to advise you and your family on the best treatment for your type of cancer. You are a partner in developing your plan of care and your oncologist wants to hear your concerns and questions.</td>
</tr>
<tr>
<td>Your oncologist will see you before each treatment and make all necessary changes to your treatment plan based on your how you are feeling as well as your lab results.</td>
</tr>
<tr>
<td>An oncologist can help you if you have the following questions or concerns:</td>
</tr>
<tr>
<td>1. What kind of cancer do I have? What stage is my cancer at?</td>
</tr>
<tr>
<td>2. What are all my treatment options? What treatments are best for me?</td>
</tr>
<tr>
<td>3. How long will my chemotherapy treatments last?</td>
</tr>
<tr>
<td>4. How often will I be checked after treatment?</td>
</tr>
<tr>
<td>5. What are the chances that the tumour will recur? What is my prognosis?</td>
</tr>
<tr>
<td>6. What do I need to do to prepare for chemotherapy? Is there anything that is important to avoid before or during treatment?</td>
</tr>
<tr>
<td>7. My Questions or Concerns:</td>
</tr>
</tbody>
</table>

If you have questions or concerns between treatments, please keep a detailed list to review with your doctor at your next appointment. If you have more immediate concerns, call the nurse at (416) 242-1000 ext. 21500
Oncology Nurse

The nurse in the oncology clinic coordinates all of your care. They have special training in oncology and cancer care treatments and all related symptoms and side effects.

An oncology nurse can help you if you have the following questions or concerns:

1. My cancer surgery has changed the way my body looks and it makes me sad (or angry, depressed, scared, etc.). I do not know how to get over these feelings. Can you help me?

2. My sex drive is not the same. It is causing problems in my relationship with my husband (or wife, significant other). Is there a drug I can take?

3. My friend told me about a wonderful alternative treatment (for example, acupuncture, chelation therapy, “all natural drug”, Chinese tea) to try. Is this OK to do? Will it affect my treatment?

4. My religion says I should have faith and God will heal me. Is it OK to take these medicines? What if God punishes me for this?

5. I still want to have children. Will it be possible after my treatments? Is it OK to get pregnant when I am on treatment?

6. I really do not want to make decisions about my care. Is it OK for my son to make all of my decisions?

7. I feel so tired (nauseated, depressed, etc.) all of the time. I can hardly get dressed in the morning. Is this normal? Will I ever get over it? Is there a medication to help?

8. I am almost finished with my treatment. What will happen now? What should I worry about? Whom do I contact if something happens?


10. My Questions or Concerns:

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
**Spiritual Care Provider (Chaplain)**

A spiritual care provider meets with you and your family to help you cope with the spiritual and existential questions related to your illness. Spiritual care providers can help you find new meaning and hope. A spiritual care provider can help if you have the following concerns or questions:

1. Do you know of any helpful resources or spiritual exercises to help me re-focus? Is it possible for me to meet with a faith-specific representative?
2. How can I tap into my spirituality to help me find peace and hope?
3. I feel that I have lost my way and that I question everything that I used to believe. How can I find my faith again?
4. I feel so angry with God for allowing me to have this illness and then I feel guilty about being angry. Does God understand my feelings?
5. Is God punishing me? What did I do to deserve this?
6. My Questions or Concerns:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Child Life Specialist**

A child life specialist helps children and families cope with stressful situations that occur at the hospital, like having an ill family member. A child life specialist can help if you have the following concerns or questions:

1. I do not know what to say to my children about my illness. How do I explain cancer to a child? What do I tell them?
2. I am worried about how my illness will affect my children. How will they deal with all of these changes? What signs and behaviours should I look for?
3. I do not want my children to worry about me. How can I ease their worries?
4. I am hiding aspects of my illness from my children. Is this OK? What is OK to hide and what should I tell them?
5. It would be nice to meet other families dealing with the same issues. Are there support services available for my children and me? Are there services, like camps or playgroups, for my children?
6. My Questions or Concerns:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Speak with your nurse if you have further questions or concerns or would like to be referred to the spiritual care provider.

Speak with your nurse if you have further questions or concerns or would like to be referred to the child life specialist.
Clinical Trials Coordinator

This is the person who coordinates the clinical trials that are taking place at HRH. The clinical trials coordinator will help you learn about the research treatment options available to you.

The clinical trials coordinator can help you if you have the following questions or concerns:

1. Where do I find out about research? I am not sure if my doctor is taking part in any research activities. How do I find out?
2. I have received several types of treatment already. My disease has gotten worse. Are there other treatments available to me?
3. My friend is taking an experimental drug at another hospital. Will this treatment work for me? How do I get this treatment? Will I need to pay for the experimental drug?
4. My Questions or Concerns:

Community Care Access Centre Case Manager

The community care access centre case managers work with the team for all your homecare-related concerns. They can assess and provide you with support in your home. They also work with us when you need chemotherapy at home.

The community care access centre case manager can help you if you have the following questions or concerns:

1. I want to remain in my own home for as long as possible, but I can no longer clean my home, care for my yard, or get to the grocery store. What should I do?
2. How do I find information on community support programs, such as transportation services and friendly visiting?
3. I am looking for in-home support, such as nursing, personal care assistance and respite support. Can you help me?
4. How do I choose which residential care facility is best for me?
5. My Questions or Concerns:
**Registered Dietitian**

Cancer and related treatments affect your appetite, weight and nutritional status. The registered dietitian can answer any questions you may have and help to support your nutritional needs.

The registered dietitian can help you with any of the following questions or concerns:

1. I have trouble eating because of loss of appetite, sore mouth/throat, taste changes, nausea, or vomiting. What can I do?
2. I have been having issues with constipation or diarrhea. What can I do?
3. I have noticed a change in weight (weight loss or gain). Is this normal?
4. Someone has suggested I take an herbal or natural supplement. Can I take this during my treatment?
5. I have no energy to shop for groceries or cook my meals. What can I do?
6. Whom can I talk to about proper nutrition during my treatment?
7. My Questions or Concerns:

**Clerical Support Associates**

The clerical support associates at the clinic are your gateway into the treatment process. They create your appointment schedules and make your appointments for lab tests and other outside tests. They also make sure we meet infection control processes and safety checks for the outpatient clinic.

A clerical support associate can help you if you have any of the following questions or concerns:

1. I am staying temporarily with my daughter (son, etc.). Whom do I tell?
2. I have been having a cough with a little fever. Should I wait and tell the nurse?
3. I need to change my appointment. How do I do that?
4. My doctor told me I could come in early for my appointment today. Who do I speak with to come in at 8:00 a.m. instead of 11:30 a.m.?
5. I have an appointment for a CT scan on today but I am not feeling well. Who do I call to change that appointment?
6. My Questions or Concerns:
### Oncology Pharmacist

The clinic has oncology pharmacists that prepare and dispense your chemotherapy medicines. The oncology pharmacist has special training on chemotherapy medicines. For your safety, they oversee all orders and work directly with the nurses and oncologists to address any questions regarding reactions to medicines and all related best practices.

An oncology pharmacist can help you if you have the following questions or concerns:

1. If I feel fine, do I really need to take my medicines?
2. Could we review what each medicine does for me and how each one works?
3. Do my medicines work safely with my over-the-counter medicines, vitamins and diet?
4. My Questions or Concerns:

---

For your convenience, Rexall™ Pharmacy is located on the main floor (1st floor, beside the Central Elevators) to fill your take-home prescriptions.

### Social Worker

Speak with your nurse if you have further questions or concerns or would like to be referred to the social worker.

The social worker helps answer practical concerns, like finances and transportation, to more emotional concerns, such as the fears and anxieties that come with a cancer diagnosis.

A social worker can help you if you have the following questions or concerns:

1. I really do not know the best way to handle the feelings (for example, anger, fear, sadness, anxiety, denial) that I have since I found out I have a cancer diagnosis. They are interfering with my family and/or my job. What can I do?
2. My family and/or friends are avoiding me or do not seem comfortable talking about my diagnosis. Is there something I can do?
3. I am not able to do the same things at home or work that I used to do, like cooking dinner or doing laundry. (For example, I am too tired, too nauseated, in pain, or too depressed). What services are available?
4. I would like to talk to people who are going through the same things I am experiencing. Where do I go?
5. I am so worried about money. What financial assistance is available? Is there a drug plan I can sign-up for?
6. My Questions or Concerns:
Support for You Through Your Cancer Journey

Coping with cancer is a difficult process. The goal of the oncology team is to work with you to identify concerns, side effects and all related financial, emotional and spiritual issues as you move through the treatment process. Although we will not be able to offer you all the services and supports you may need at the clinic, we can refer you to community providers and support groups with whom we have developed wonderful partnerships.

A list of resources that you may find helpful as you go through your cancer journey is available from us or from the Patient and Family Resource Centre, located on Level 0.

Questions/Notes:
How to get to Humber River Hospital

1235 Wilson Ave.,
Toronto, Ont. M3M 0B2
Tel: (416) 242-1000 ext. 21500

Visitor parking: There are 2 parking garages that you can access from Sir William Hearst Avenue. The East parking Garage is the closest garage to the Cancer Care Clinic. From there, you can enter the hospital using the East Entrance or Portal of Care A.

Humber River Hospital parking uses an automated system. Take a ticket upon entry and pay at one of the pay stations located in the hospital or at the parking booth in the lot. You can pay for parking by cash or credit card. Please do not park in the fire routes. You may be ticketed and/or towed!