

Stronach Regional Cancer Centre

NEW PATIENT INFORMATION



SOUTHLAKE
REGIONAL HEALTH CENTRE

TABLE OF CONTENTS

INTRODUCTION	4
The Stronach Regional Cancer Centre (SRCC) at Southlake	4
Normal Hours of Operation	4
Important Phone Numbers	4
Appointment Changes	4
Directions and Parking	5
Cancer Centre Layout	5
Transportation	5
Cost of Services/Insured Services	5
Change of Information	6
Confidentiality	6
Patient Safety	6
Quitting Smoking	7
Scent Free	7
Interpreters	7
Southlake Patient Connect Portal	7
YOUR FIRST VISIT	8
What to bring to your first appointment	8
What to expect at your first visit	8
Your Symptoms Matter – Telling us how you are feeling	9
Clinical Trials and Research	9
SYSTEMIC TREATMENTS	10
Chemotherapy	10
Immunotherapy	10
Your Systemic Therapy Appointment Schedule	10
Preparing for Intravenous Treatment	11
Medication Refills	11
RADIATION THERAPY PLANNING AND TREATMENT	12
Radiation Therapy Planning	12
Radiation Treatment	12
Radiation Treatment Review	12
PSYCHOSOCIAL ONCOLOGY AND PALLIATIVE CARE PROGRAM (Pain & Symptom Management)	13

WHAT TO EXPECT WHEN YOUR TREATMENT FINISHES	14
PATIENT RESOURCES	15
Patient and Family Resource Centre (PFRC)	15
The Quiet Room	15
The Healing Garden	15
Food Services	15
Retail Services	16
Head Coverings for Hair Loss	16
COMMUNITY RESOURCES	17

INTRODUCTION

If you are reading this, it is likely that your world has suddenly changed. You, a friend or family member have been told that they have cancer. A cancer diagnosis may affect many aspects of your life: physical, financial, emotional, occupational, and spiritual. If you have been diagnosed with cancer, it is normal to feel scared, anxious or unsettled. Our team is here to help.

The New Patient Information Booklet was written with the help of patients, families and healthcare providers. We hope that this booklet will help you know what to expect and how to prepare for your appointments and treatments. When patients and families are informed, they can be true partners in their care.

As you review the information, you may think of more questions. Please make a list of your questions and bring them to your appointments. Everyone on our team wants to make sure you have the information you need, so don't be afraid to ask questions. This booklet is a resource for you and your family; and is not meant to replace the care or information provided by the team.

The Stronach Regional Cancer Centre (SRCC)

The Stronach Regional Cancer Centre opened in 2010 to serve the 1.2 million people of Newmarket and the surrounding region. SRCC is ranked one of the top performing regional cancer programs by Ontario Health (Cancer Care Ontario).

Normal Hours of Operation

Monday to Friday (except holidays) from 8:00 a.m. to 6:00 p.m.

Important Phone Numbers

The main phone number for the Cancer Centre is 905-830-5800.

Please listen carefully to the prompts to reach the correct person or department.

Appointment Changes

If you need to cancel or change an appointment, call our bookings clerk as soon as possible, preferably 48 hours in advance at 905-830-5800, and follow the prompts.

If you are cancelling your appointment due to illness, please call 905-830-5800 and follow the prompts to speak to a registered nurse.

Directions and Parking

SRCC is located on the west side of the Southlake Regional Health Centre, at the corner of Prospect Street and Davis Drive. There are three entrances: two on the Lobby Level and one on Level 2 of the attached parking garage.

Parking is available on the visitors' levels of the parking garage. The rates are posted on the machines. There are two elevators in the parking garage.

To save money, you can buy a Multi-day discounted parking pass (H-Pass). The pass includes in-and-out privileges and expires after one year. To get the most up-to-date parking information visit the hospital website at southlake.ca.

Free parking is available to veterans with a valid Veterans Affairs Health Benefits Card. Veterans can visit the Parking Office before they leave the hospital to have their parking ticket validated after each visit.

Cancer Centre Layout

The cancer centre can be a little confusing to get around when you first come to your appointments. If you are ever having trouble, just ask any staff member or a volunteer in a blue jacket and they will be more than happy to help you.

- Level G – Radiation Therapy Treatment
- Lobby Level – Main entrance, Welcome Centre and the Patient and Family Resource Centre.
- Level 1 – Clinic and Lab Appointments
- Level 2 – Systemic Treatment
- Level 3 – Administrative Offices

Transportation

If you need help getting to and from your appointments, the Canadian Cancer Society (CCS) has volunteer drivers to pick you up and drive you to the Cancer Centre. You can call them at 1-800-263-6750 to ask about the Wheels of Hope transportation program. There is a fee to register for this service.

Cost of Services/Insured Services

When you register for your appointment at the Cancer Centre, it is important that you tell us about any healthcare insurance coverage you have. There are some medications that you may have to pay for if they are not covered by insurance. We have a Drug Reimbursement Specialist who may be able to help you to get funding for these medications.

Change of Information

Please let us know at each visit if any of your contact information has changed:

- Your name or the way you wished to be addressed
- Your home address
- Your telephone numbers
- Your family doctor or other doctors you have seen
- Your emergency contact person's name and phone number.

Confidentiality

You will be asked to give us information about yourself. We will make sure that your personal information is only collected, used, and/or shared for reasons related to your care.

Patient Safety

Your safety is our top priority. You and your family can make your healthcare safer by being involved, and informed. We want you to ask questions and to speak up if you have concerns.

One way we keep you safe is to ensure we identify you in two different ways. You will be asked to confirm your name and date of birth at each appointment. You will also have your photograph taken at your first visit. This photograph will be used as another way that the health care team can identify you throughout your treatment. We will also give you a patient armband to wear in certain areas of the cancer centre.

Other ways to keep you safe are:

- Double checking all medication and therapy prescriptions before you get treatment
- Having a falls prevention program to identify patients who may be at risk of falling
- Encouraging you and your loved ones to speak up with any concerns
- Making sure you know the next steps in your care

Quitting Smoking

Quitting smoking is one of the best things you can do to help your cancer treatment work better. You can talk to your care team about how to quit or reduce smoking and how to stay smoke-free. Our team will refer you to Telehealth Ontario and/or a program that meets your needs and goals. They will also connect you with resources and information. Your family doctor and pharmacist can prescribe quit aids or medication, and connect you with counseling.

Southlake is a smoke-free facility. Smoking, including e-cigarettes (vaping), is not allowed anywhere on hospital grounds. Anyone smoking on hospital grounds could be fined up to \$1000.

Scent-Free

Scented products may affect patients, employees and visitors who have asthma or allergies. Patients on chemotherapy may be more sensitive to these smells. Do not wear perfume or other scented products when coming to the cancer centre.

Interpreters

If the language you speak is not English, we can arrange to have an interpreter for you and your family. Please let us know when you are given your first appointment time.

Southlake Patient Connect Portal

You can access your Southlake health care information online. You can view your health records, appointments, lab results and notes from your clinical visits. You can sign up and view your records anytime.

To find out more and complete the registration go to <https://southlake.ca/patient-connect/>.

YOUR FIRST VISIT

Your first visit to the Stronach Regional Cancer Centre will take about 2-4 hours. At this appointment, you will meet members of your healthcare team. The team will review your medical history with you, arrange any tests you need, and answer your questions. You and your team will work together to choose the treatment plan that is best for you.

What to bring to your first appointment:

- A family member or someone to take notes for you. There may be visitor restrictions; check when you are given your appointment
- Your current Ontario Health Card (bring to every visit)
- All medicine(s) you are currently taking, including prescriptions, over-the-counter drugs, vitamins, minerals, and any herbal supplements, all in their original containers
- A list of any allergies
- Name, address and phone number of your family doctor
- Name, address and phone number of your pharmacy
- Group and policy numbers for your drug insurance plan(s)
- Eyeglasses, hearing aids, and/or any other devices that you use
- Snacks, meals, and drinks, or money to purchase these
- If you are diabetic, bring meals, insulin and supplies
- Anything about your wishes such as an Advance Care Plan or Power of Attorney for Personal Care

What to expect at your first visit:

- You will register at the Welcome Desk on the lobby level of the Cancer Centre
- Your photograph will be taken and kept in your personal health record, to correctly identify you
- You will be sent to the Out-Patient Clinic on Level 1
- A volunteer or nurse will take you to an examination room
- The nurse may take your height, weight, ask some health-related questions and may have you complete some forms
- Your oncologist will meet with you, ask you about your health history, and may examine you
- If you need tests, they will be arranged for you
- You may need another appointment with your oncologist to decide on the best treatment plan with you

Your Symptoms Matter – Telling us how you are feeling

Each time you come to an appointment to see your doctor or nurse practitioner (including weekly review while on radiation therapy treatments), you will complete the *Your Symptoms Matter* assessment. You can complete it at the kiosk, or on a tablet or with a member of the team at the cancer centre. You can complete it securely on your phone or home computer using your health card number from the website isaac.cancercare.on.ca.

By letting your healthcare team know how you are feeling, you can work together to monitor and manage your physical and emotional symptoms.

Volunteers will help you get started and will remind you each time. You will need your health card to complete the assessment. You can also get the assessment in paper form in 37 different languages.

Clinical Trials and Research

Clinical trials are research studies to test new procedures, drugs or equipment. SRCC patients are involved in many different trials. Trials are important for discoveries that can improve the quality of life for patients and can lead to better treatments. If you have the type of cancer that is part of a study, you may be given information and asked to consider signing up. It is up to you if you want to be part of a Clinical Trial. If you do not want to, it will not change the quality of your care.

SYSTEMIC TREATMENTS

Systemic treatments are medications that travel through your blood to most areas of your body to treat diseases. Chemotherapy and Immunotherapy are two kinds of systemic therapy that may be part of your cancer treatment at SRCC.

Chemotherapy

Chemotherapy is a cancer treatment that uses drugs to damage and stop cancer cells from growing. Chemotherapy drugs come in different forms. Some are taken as a pill at home; others are given intravenously (into a vein, IV) or injected with a needle.

The chemotherapy drugs that are prescribed by your oncologist affect all cells that are growing quickly, not just cancer cells. Normal fast growing cells such as hair follicles, the cells that line your mouth or gut, and blood cells are also affected. That is why you get treatment side effects. The normal healthy cells can heal and regrow better than cancer cells. The time between treatments, also known as cycles, gives time for your normal cells to heal.

Immunotherapy

Immunotherapy is different than chemotherapy because it uses your own immune system to fight cancer. Immunotherapy can sometimes be called biotherapy. Immunotherapy may be prescribed alone or together with chemotherapy. This intravenous treatment is also given on Level 2.

Your Systemic Therapy Appointment Schedule

Most people having systemic therapy need to come to the cancer centre two days in a row for each treatment. The first appointment will be at the Out-patient Clinic (first floor). You will have your blood work, complete Your Symptoms Matter, and meet with your medical oncologist or nurse practitioner. You will have to wait about 1.5 hours for your blood test results before you see your oncologist. The main purpose of this visit is to make sure that you are well enough to safely go ahead with your systemic treatment. If your blood results are good and you are feeling well enough, on the second day you will have your treatment on Level 2, or restart your oral chemotherapy at home.

Preparing for Intravenous Treatment

You will be scheduled to attend a Pre-Chemotherapy Teaching class before you start your treatment. The class is taught by a nurse and will help you and your family to prepare for treatment and know what to expect. This class is available online at

https://southlake.ca/patient-care-program/cancer/#nav-programservice_clinics

When you come for your treatments, you should dress in layers because you may feel warm or cool at times during your treatment. You cannot leave the systemic unit while you have the intravenous drugs running.

Other items that might make you feel more comfortable are an extra pair of socks, your own music, books, headphones or games to help pass the time.

Medication Refills

Before the end of your appointment, please make sure you have enough medication to last until your next visit with the doctor. If you need a refill, please call your community pharmacy and ask that they fax a prescription refill request to the Cancer Clinic at 905-952-3051. It can take up to 2 days to process a refill. For your safety, you should use the same community pharmacy for all of your prescriptions

RADIATION THERAPY PLANNING AND TREATMENT

Radiation therapy is a cancer treatment that uses high energy x-rays to damage and stop cancer cells from growing. The radiation cannot tell the difference between cancer cells and normal cells, which is why you may get side effects related to the treatment area. Normal cells can heal and regrow, so your side effects will get better over time.

Your radiation oncologist will prescribe a treatment schedule that is best for you. Patients who come for radiation will have a Pre-Radiation Patient Assessment (PRPA) teaching appointment with a radiation therapist, where you will get information about what to expect during treatment.

Radiation Therapy Planning

Your first appointment will be a Computed Tomography (CT) Simulation. The radiation team will determine your treatment position and take images to accurately outline your treatment area. You may also receive tiny permanent tattoo marks that will be used daily to position you for treatment. The tattoos look like a small freckle.

Radiation Treatment

The first radiation treatment appointment will be the longest (30-45 minutes) and the following appointments are usually 15-30 minutes. The radiation therapist and other members of the team will check all the details of your treatment plan before you get any radiation treatment and will be verified daily.

Getting a radiation treatment is like having an x-ray. You won't see or feel anything, and you won't become radioactive. During treatment the radiation therapists will not stay in the room, but they can see and hear you at all times.

Radiation Treatment Review

You will see your radiation oncologist for a Radiation Treatment Review once a week while you are on treatment. Please remember to complete *Your Symptoms Matter* before your appointment. Write down any questions that you have for your doctor and bring them to your review appointment.

PSYCHOSOCIAL ONCOLOGY AND PALLIATIVE CARE PROGRAMS

Psychosocial oncology is a whole-person approach to cancer care that addresses a range of physical, emotional and nutritional needs. This team helps people affected by cancer at any stage.

Palliative care is a team approach to care that is meant for anyone living with a life-limiting illness. Many people think it is only about care at the end of life, but palliative care is much broader. SRCC's Palliative Care team is dedicated to helping patients access ongoing treatments to manage symptoms and extend life, arrange home care and hospice services and determine your goals of care.

The Psychosocial Oncology and Palliative Care teams help patients improve their quality of life at any stage of cancer. They can help you with pain, physical, social, psychological, emotional, and practical problems.

The Psychosocial and Palliative Care Programs offer:

- A Pain and Symptom Management Clinic to help improve overall well-being
- A Psychosocial Assessment Clinic to help patients with emotional well-being or concerns with coping
- Individual counseling sessions with a dietitian, a social worker, a psychiatrist or a psychotherapist
- Group Support Programs to help with memory, breathing, insomnia, life after treatment, and stress reduction through mindfulness classes

Ask any member of your healthcare team about which program or service may help you and how to get a referral.

WHAT TO EXPECT WHEN YOUR TREATMENT FINISHES

You and your oncologists will decide on a treatment plan that is best for you and for your type and stage of cancer. You may have a set period of treatment cycles that may last several months, or you may have ongoing types of treatments that last for many years.

After finishing treatment or between different types of treatments, you may feel relieved, but you may also have physical and emotional challenges. These may include anxiety, trouble coping with your new normal, managing relationships or getting back to work. Your oncology team will develop a plan for your follow up care. They will give you information and resources to help you cope physically and emotionally, as you adjust to life after cancer treatment.

Support programs are available at the cancer centre, in the community and online to help you at all stages of your treatment and after treatment is over. Your family practitioner (doctor, nurse practitioner) is a very important part of your continuing care after cancer treatments are over.

PATIENT RESOURCES

Patient and Family Resource Centre (PFRC)

The Patient and Family Resource Centre is located beside the Welcome Centre on the lobby level of the Cancer Centre. You have free access to current, reliable, health information, Newmarket Public Library books, printed resources and the internet.

The Patient and Family Resource Centre is staffed by trained volunteers Monday to Friday, 9:00 a.m. to 4:00 p.m., and supported by a qualified medical librarian. You can email the resource centre and request information at pfrc@southlakeregional.org. The information provided by the Resource Centre is not a substitute for talking with your healthcare team.

The Quiet Room

The Cancer Centre offers a Quiet Room for patients, family, staff and volunteers. It is located on the first level, near the main elevators. The room is available for quiet reflection, prayer and meditation.

The Healing Garden

The Healing Garden is located on the west side of the cancer centre. You can get to it from the Prospect Street exit (lobby level) or through the Radiation Therapy Department on the ground level. The garden has a fountain and benches and is a quiet, calm place to spend time.

Food Services

The Stronach Regional Cancer Centre does not have its own cafeteria or food outlets. You can bring your own food and snacks in case you get hungry during your visit.

If you want to buy food,

- Druxy's is the closest to the Cancer Centre, on the second floor around the corner from the parking garage
- Tim Horton's has two locations in the main hospital building; one on Level 1 by the East entrance and another on Level 2
- Subway restaurant is located in the main hospital on Level 1
- Aquene Cafeteria is located in the main hospital on Level 1

Some of these services are open seven days a week for patients, visitors and families. Hours are posted.

Retail Services

There is a gift shop on Level 1 of the main hospital. You can buy toiletries, cards, gifts, snacks, magazines and even clothes. There are also different vendors each day selling everything from clothing to jewelry.

Head Coverings for Hair Loss

Some cancer treatments can cause thinning or loss of hair. Your hair will usually grow back after the end of treatment, and sometimes even sooner. You can ask your oncologist if you have any questions or concerns about possible hair loss from your treatment.

There is a selection of new, free, knitted hats and fabric head coverings in the resource room on the second floor of the cancer centre. A volunteer or the receptionist on Level 2 will be happy to help you look for something you like. Many people choose not to cover their heads if they lose their hair, but you should keep your head covered if you are outside to protect it from the sun.

Before you buy a wig:

If you have extended health insurance policy, your policy may cover you for all or part of the cost of the wig. You will need a prescription from your doctor before you buy it.

COMMUNITY RESOURCES

A diagnosis of cancer affects you and your whole family. The volunteers in the Patient and Family Resource Centre are happy to help you and your family find information about programs close to you. Reliable information is available at the websites below:

Canadian Cancer Society (for all cancer types) - www.cancer.ca

Cancer Chat Canada - <https://cancerchat.desouzainstitute.com/>

Cancer and Work Canada - www.cancerandwork.ca

Canadian Virtual Hospice - www.virtualhospice.ca

Gilda's Club Cancer Support - <https://gildasclubtoronto.org/calendar/>

Look Good Feel Better Workshops - <https://lgfb.ca/en/>

Ontario Caregiver Organization - <https://ontariocaregiver.ca/>

Ontario Health (Cancer Care Ontario) - www.cancercare.on.ca

Wellspring - <https://wellspring.ca/> **Online programs** - <https://wellspring.ca/online-programs/>

Cancer Websites in other languages - <http://www.bccancer.bc.ca/our-services/services/library/recommended-websites/websites-in-other-languages>

Bladder Cancer Canada - <https://bladdercancercanada.org/en/>

Canadian Breast Cancer Foundation - www.cbcf.org

Colorectal Cancer Canada - <https://www.colorectalcancercanada.com/>

Leukemia and Lymphoma Society of Canada - www.llscanada.org

Lung Cancer Canada - www.lungcancercanada.ca

Myeloma - www.myelomacanada.ca

Pancreatic Cancer - <https://pancreaticcancercanada.ca/>

Prostate Cancer Canada - www.prostatecancer.ca

York Region and Surrounding Area Community Supports

- **Doane House (Newmarket)** - <http://www.doanehospice.org/>
- **Hospice Georgina** - <http://www.hospicegeorgina.com/>
- **Hope House (Richmond Hill/Aurora)** - <https://www.hopehousehospice.com/>
- **Matthews House (Alliston)** - <https://www.matthewshousehospice.ca/>

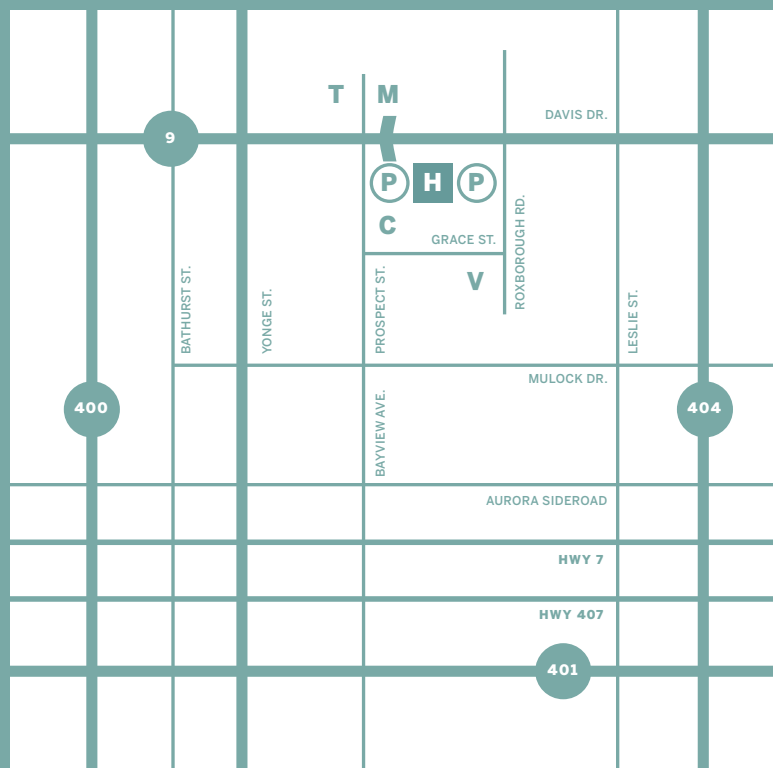
[illegible]

NOTES

NEW PATIENT INFORMATION

[illegible]

HOW TO FIND US



- V** Southlake Village,
640 Grace Street
- M** Medical Arts Building,
581 Davis Drive
Southlake Foundation,
581 Davis Drive
- H** Southlake Regional
Health Centre
- C** Stronach Regional
Cancer Centre
- T** The Tannery Mall,
465 Davis Drive
- P** Parking
- I** Bridge over Davis Drive – accessible from P3 of the
Parking Garage and Level 3 of the Medical Arts Building.

For more information, please contact:

**Stronach Regional Cancer Centre
Southlake Regional Health Centre**

Tel: 905-895-4521, ext. 2290

596 Davis Drive
Newmarket, Ontario L3Y 2P9

southlake.ca