

# Your Guidebook to Cancer Care



**Patient and Family Guide**  
for the Cancer Centre of Southeastern Ontario

**LEVEL 1 | NIVEAU 1**

- Accessible Entrance / Entrée accessible
- Accessible Washrooms / Salles de toilette accessibles
- ATM Machine / Distributeur automatique de billets
- Bus Stop / Arrêt d'autobus
- Food / Nouriture
- Elevators / Ascenseurs
- Gift / Retail / Cadeaux / vente au détail
- Helpdesk / Piste-forme pour hélicoptères
- Information / Renseignements
- Information & Wheelchair Storage / Informations et stockage de Fauteuil roulant
- Meeting Room / Salle de réunion
- Parking / Stationnement
- Pharmacy / Retail / Pharmacie / vente au détail
- Phone / Téléphone
- Registration / Enregistrement
- Rest Station / Aire de repos
- Security Operations Centre / Centre des opérations de sécurité
- Stairs / Escalier
- Washrooms / Salles de toilette
- Waiting Area / Zone d'attente



76 Stuart Street  
 Kingston, Ontario K7L 2V7  
 613-549-6666  
 1.800.567.5722  
 24 Hours / 7 days a week  
 24 Heures / 7 jours par semaine

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## Introduction

You have been referred to the Cancer Centre of Southeastern Ontario (the Cancer Centre) at Kingston General Hospital site by your family doctor or another specialist. He or she has done this because they want you to get more testing, treatment or support from a team of health care providers who treat and care for people with cancer.

Finding out you or a loved one has cancer can be stressful. You may be unsure of what to expect or what to do next. We want you to know that you are not alone. We will become part of your cancer care team and will work with you to get through this difficult time.

To help ease your stress, this guidebook has been created to give you information about the Cancer Centre. The guidebook will help you learn about what to expect while you or your family member is a patient with us. There is also information about resources and supports that can help you manage the impact of cancer on your life. **There may be some sections of the guidebook that do not apply to you, so read each section as needed.**

We hope this guidebook answers many of your questions. There is a feedback form in the back of the guidebook. Please take a few minutes to fill out the feedback form and return it to us so we can improve this resource. You can also contact Patient Education at 613-549-6666 extension 7987 with your feedback.



# About the Cancer Centre of Southeastern Ontario

The Cancer Centre of Southeastern Ontario at Kingston General Hospital site provides treatment and care to cancer patients across southeastern Ontario.

The Cancer Centre is part of the South East Regional Cancer Program, which is a network of service providers that offer cancer services for the people of Hastings, Prince Edward, Lennox and Addington, Frontenac, Leeds and Grenville counties, Kingston, Belleville, Brockville, Smiths Falls, Prescott, and parts of Lanark and Northumberland counties. Cancer services include cancer prevention, screening, diagnosis, treatment, as well as palliative and end of life care.

## **If I have cancer, where will I receive my cancer care?**

The Kingston Health Sciences Centre - Kingston General Hospital site is the main complex-acute and specialty care hospital in southeastern Ontario. Many people who have cancer and need radiation or chemotherapy treatment will come to the Cancer Centre at the Kingston General Hospital site at least once. For this reason, this guidebook includes information about the Cancer Centre.

Depending on your situation or where you live, you may also receive care through one of our partner organizations. Our partner organizations include:

- Brockville General Hospital
- Canadian Cancer Society
- Cancer Care Ontario
- Hotel Dieu Hospital
- Lennox & Addington County General Hospital (Napanee)
- Perth and Smiths Falls District Hospital (Perth site and Smiths Falls site)
- Quinte Health Care
  - Belleville General Hospital
  - North Hastings Hospital (Bancroft)
  - Prince Edward County Memorial Hospital (Picton)
  - Trenton Memorial Hospital
- Home and Community Care
- Ontario Health



## General information

### Cancer Centre hours of operation

Monday to Friday, 8:30 a.m. through 4:00 p.m. The Cancer Centre is closed on weekends and holidays.

### Contact telephone numbers

613-549-6666 or toll free 1-800-567-5722

This is an automated telephone service. Listen carefully to the message to properly direct your call. Use the extension numbers below if needed.

Radiation Therapy reception	extension 4521
Chemotherapy reception	extension 6646
Pharmacist	extension 6607
Inpatient oncology unit (Kidd 9)	extension 2323
Dietitian or social worker	extension 7305
If you are a new patient	extension 4510

## How to call for help

### During hours of operation

**Monday to Friday, 8:30 a.m. through 4:00 p.m. Closed on weekends and holidays.**

If there is a change in your condition:

- 1 Phone **613-549-6666** or toll free **1-800-567-5722**.
- 2 Enter the extension to reach your oncologist's (cancer doctor's) medical secretary.
- 3 Describe your concern to the medical secretary.
- 4 The medical secretary will communicate your concern to your nurse or doctor.

### Outside of these hours

**After 4:00 p.m. or any time on weekends and holidays**

If there is a change in your condition after hours of operation, call CAREchart@home. CAREchart@home is an after-hours symptom management telephone service. The goal of this program is to help you better manage your symptoms at home and prevent you from needing to visit the emergency room.

- 1 Phone **1-877-681-3057**.
- 2 An operator will answer your call and connect you to a specialized oncology nurse who will help you.

Before you call, have your wallet card filled out and your medication list ready. This information will help the nurse from CAREchart@home to answer your questions and help you.

After your call, the CAREchart@home nurse will send a report to your cancer care team.

Bring your CAREchart@home wallet card with you to each Cancer Centre visit.

**At any time, if your problem is a medical emergency or if you don't know what to do go directly to your nearest emergency department or call 911.**

## Getting here

### Directions

Address: 25 King Street West in Kingston, Ontario.

The Cancer Centre of Southeastern Ontario is located in the **Burr Wing** at Kingston General Hospital. All patients must register at the Burr 0 registration desk when they arrive for an appointment. The patient registration desk is located just inside the main doors on King Street.

The two closest entrances are:

- the **George Street entrance**
- the **King Street entrance**

## Parking

### Cancer Centre parking

If you are a patient of the Cancer Centre you will receive a pink parking permit at or before your first appointment. This pink permit will allow you to take advantage of special discounted parking rates and use reserved cancer parking spaces. If you forget your pink permit, ask a staff member in your clinic for a new one. Please note that the concourse directly in front of the Cancer Centre entrance (Burr Wing) is for pickup and drop-off only.

Parking spaces on lower George Street (including spaces in the GIDRU parking lot and the Ann Baillie gravel parking lot) are reserved from Monday to Friday for patients of the Cancer Centre. The cost is \$1 per hour or \$5 for the day.

Vehicles parked from Monday to Friday in these reserved spaces must have both a patient permit (pink parking pass) and a Pay and Display receipt (dispensed from a City parking meter) visible.

If the George Street spaces are occupied, overflow options for Cancer Centre patients are available in the Waterfront parking lot and Richardson Beach parking lot at the foot of Barrie Street and King Street.

Overflow parking will also be permitted on a section of Barrie Street between King and Union and a section of King Street between Barrie and West.

Both the parking lots, George Street and Barrie Street require displaying the following in parked vehicles:

- Pay & Display receipt (or payment through HonkMobile).
- Valid Cancer Centre permit.

King Street will require displaying a Cancer Centre permit only. Vehicles will be exempted from the posted time restrictions.

Pay & Display receipts for patients can be purchased from the Pay & Display machines on lower George Street as well as machines on Barrie Street. Patients can stay longer than the 3-hour maximum in both parking lots and on-street as long as a full day (\$5) Pay & Display receipt and patient permit are both visible.

Patients can now pay using HonkMobile, offered in addition to existing payment options. Patients paying with HonkMobile can use the code **80000** to obtain the Cancer Centre parking rate and are required to display a valid permit while parked. Visit [www.honkmobile.com](http://www.honkmobile.com) for more information.



# Parking Options for Patients of the Cancer Centre of Southeastern Ontario at KHSC

**Cancer Centre of Southeastern Ontario**  
A Cancer Care Ontario Partner

Kingston Health Sciences Centre  
Centre des sciences de la santé de Kingston



Disclaimer: The Corporation of the City of Kingston assumes no responsibility for inaccurate or inconsistent data set out in this map product.  
Parking Options Cancer Centre, Sept 2019

### **Other metered parking**

Parking spaces with meters are available in parking lots and on the streets near the hospital.

You will need to pay on weekdays and Saturdays between 8 a.m. through 5:30 p.m.

### **Underground parking**

The underground parking garage is on Stuart Street. It is open 24 hours a day, 7 days a week and you must pay to park. You can reach the hospital from the underground parking garage, either by crossing the street or by using the tunnel under Stuart Street. The tunnel is open daily from 6 a.m. to 9 p.m. Week-long discounted parking passes are available for purchase at the KGH security office.

### **More parking**

If you cannot find parking near the Cancer Centre, other parking spaces are available within walking distance.

- City of Kingston Courthouse parking lot, located on Court Street. Enter off of West Street or Barrie Street.
- Miller parking lot (by the Queen's University Campus Bookstore), located on Fifth Field Company Lane. Enter off of Union Street.
- Queen's Centre/Athletics and Recreation Centre underground parking lot, located at the intersection of Earl Street and Division Street. Enter off of Division Street. Pay by credit card only.
- Queen's Tindall Field surface parking lot (parking available on first row only), located at the intersection of Union Street and Albert Street.

## **Transportation to your appointments**

### **Canadian Cancer Society Wheels of Hope Patient Transportation Service**

The Canadian Cancer Society offers a transportation service for patients who:

- Cannot afford the cost of travel.
- Are not well enough to use public transportation.
- Feel uncomfortable facing travel alone. Patients are picked up and taken to/from their appointments by a volunteer driver.

New patients who register will be asked to pay an annual fee. Children 18 years of age or younger will not be charged. If you can't afford to pay, you may be eligible for assistance through their compassionate program.

To make a trip booking or to learn more, call 1-800-263-6750

### **Public transportation**

There are several Kingston Transit bus routes that service KGH and the Cancer Centre. For more information, visit Kingston Transit at [www.kingstontransit.ca](http://www.kingstontransit.ca) or call City of Kingston Customer Service at 613-546-0000 or TTY 613-546-4889.

## Taxi Services

### There are two taxi companies in the Kingston area:

- Amey’s Greenwood Taxi: 613-546-1111
- Modern City Taxi: 613-546-2222

## Places to stay

Many local hotels offer special discounted rates for patients and families receiving care at the Cancer Centre. View the list by visiting Kingston General Hospital’s website [www.KingstonHSC.ca](http://www.KingstonHSC.ca) and search Accommodations. If you need this list printed please ask any member of your care team.

For patients getting daily treatment and live outside of the Greater Kingston area, rooms may be available at a discounted rate at the Days Inn by Wyndham Kingston Hotel. To make a reservation call 1-800-267-7899 and ask for the “KHSC Cancer Centre” rate.

Days Inn by Wyndham

1 First Canada Avenue

Kingston, ON K7K 6W2

If you cannot afford the cost of a hotel, a subsidy application can be filled out. Factors such as how far away you live, social supports, and income are all considered. Please ask your cancer care team for more information or a subsidy form.

## Language interpretation services

If you speak a language other than English, use sign language or are hearing impaired, we make our best effort to get a language interpreter for you at your appointments. Your family doctor’s office will usually tell us whether you need a language interpreter. We will confirm this with you when you are called with your first appointment booking.

If you are a new patient and want to check whether an interpreter has been booked for you or your family member, call **613-549-6666 extension 4510**. When you book your later visits, remind the receptionist to book a language interpreter for you.

# Appointments

## Arriving for appointments

You may need to visit different areas of the Cancer Centre and Kingston General Hospital during your appointments. These areas could be:

- The clinic
- Chemotherapy Treatment Area
- Radiation Therapy
- Blood Work Room
- Supportive Care Area
- Main hospital for diagnostic tests

Your first visit to the Cancer Centre will be an appointment in the clinic. At this appointment you will meet members of your cancer care team, including your oncologist. An oncologist is a doctor who treats cancer.

## Clinic appointments

Register for your appointment at Burr 0 Registration. You will see this desk when you enter the main lobby of the Cancer Centre from the 25 King Street West entrance.

The receptionist will welcome you and direct you to the appropriate waiting area.

### Things to do to make your first clinic appointment as easy as possible:

- Arrive on time to register.
- Know where to go. Look at directions to the hospital before you leave home.
- Your first clinic appointment could last several hours. If more testing needs to be done or if you meet with several healthcare providers your visit may be longer. Try not to book other appointments on this day. Prepare for a long visit by making arrangements for things like family or work obligations.

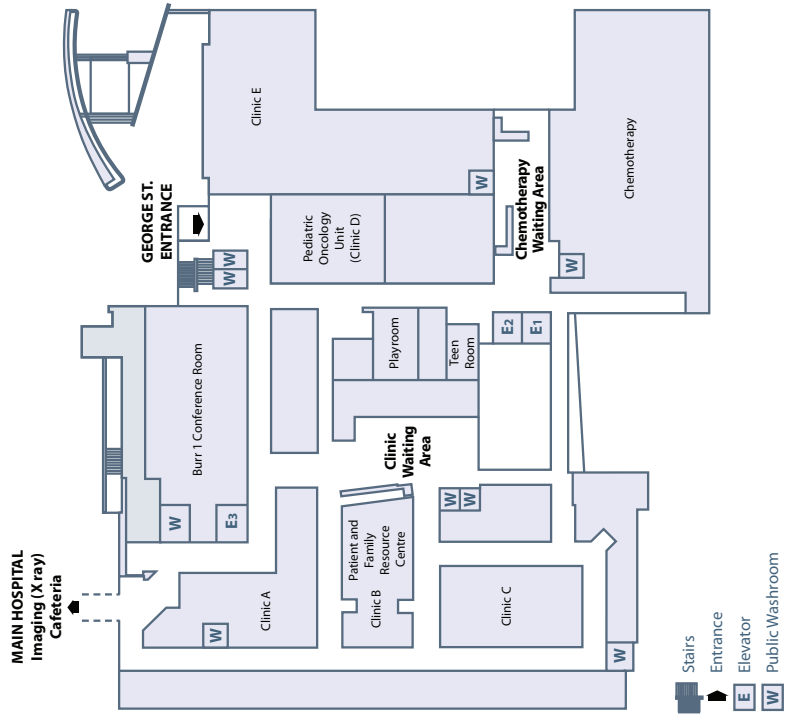
## Hand washing and infection

Because germs spread mainly by hand, the most important thing we all can do to prevent infection is to wash our hands regularly. You will notice hand sanitizer stations around the hospital. We encourage you, your family and the members of the cancer care team to use them often.

Family members, friends and visitors who feel unwell and have symptoms like a new or worse cough, fever, diarrhea or vomiting should delay their visit to the hospital until their symptoms go away.

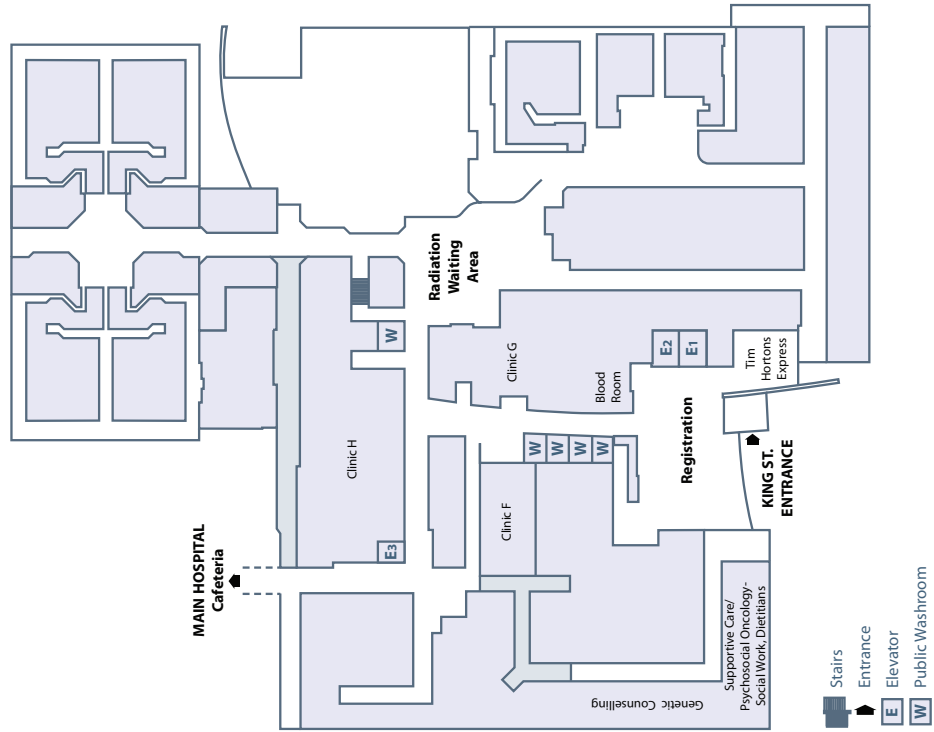
# Cancer Centre of Southeastern Ontario Visitor Map

## Burr 1 First Floor



KING STREET WEST

## Burr 0 Ground Floor



KING STREET WEST

## What do I need to bring to my appointments?

There is a lot to think about on the day of your appointments. To make things easier, use the checklist below when you prepare for an appointment. Please bring:

- ✓ Your Ontario Health Insurance Plan (OHIP) card.
- ✓ A list of all your medications, **including over-the-counter medication, vitamins, minerals and herbal supplements**. Write down your dose and how often you take each medication.
- ✓ Any daily medications you may need to take during your visit, like medications to manage pain or diabetes.
- ✓ Any test results or other information your family doctor or referring doctor gave you to bring to your appointment.
- ✓ A list of questions or concerns, with the most important at the top of the list. The name, address and phone number of your family doctor and your pharmacy or drug store.
- ✓ Your group and policy numbers/card if you have a drug insurance plan.
- ✓ A lunch or snacks, especially if you are diabetic or have special diet needs.
- ✓ A book, magazine or other entertainment for waiting.
- ✓ Cash or a credit card to pay for parking or in case you need to fill prescriptions.
- ✓ Eyeglasses or hearing aid if you use them.
- ✓ A family member or friend to assist with taking notes and to provide support.



## Talking with your cancer care team

### Sample questions to ask

You will likely have a lot of questions for your cancer care team. You may want to ask some of the following questions.

#### Questions to ask before treatment begins

- What is my diagnosis?
- Do you know if the cancer has spread to other parts of my body?
- What are my treatment options? What treatment do you suggest for me and why?
- What are the expected benefits of each treatment?
- What are the risks and possible side effects of each treatment?
- Will I have to change my normal activities, like work, travel or exercise? If yes, for how long?
- Will the treatments affect my normal sexual activity?
- Is infertility a side effect of this cancer treatment? If yes, what are my options for preserving my fertility?
- What can I do to prepare for treatment?
- How often will I have treatments?
- How long will I have treatments?
- Will I have to pay money for treatments?

It can be hard to understand everything at your appointments, especially if you are worried or scared. One of the most important things to remember is that it's okay to ask questions. In fact, we need you to ask questions.

Your cancer care team counts on you to let them know how much information you need. Here are some tips for how to talk with your cancer care team.

#### Before your visit

- Make a list of your symptoms, questions and concerns to talk to your cancer care team about. Read the previous section for sample questions to ask.
- Bring a family member or friend to your appointments. It helps to have a second person there for support, and to listen and take notes.

#### During your visit

- Ask all your questions, starting with your most important questions first. While you listen to your cancer care team, get your family member or friend to write down the information.
- Tell your cancer care team how you are feeling. Let them know your concerns and what affects your decisions, like family, values, work or hobbies.
- It's okay to ask your cancer care team to use everyday language to explain things that are new to you.

- Repeat back to your cancer care team in your own words what you heard them say. This will make sure you correctly understand what was said.
- Visit the **Patient and Family Resource Centre** on the first floor of the Burr Wing (Burr 1) for more information and support. The resource centre has brochures, and pamphlets to help you through your journey.

### After your visit

- Talk with the person who came with you to your appointment. Go over the notes and talk about what each of you understood about what was said.
- You may wish to talk to your family doctor or nurse practitioner after your visit. They can help you balance the advantages and disadvantages of the treatment options presented to you.

### Your symptom assessment

**Symptoms** describe how a person is feeling. They can be physical complaints or treatment side effects, such as pain or nausea. They are also emotional or spiritual changes, such as anxiety or depression. We need to know about your symptoms so that we can help you. Research tells us that people who have better control of their symptoms often report a better quality of life.

The following steps are how we find out more about your symptoms at **every clinic** appointment.

- You will see tablets in the waiting areas at the Cancer Centre. These tablets ask you to rate nine symptoms that are common to cancer patients on a scale of 0 to 10. Zero means the symptom is absent and 10 means it is the worst possible. This is a questionnaire called **Your Symptoms Matter**.
- Please use a tablet after you register for your clinic appointment.
- The tablets are easy to use. No computer skills are needed. You will rate your symptoms by tapping the computer screen.
- A member of your cancer care team should talk to you about the results of your symptom assessment at every appointment. **If you are not asked about your symptoms, point out your symptom scores when you talk with your cancer care team.** This will make sure we are working together to help manage your symptoms.

Staff in the waiting area will show you how to use the tablets and will be there to help you.

You can also fill our Your Symptoms Matter at home or on your own device. Ask your cancer care team, or visit our website, [www.CancerCareSouthEast.ca](http://www.CancerCareSouthEast.ca) for more information on how to fill out Your Symptoms Matter at home.



## Advance care planning

### What is advance care planning?

Advance care planning is a chance for you to reflect on your preferences about your current and future health care decisions. These decisions are usually shared with your family members and health care providers. Advance care planning ensures that your wishes are respected in the future if you are unable to communicate your preferences to those providing your care.

### Who should make an advance care plan?

Every adult should make an advance care plan. No one can predict the future, so having a plan ensures that others know your wishes and that your voice will be heard if you cannot speak for yourself. Advance care planning is especially important for people who face a serious illness. Knowing that you have a plan can reduce anxiety for you and your loved ones.

### When is an advance care plan used?

Your plan is only used if you are unable to make your own health care decisions. For example, if you are in a coma or your illness impairs your ability to make decisions. At this time your **substitute decision maker** will assist health care providers in planning your medical care based on your previously expressed wishes. Your substitute decision maker is the person who you choose to make decisions for you in the event that you cannot make these decisions yourself.

### Can an advance care plan be changed?

Yes, you can change your advance care plan as often as you like. Our lives, and the people around us, change over time. It's a good idea to review your plan every so often so that it reflects any changes to your preferences. Make sure you talk to your substitute decision maker about these changes. Your substitute decision maker will be consulted and use your most recent advance care plan only if you cannot speak for yourself.

### How do I start advance care planning?

Talking about end of life issues can be difficult for anyone. However, it will likely be up to you to express your wishes and start conversations about advance care planning.

Here are some tips to help you start the conversation:

- Begin by reflecting on your values, beliefs and understanding about your illness, treatments and care. Also think about who you feel would be most capable of honouring and making medical decisions on your behalf.
- Members of your cancer care team can talk with you and provide guidance on how to start advance care planning.
- Visit the website [www.advancecareplanning.ca](http://www.advancecareplanning.ca) for resources to help you make a plan.



## Cancer treatments

### General information on cancer treatment

#### What does the goal of treatment mean?

Your oncologist will discuss with you the **goal** of your cancer treatment when you talk about your treatment options. The goal of treatment is what the possible and expected outcome of treatment will be. Your treatment goal will be one of the following:

- Cure the cancer by destroying or removing all the cancer in your body. This is known as **curative** treatment.
- Control the cancer by lessening the amount of cancer in your body or reducing the chances your cancer will come back. This is known as **adjuvant** treatment.
- Treat the symptoms, like pain, caused by your cancer. This is known as **palliative** treatment.
- Prevent or slow down the start of cancer in your body. This is known as **preventative** treatment.

#### What are the treatments for cancer?

There are three main ways to treat cancer:

- Surgery
- Radiation therapy
- Cancer drugs

## How do my team and I decide what kind of treatment I need?

You and your cancer care team may decide you need only one type of cancer treatment or a combination of different treatments. Your treatment plan will depend on different factors, such as:

- Your type of cancer and where it is in your body.
- Your general health, your age and any other medical problems.
- If you have had cancer treatment before.
- Your personal values and wishes.

## Surgery

Surgery can be used to both diagnose and treat cancer. If you are having surgery for your cancer, you will have the operation performed by a surgeon in a hospital. Often surgery is the first step in cancer treatment, so you may have already had surgery before now.

Your cancer care team will talk with you in detail about your own care plan and whether surgery is a treatment option for your type of cancer.

## Radiation therapy

This is general information about radiation therapy for cancer treatment. Radiation therapy uses high energy radiation rays or particles to treat cancer and control the symptoms caused by cancer. Your cancer care team will talk with you in detail about your care plan.

### Arriving for radiation therapy

All radiation therapy treatments in southeastern Ontario are given at the Cancer Centre. Radiation Therapy is located on the ground floor of the Burr Wing (Burr 0). When you arrive for any of your radiation therapy appointments, check-in at the radiation reception desk located in the [Radiation Reception and Waiting Area on the ground floor of the Burr Wing \(Burr 0\)](#).

### What is radiation treatment planning?

Radiation treatment planning is your first appointment in the Department of Radiation Therapy. You will get a phone call with the date and time of this appointment. At your radiation treatment planning appointment:

- A **radiation therapist** will talk with you about the planning procedure and will take you to a special type of machine called a CT simulator. A scan will be taken of the area(s) of your body to be treated. Your radiation therapist will take measurements for the detailed calculations needed for your treatment plan. Photos may need to be taken of your position and the treatment area(s).
- Marks will be drawn on your skin with an ink marker. These marks will wash off, but permanent, tiny tattoo marks will be made in the same place. The tattoo marks are the size of a freckle. These tattoos help the therapists in your daily treatment setup.

- If you need radiation therapy to the head or neck area, a special mask will be made. This mask is to help keep you still during treatment and will be used for treatment setup. This mask will be worn every day for treatment.
- The radiation treatment planning appointment usually takes between 30 minutes to 1 hour to complete.



Once the images and measurements are complete, the radiation therapy team will design your treatment plan. Designing your treatment plan requires detail and can take several days to complete. You will be called with your treatment start date and time. Treatment usually starts about two weeks after your planning session.

### **Radiation treatments**

Once your treatments begin, you will have daily appointments, Monday through Friday. There are no scheduled treatments on weekends or holidays. Your treatment may take place over many days or weeks and you may start your treatment on any day of the week. The following things usually occur at a radiation treatment appointment:

- Your appointment will take about 10 to 30 minutes long. Most of this time is spent positioning you for treatment. The radiation beam is usually only on for 1 to 2 minutes.
- On your first day of treatment a radiation therapist will talk to you about what to expect. They will give you advice and written information on how to manage treatment side effects. Radiation therapists are always available to answer any questions or concerns about your treatment or side effects.
- While you get your treatment, the radiation therapists will leave the room. They will constantly monitor you using an intercom and TV system. The radiation can be easily stopped at any time and will automatically switch off once your treatment has been given.
- The radiation itself does not cause pain. You are unlikely to feel anything during treatment.

### **Brachytherapy**

Brachytherapy is a type of radiation therapy that is given to you by placing a radiation source inside your body near your cancer. This type of treatment is less common and may be used alone or with other radiation treatments.

### **Radiation Review Clinic**

While you are on radiation therapy, your radiation oncologist or another cancer care provider will meet with you in the Radiation Review Clinic at least once a week. The purpose of the review clinic is to check how you are doing. The Radiation Review Clinic is located off the **Radiation Reception and Waiting Area on the ground floor of the Burr Wing (Burr 0).**

## What are the side effects of radiation therapy?

The side effects of radiation therapy depend on:

- The type of radiation.
- The part of your body getting treated.
- The dose of radiation your oncologist has prescribed.

Your cancer care team will talk with you about what side effects to expect before your treatment starts. You will also get information on how to manage these side effects if they occur.

Each day, the radiation therapists will check you for any side effects.

## Chemotherapy and Immunotherapy Patient Education Classes

Chemotherapy class is offered for patients and families on Tuesdays and Thursdays from 2-3 p.m. Immune checkpoint inhibitor class is offered for patients and families on Thursdays from 1-2 p.m. Each class is one hour in length and takes place in the Supportive Care department on Burr 0.

During these classes you will learn about what to expect during treatment, how to manage possible side effects, and resources to help you during treatment. The class is an important step in preparing you for treatment.

To register for a class, call 613-549-6666 or toll free 1800-567-5722 and dial extension 4165.

## Cancer drugs

This section includes general information about the treatment of cancer with drugs.

Cancer can be treated with different types of drugs, including chemotherapy, immunotherapy, hormonal therapy, biological therapy and targeted therapy. Each drug works in a different way to treat cancer.

## How are cancer drugs given?

Cancer drugs are given in different ways. How they are given depends on the type of drug and your type of cancer. They may be given:

- By swallowing the drugs as a pill or capsule (by mouth).
- By infusion using an intravenous (tube into your vein).
- By injection under your skin with a needle.

If you get your cancer drugs by intravenous (IV), a special long-term IV may be inserted. The most common long-term IVs are peripherally inserted central catheters (PICCs) or port-a-caths (PORTs). Long-term IVs are inserted so that you are not repeatedly poked by a needle to start a new IV.

Cancer drugs are often given in a series of cycles. Each cycle includes the treatment day(s) and some recovery days after treatment. The recovery days allow

your body time to recover from side effects before your next cycle. Your cancer care team will talk with you in detail about your own treatment plan.

### **Where do I go to get my cancer drugs?**

Where you get your cancer drugs will again depend on the type of drugs being given and your type of cancer.

If you are getting your cancer drugs by infusion or injection, you will go to the Cancer Centre, the inpatient oncology unit at Kingston General Hospital or a partner hospital closer to your home. Most treatment plans do not require you to stay at the hospital overnight to get your cancer drugs.

The Chemotherapy Treatment Area is located **on the first level of the Burr Wing (Burr 1)**.

If you are getting your cancer drugs as a pill or capsule (by mouth), you can take them at home. In this case, it is important that you follow your cancer care team's instructions on how to take your cancer drugs at home.

Your cancer care team will give you specific instructions for when and where you will get your cancer drugs.

### **What are the side effects of cancer drugs?**

Cancer drugs often cause side effects. The types of side effects depend on the drugs and your type of cancer. People also experience side effects in different ways. Even if you get the same treatment as someone else, your body may react differently.

Your cancer care team will talk with you about what side effects to expect before your treatment starts. You will also get information on how to manage these side effects if they happen.

You will be prescribed medications that help with certain side effects. An example is an anti-nausea medication. The cancer care team will explain in detail how to take these medications to lessen your side effects.

### **What to expect on treatment day**

Before your treatment:

- Before the first day of each treatment session you will likely have blood tests done. The blood tests make sure your body is healthy enough to get treatment.
- At a clinic appointment, your cancer care team will examine you, look at your blood test results and decide whether treatment can begin. This may also happen the day or two before treatment. You will be told if your treatment needs to be delayed or the drug dose needs to be reduced.

### **Treatment day checklist:**

- Wear comfortable clothes with sleeves that can be rolled up.
- Bring any medications you take during the day with you, like pain medicine, insulin or inhalers.
- Bring your Ontario Health Insurance Plan (OHIP) card, private drug insurance card and money to pay for possible prescriptions.
- Eat a light meal. Bring a snack or lunch, or money to purchase food if needed.
- Bring a family member or friend (preferably over the age of 16 for safety reasons) for support and to help collect information.
- For your first treatment, be prepared to possibly spend the day at the Cancer Centre. Some things that can affect the length of your visit are wait times and how you tolerate your treatment. Try not to book other appointments on this day. Make arrangements for things like family or work obligations.

### **During your treatment:**

- You will likely get some medication before treatment to prevent possible side effects like nausea or an infusion reaction. The nurse will start an intravenous (IV) in your arm and may also give you some other fluids through the IV.
- Once your cancer drugs are prepared by the pharmacy, a nurse will start giving your drugs through your IV. You will get your drugs while sitting in a comfortable chair or lying on a stretcher.
- While you get treatment, the nurse and pharmacist will talk with you about your cancer drugs. They will tell you about managing possible side effects and answer any questions you may have.
- The nurse will check on you often to make sure you are not having any reactions from the cancer drugs. This may include taking your vital signs (blood pressure, heart rate, temperature and oxygen levels) regularly.
- Most patients do not feel pain or anything unusual while they get their cancer drugs. If you begin to feel uncomfortable, tell your nurse right away.
- The length of treatment time will depend on your treatment protocol (a specific treatment plan).

### **After treatment:**

- Your nurse will remove the IV in your arm. If you have a special long-term IV, the nurse will clean out the device.
- You will likely get a prescription for medications to help with side effects. Make sure you understand the instructions for taking these medications to help your side effects.

## Getting cancer drugs closer to home

When possible, we will give your cancer drugs and some other treatments at a hospital closer to your home. The Cancer Centre partners with the following hospitals to give some treatments:

- Napanee – Lennox & Addington County General Hospital
- Brockville – Brockville General Hospital
- Perth – Perth & Smiths Falls District Hospital

If you would like to know more about getting your cancer drugs closer to home, ask your nurse or oncologist.

If you live in Belleville, you may get cancer drugs there if your **oncologist** is located in Belleville. You will meet with a nurse, oncologist and other members of the cancer care team to plan and get all your treatment in Belleville.

## Blood work

During your treatment and follow up you will be asked to have your blood work taken.

Blood work results tell your cancer care team about your health status and how your body is responding to some treatments.

- The Blood Work Room is located just off the **Burr O Registration area on the ground floor of the Burr Wing (Burr O)**.
- When you arrive to have your blood work done, you will need to take a ticket from the wall beside the Blood Work Room and wait until your number is called by one of the **phlebotomists**. Phlebotomists are people specially trained in taking your blood.



You can also arrange for your blood work to be done at a community blood lab closer to your home. You can ask your nurse about how this can be arranged.

If you have a special long-term IV, like a peripherally inserted central catheter (PICC) or port-a-cath (PORT), your blood work will be done by a nurse in the Chemotherapy Area.

The Blood Work Room is only used for tests ordered by your cancer care team at the Cancer Centre. Tests ordered by your family doctor must be done at a community blood lab.



## Paying for drugs

Your treatment plan may include drugs that are not paid for by the Ontario Health Insurance Plan (OHIP). For this reason it is important to know what kind of drug coverage you have. Use the information on the next page to find out what you need to know before you start treatment.

### Contact telephone numbers

613-549-6666 or toll free 1-800-567-5722

Cancer Centre pharmacist extension 6607

Drug access coordinator extension 3317 or 8119

Social worker extension 7305

## Clinical Trials

### What are cancer clinical trials?

Clinical trials are research studies people volunteer to take part in. Clinical trials test new ways to prevent, diagnose, treat or manage cancer.

Clinical trials are important because they are the only way to learn if a new treatment is safe and works to treat cancer. The standard cancer treatments used today were tested in clinical trials years ago.

### Why would I want to participate in a clinical trial?

Clinical trials may be an option for people at different places in their cancer journey. Taking part in a clinical trial means you may have access to cancer treatments not yet available to other Canadians. There is no promise that you will benefit from taking part in a clinical trial. However, the information gained may direct future patient care.

### What clinical trials are available at the Cancer Centre?

Clinical trials are always opening and closing at the Cancer Centre as part of the work of the Cancer Clinical Research Team. Ask your nurse or oncologist about any trials that may be available for you. If a clinical trial is not available here, we can help you to find another location that offers one.

To search for clinical trials happening now across Canada, visit Canadian Cancer Trials at [www.canadiancancertrials.ca](http://www.canadiancancertrials.ca) or internationally, visit [www.clinicaltrials.gov](http://www.clinicaltrials.gov). If you have any questions, contact Cancer Clinical Research Team at [CC-ClinicalTrials@KingstonHSC.ca](mailto:CC-ClinicalTrials@KingstonHSC.ca) or Phone: 613-549-6666 extension 6641.

USE THE INFORMATION ON THIS PAGE TO FIND OUT WHAT YOU NEED TO KNOW ABOUT COVERAGE FOR DRUGS THAT MAY BE REQUIRED FOR YOUR TREATMENT.

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**Type of insurance you may have**

**What you need to find out**

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**Private insurance (a plan through your work, your spouse or another family member)**

**What to ask:** If your prescription is covered, what percentage you will pay for each prescription, and if you have to pay before receiving your drugs.

**Who to ask:** Your employer, insurance plan provider or a drug access coordinator or pharmacist at the Cancer Centre.

**What to bring to your community pharmacy:**

Show the community pharmacist your private drug insurance card to fill your prescription.

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**No private insurance or less than 100 % private insurance coverage**

**What to ask:** How to apply to the Trillium Drug Program (a social worker can help you with this), the details of coverage and what you will pay for each prescription.

**Who to ask:** A drug access coordinator or pharmacist at the Cancer Centre.

**What to bring to your community pharmacy:** Once you are approved for the Trillium Drug Program, show the community pharmacist your Ontario Health Insurance Plan (OHIP) card to fill your prescription.

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**Drug coverage from: Ontario Works, Home Care, Ontario Disability Support Program (ODSP)**

**What to ask:** If your prescription is covered, how the plan pays for the prescription cost and what amount you will pay for each prescription.

**Who to ask:** A drug access coordinator or pharmacist at the Cancer Centre.

**What to bring to your community pharmacy:** Show the community pharmacist your valid drug card to fill your prescription.

\* For more information on Ontario Works, Home Care and ODSP, speak to a social worker.

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**Coverage for patients aged 65 years or older and patients 24 years or younger**

**What to ask:** When you qualify for coverage, if your prescription is covered, and what you will pay for each prescription.

**Who to ask:** A drug access coordinator or pharmacist at the Cancer Centre.

**What to bring to your community pharmacy:** Show the community pharmacist your OHIP card to fill your prescription.

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Adapted with permission from the Princess Margaret Hospital Patient Education Program

## Palliative care

### What is palliative care?

Palliative care is an active treatment approach that focuses on relieving symptoms that you, your family or caregivers find troubling. Palliative care focuses on the whole person, including your body, mind, spirit and community, to improve your quality of life. The palliative care team works with you and your family to manage physical symptoms or treatment side effects, support your emotional and spiritual needs, and help with practical concerns.

### When can palliative care be provided?

Palliative care can be provided at any point of an illness, regardless of stage. The care can be given from the time of diagnosis, during treatment and through to the end of life. Palliative care is not just end of life care, but does include planning and support for that time.

### Who provides palliative care?

Your family doctor or nurse practitioner may provide palliative care. If they need more support in meeting your needs, a palliative care team can help. Palliative care teams are made up of specialized nurses, doctors, social workers, registered dietitians, spiritual care providers, physiotherapists, trained volunteers and more. When required, home care providers can also support patients' palliative care needs in their home..

### Where is palliative care provided at the Cancer Centre at Kingston General Hospital site?

- In hospital: The palliative care team is available for patients and families admitted to KGH. Upon request from your admitting doctor, the palliative care team will visit you in your hospital room.
- Cancer Centre: There are daily palliative care clinics at the Cancer Centre. If your oncologist (cancer doctor) requests an assessment by the palliative care team, you will be phoned at home to arrange an appointment time with the palliative care team.

Palliative care services are available in different settings within Southeastern Ontario. Ask a member of the palliative care team about whether services exist closer to your home.

## Complementary and alternative therapies

Complementary and alternative therapies are medical products and practices that are not part of standard medical treatment. **Complementary** therapies are products or practices that are used along with standard medical treatment, like meditation. **Alternative** therapies are treatments that are used instead of standard medical treatment, like using a homeopathic (natural) treatment in place of what an oncologist suggests. Complementary and alternative therapies have not gone through the same research and testing that standard medical treatments have.

Many people explore using complementary or alternative therapies during their cancer journey. People may use these therapies to cope with their symptoms or side effects, help with stress or to try to treat their cancer.

It is important that you make a safe and informed choice about complementary or alternative therapies. Some complementary therapies can interact in a harmful way with your standard cancer treatment. Please share your questions and decisions with your cancer care team before trying anything new. This will ensure nothing interferes with your safety and wellbeing.

For more information, visit the BC Cancer Agency website at [www.bccancer.bc.ca](http://www.bccancer.bc.ca). Search for [Complementary and Alternative Cancer Therapies](#).



## The cancer care team

### Meet your cancer care team

There are many people involved in your care at the Cancer Centre. The cancer care team works together to give you and your family the best care and support during your cancer journey.

**You and your family** are the most important members of your cancer care team. You know best about your health, your values and your needs. The rest of the cancer care team will strive to work with you in order to give you care that centres on your needs.

The number and type of professionals on your cancer care team depends on your individual situation.

An **oncologist** is a doctor who specializes in caring for people who have cancer. There are several different kinds of oncologists, including radiation oncologists, medical oncologists, surgical oncologists and gynecologic oncologists.

A **hematologist** is a doctor who cares for and treats people with blood diseases, like leukemia.

A **palliative care doctor** specializes in looking after the symptoms, side effects and emotional problems related to your cancer and its treatment.

**General practitioners in oncology (GPO)** are doctors who work with oncologists and the cancer care team to plan and manage your cancer care.

**Nurses** provide cancer care to patients in a variety of settings, including the Cancer Centre, hospitals and the community. Many nurses that you meet will have special training in caring for people with cancer. Nurses at the Cancer Centre work in the clinics and Chemotherapy Treatment Area. Some nurses have special roles, such as an Advanced Practice Nurse (APN) or a Nurse Navigator. These nurses may have special education and usually work with specific groups of patients.

**Clinic assistants and personal care assistants (PCAs)** support the cancer care team in taking care of you while you are at the Cancer Centre or hospital. Clinic assistants work with the cancer care team in the clinics. Personal care assistants work as part of the cancer care team on inpatient units.

**Radiation therapists** deliver radiation therapy to patients, develop treatment plans, and provide patient education and support if you get radiation therapy.

A **medical physicist** confirms your radiation treatment plan as part of the radiation safety process. Medical physics staff also ensure the equipment used for radiation therapy is working properly.

**Pharmacists** check orders for cancer drugs prescribed by your oncologist and assist oncologists with questions about your cancer drugs. They also explain to you how cancer drugs work, possible side effects, instructions for taking medications and answer questions you have about your medications.

**Pharmacy technicians** prepare cancer drugs and other medications in the pharmacy.

A **drug access coordinator** helps patients to assess their drug coverage and to explore other drug coverage options so they can access medications not covered by the Ontario Health Insurance Plan (OHIP).

The **Indigenous navigator** identifies as Indigenous and will provide support from an Indigenous lens to patients and families living with cancer, who identify as having First Nations, Inuit, or Metis ancestry. An Indigenous navigator provides support on the path to wellbeing at clinic appointments and can help explain medical information. The Indigenous navigator can also advocate on your behalf for your health needs and connect you to Indigenous healers and community services. It is your cancer journey and therefore the experience will be guided by you, with support, to address the health of your spirit, mind, emotion, and body.

Invite the indigenous Navigator into your circle of care and find out how cultural practices can balance your treatment plan. The Indigenous navigator works with patients and families by telephone or in person. To find out more information or refer yourself call 613-549-6666 extension 3851 or [Dionne.Nolan@KingstonHSC.ca](mailto:Dionne.Nolan@KingstonHSC.ca) or talk to a member of your health care team.

## Psychosocial Oncology and Supportive Care

Cancer care is not just about treating your diagnosis. Cancer can affect you and your family in many ways, including your emotional, social, spiritual, practical, physical and nutritional wellbeing. The Psychosocial Oncology and Supportive Care team is available to help you and your family cope with cancer. This team includes social workers, registered dietitians and spiritual care providers.



**Social workers** are available to help you and your loved ones cope with the changes cancer can bring to your life. Social workers can talk to you about:

- **Emotional** concerns, such as coping with your feelings about your illness. They can help you learn ways to manage the stress of living with cancer and adjust to changes brought on by cancer.
- **Financial** concerns, such as finding out about financial help, drug coverage, or disability pensions.
- **Practical** (day-to-day) concerns, such as transportation, accommodation, advance care planning, home support and linking with support services and resources in the community.
- **Sexual Health Concerns**, such as low sexual desire and other physical changes, body image concerns and relationship concerns as a result of your cancer treatment.
- **Grief/Bereavement**, such as coping with losses related to cancer, preparing for end-of-life, and coping after the death of a loved one.

You can make an appointment with a social worker by asking a member of your cancer care team for a referral or by calling 613-549-6666 extension 7305.

**Registered dietitians** are available to help you meet your nutritional needs before, during and after treatment. Nutrition is especially important for people with cancer. Eating well can help you maintain your body weight, improve your energy and strength, lower the risk of infection, and help your body with healing and recovering from cancer treatments. Eating well can be difficult depending on the type of cancer you have and the treatments that you get.

A registered dietitian will:

- Offer a nutrition assessment and help you to set realistic goals.
- Help you manage symptoms or side effects related to cancer and treatment such as unintentional weight loss or gain, loss of appetite, trouble swallowing, taste changes, sore or dry mouth, nausea, vomiting, diarrhea or constipation.
- Give nutrition recommendations based on the best available scientific evidence.
- Help you with nutrition support if needed during your treatment, such as tube feeding.

Registered dietitian services are part of your care at the Cancer Centre of Southeastern Ontario. You can ask a member of your cancer care team to refer you to a registered dietitian or you can self-refer by calling 613-544-2631 extension 7305. To help prepare for your first appointment visit our website at [www.cancercareseast.ca](http://www.cancercareseast.ca)

**Spiritual health practitioner:** The experience of cancer often prompts people to reflect on life and wonder about meaning and purpose during life changes. A spiritual health practitioner helps patients and families as they experience times of uncertainty, transition and loss. A spiritual health practitioner can:

- Create a safe space to address anxieties and fears, and explore both the joy and grief of life and death.
- Help you explore your understanding of life and death and draw meaning from your experience.
- Visit, listen and offer crisis support, ministry and counseling when you are dealing with illness, loss and end of life issues.

You do not have to be religious to benefit from spiritual care. Spiritual care health practitioners work closely with your cancer care team. To see a spiritual health practitioner call **613-549-6666 extension 6094**. No referral is necessary.

**Home and Community Care care coordinators** will make sure you get the care and support you need to help you live independently in your home. See page 36 for Home and Community Care description and contacts.

**Secretaries, unit clerks and registration staff** book appointments, schedule tests and support your treatment process. Often they will be the first person you see when you arrive at either the Cancer Centre or a hospital unit.

**Volunteers** give their time to help make your visits as easy and comfortable as possible.

The Volunteer Station at the Cancer Centre is located on the ground floor of the Burr Wing (Burr 0) at the King Street entrance and in the Clinic Waiting Area on the first floor of the Burr Wing (Burr 1).

**Students:** The Cancer Centre and Kingston General Hospital site are teaching facilities and provide a learning environment for health profession students. During your visits, one or more health profession students may be involved with your care.

Your **primary care provider** remains an important member of your cancer care team during your cancer journey. Your primary care provider is your family doctor or nurse practitioner. Please contact your primary care provider:

- To renew all drugs prescribed by your primary care provider.
- If you have changes in your health between visits to the Cancer Centre, like if you have a cold or the flu.



- For health problems your primary care provider has been treating you for, like a heart condition, high blood pressure or diabetes.
- To help manage your symptoms, like pain, that may be related to your cancer.

Your primary care provider can call the Cancer Centre for information about your care or to tell us about changes in your health at any time. Your cancer care team will communicate with your primary care provider as needed about your cancer and your cancer treatment. After your cancer treatments are over, your cancer care team at the Cancer Centre will partner with your primary care provider to make sure you get appropriate care and follow up.



## Patient and family resources

### Cancer Centre of Southeastern Ontario

#### Patient and Family Resource Centre

The Patient and Family Resource Centre is located on the **first level of the Burr Wing (Burr 1)** in the clinic waiting area of the Cancer Centre at Kingston General Hospital. At the resource centre you can find free pamphlets and booklets. You can also find helpful resources on our website [www.cancercaresoutheast.ca](http://www.cancercaresoutheast.ca)

### Community resources

#### Canadian Cancer Society

The Canadian Cancer Society provides information and support services to patients, caregivers, health care professionals and the general public.

The Canadian Cancer Society provides the following services:

- **Patient information materials:** Brochures and booklets on cancer prevention, diagnosis, treatment and support. These materials can be downloaded from [www.cancer.ca](http://www.cancer.ca), or ordered from your local Society office or by phone by calling 1-888-939-3333.
- **Cancer Information Service:** Information on cancer and cancer-related services either by phone or e-mail. Call 1-888-939-3333 to get started.
- **Peer support service:** Connecting patients or caregivers with fully trained volunteers who have had cancer or cared for someone with cancer. Call 1-888-939-3333.

- **Smokers' Helpline:** Trained Quit Coaches give advice and information to help you set up a quit plan and stay smoke-free. Call toll free at 1-866-797-0000, Text IQUIT to the number 123456 to register or sign-up online or visit [www.smokershelpline.ca](http://www.smokershelpline.ca)
- **Transportation:** If you cannot get to your cancer-related appointment on your own, volunteers can provide transportation. Contact your local Canadian Cancer Society Unit office to learn more. See page 37 for more information.
- **Canadian Cancer Society online [www.cancer.ca](http://www.cancer.ca):** offers up-to-date, accessible and credible information about cancer from prevention to end of life issues. The content is reviewed by experts and updated regularly. It includes:
  - **The Community Services Locator:** A searchable database of over 4,000 cancer-related services and resources.
  - **Cancer Connection [www.cancerconnection.ca](http://www.cancerconnection.ca):** An online support community for people facing cancer to share their experiences and build relationships.

### Look Good, Feel Better®

Look Good, Feel Better® is a free, 2-hour, hands-on workshop to help women with cancer manage the effects that cancer and its treatment can have on their appearance. Participants learn simple cosmetic techniques, nail and skin care tips, hair alternatives and cosmetic hygiene. Participants also receive a complimentary cosmetic and personal care kit. The workshop is an opportunity to be with other women undergoing similar challenges.

- **Workshops are offered monthly in Kingston. To register call 613-549-6666 extension 7480 or 1-800-914-5665.**
- **Workshops are offered five times a year in Belleville. To register call 613-962-0686 or 1-800-914-5665.**
- **For more information visit the Look Good, Feel Better® website at [www.lgfb.ca](http://www.lgfb.ca)**

### Local hospice organizations

Local hospice organizations provide community services to individuals and families living with a life-limiting illness or coping with grief and loss. Services are given in homes, hospitals, long-term care homes, retirement homes, palliative care units and hospice centres.

Programs can include in-home respite, client day programs, caregiver support, and grief and bereavement support. Trained volunteers often play an integral role in helping facilitate the programs. Talk to your care team or visit the Patient and Family Resource Centre, located on the first floor of the Burr wing (Burr 1) to find detailed information about the different hospice organizations in our region.

## Home and Community Care

Home and Community Care Support Services connect you to health and personal support services to help you live independently and safely in your home. Anyone with a valid Ontario Health Insurance Plan (OHIP) card is eligible for services. A care coordinator will assess your health care needs and decide with you what services you require. There are no direct costs for services.

Phone: **toll free 1-800-869-8828**

Location: **1471 John Counter Boulevard, Kingston, Ontario**

Website: [www.healthcareathome.ca/southeast](http://www.healthcareathome.ca/southeast)

## Support groups

Support groups give you the chance to meet and talk with others who are going through a similar experience. To find local support groups:

- A social worker can help you find a support group that is right for you.
- Use the **Canadian Cancer Society Community Services Locator** at [www.cancer.ca](http://www.cancer.ca) Search [Support & Services Community Services Locator](#).

## Internet resources

### How do I find credible information on the Internet?

Many people affected by cancer will search for information on the Internet.

Finding information on the Internet can be a quick way of learning about topics as well as connecting with others living with cancer. However, you should use caution when searching for information on the Internet. It's hard to know whether the information is relevant to your situation, is accurate or complete. Your cancer care team can help you clarify any information that you have found on the Internet.

### To help you decide if information on the Internet is credible, use the following tips. Look for information that is:

- Current and updated often. Check the date when the information was posted and if it has been updated since.
- From a trustworthy source, such as websites run by governments, hospitals, academic and research facilities or credible not-for-profit organizations. Look for the HONcode logo on the website. This logo shows the organization has been approved by the Health on the Net Foundation and gives credible information.
- Written by an author or organization with good credentials.
- Easy to read and free of spelling, grammar or punctuation errors.

Beware of websites that are selling or persuading readers to buy treatments described as the cure for cancer.

## Suggested websites

 = Canadian

Here are some good places to start for reliable cancer-related information:

### **American Cancer Society** [www.cancer.org](http://www.cancer.org)

This website from a US community-based volunteer organization offers information on types of cancer, treatment, research and current news on cancer topics. Content is offered in multiple languages.

### **BC Cancer Agency** [www.bccancer.bc.ca](http://www.bccancer.bc.ca)

Offers information on types of cancer, drug information and treatment (treatment protocols are based on British Columbia guidelines), coping with cancer and a good resource section on complementary and alternative cancer therapies.

### **Canadian Cancer Society** [www.cancer.ca](http://www.cancer.ca)

Offers up-to-date, accessible and credible information about cancer from prevention to end of life issues. The content is reviewed by experts and updated regularly.

### **Cancer Care Ontario** [www.cancercareontario.ca](http://www.cancercareontario.ca)

The website for the provincial agency that oversees cancer care in Ontario. Includes relevant drug information and symptom management fact sheets for patients.

### **National Cancer Institute (US)** [www.cancer.gov](http://www.cancer.gov)

This US government-based institution's website gives up-to-date information on an array of cancer topics. Includes a dictionary of cancer terms and drugs.

### **Canadian Cancer Trials** [www.canadiancancertrials.ca](http://www.canadiancancertrials.ca)

Allows you to search for a clinical trial by cancer type, province, drug, keyword or phrase.

### **Canadian Virtual Hospice** [www.virtualhospice.ca](http://www.virtualhospice.ca)

A website that gives information and support on palliative and end of life care, loss and grief.

### **Cancer Centre of Southeastern Ontario** [www.cancercareseousthreat.ca](http://www.cancercareseousthreat.ca)

This is our regional website that includes information on the cancer services and programs available under our southeastern Ontario regional cancer program.

# Your privacy, safety and feedback

## Privacy and confidentiality

The Cancer Centre of Southeastern Ontario and Kingston General Hospital are committed to keeping your personal health information safe and confidential. Measures are taken to protect your privacy. Your health care record is confidential and used only by those who provide your health care. The hospital may also use your information for other reasons, like processing payment for your care or if reporting is required by law. Your permission is required to release your information to anyone not involved in your care.

If you have any questions or concerns about your privacy at the Cancer Centre and Kingston General Hospital, contact:

### Privacy Officer

Phone: 613-549-6666 extension 2567

Email: [kgh-privacy@KingstonHSC.ca](mailto:kgh-privacy@KingstonHSC.ca)

For more information, please go to

[www.kgh.on.ca](http://www.kgh.on.ca). Click [Privacy and Access to Information](#).

## Comments and concerns

The Cancer Centre is committed to providing the best possible care. We welcome your comments and concerns because they give us an opportunity to improve our care. If you have any concerns about anything that has happened to you, or if you wish to point out something that has pleased you while you have been a patient with us, there are a number of choices available:

- Speak directly to a member of your cancer care team
- Ask to speak with a Program Manager
- Ask to speak with the Director of Cancer Services

### If you do not feel your concern was resolved, please contact:

KGH Patient Relations

Phone: 613-549-6666 extension 4158

Email: [PatientRelations@KingstonHSC.ca](mailto:PatientRelations@KingstonHSC.ca)

All complaints will be handled confidentially and will not affect your care and treatment.

## Become a Patient Experience Advisor

The Cancer Centre of Southeastern Ontario is committed to partnering with patients and families. If you or a loved one have had treatment at the Cancer Centre please consider joining us as a Patient Experience Advisor. Patient Experience Advisors sit on councils and committees, working groups and task forces. They make sure all decisions affecting patient care are made with input from patients and families.

If you are interested, please contact Patient- and Family-Centered Care at 613-549-6666 extension 4424.

## Smoke Free, Scent Free, Latex Free

### Smoke Free

The Cancer Centre is an entirely smoke free environment, which means smoking is not permitted anywhere on hospital property. We have done this to protect everyone from exposure to second hand smoke. As part of the change, we have removed all of our dedicated smoking shelters. We have a number of smoking cessation supports in place for patients, including nicotine replacement therapy. If you know of a patient who would like support to quit smoking, please speak with a member of their care team.

### Scent Free

For the safety and comfort of those with allergies and sensitivities, please respect that the hospital is scent free and do not wear any scented products or bring flowers with scents into the hospital. These include freesias, lilacs, lavenders, lilies, hyacinths and peonies. Other items that you should not use or bring when you visit the hospital include:

- Perfumes and colognes
- Scented soaps and deodorants
- Scented shampoos and hair products
- Scented body powders and lotions

### Latex Free

Please do not bring any latex products, including balloons, into the hospital as they may cause allergic reactions in some people. Balloons made from non-latex materials are welcome.

# Feedback form

We would like this guidebook to give you everything you need as a new patient to the Cancer Centre of Southeastern Ontario. Your comments will help us make sure this guidebook is useful for future patients and their family members.

**DATE:** \_\_\_\_\_

Please check:

- I am a patient of the Cancer Centre of Southeastern Ontario
- I am a family member or friend of a patient of the Cancer Centre of Southeastern Ontario

On a **scale of 1 to 5**, with **1=strongly disagree** and **5=strongly agree**, circle the number that best describes how you agree with the statement about this guidebook.

Statement	Strongly disagree					Strongly agree				
The information helped me prepare for my visits to the Cancer Centre.	1	2	3	4	5					
I learned about what services and resources the Cancer Centre has to offer people with cancer.	1	2	3	4	5					
The information answered my questions.	1	2	3	4	5					
The words and sentences were easy to read.	1	2	3	4	5					
I understood the information.	1	2	3	4	5					

What other information should be included in this guidebook?

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More comments:

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**Please return this survey to the Supportive Care department located on the main floor (Burr 0) of the Burr Wing at the King Street entrance of the Cancer Centre and Kingston General Hospital.**



# Community supporters index

The Cancer Centre of Southeastern Ontario is extremely grateful to all advertisers for helping to make this guidebook possible.

Please note, an advertisement in this guide does not imply an endorsement by the Cancer Centre of Southeastern Ontario.

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