



R.S. McLaughlin
Durham Regional
Cancer Centre



Your Guide to the R.S. McLaughlin Durham Regional Cancer Centre

Being told you have cancer may make you feel worried and afraid. Your first visit to the R.S. McLaughlin Durham Regional Cancer Centre can also make you feel this way. These feelings may make it difficult for you to know what to expect and what to do. We want you to know that your questions and concerns are important to us. If you have a question or you would like more information, ask any member of your health care team.

While at the Cancer Centre, you will have different members of the health care team involved in your care. You are the most important member of the team. We encourage you and your family to take part in your care.

The Cancer Centre partners with many organizations to give you care closer to your home. There may be tests, treatments and/or appointments that can be done in the community you live in. Please talk to your health care team about this.



Your First Appointment

You will check in at the main floor reception desk of the Cancer Centre. An identification card will be given to you. You will use this card to check in for all of your appointments at the Cancer Centre. After you check in, you will be called for blood work if your doctor has ordered it to be done. You will be seen by members of your health care team.

Your health care team will review your medical history, your test results and talk to you about your illness. They will talk to you about the choices you may have for treatment. Normally, you will not have treatment at this first appointment. You will be told in advance if treatment is to be given. **Ask questions if there is anything that you do not understand.**

The Cancer Centre **is a scent-free environment.** We ask that you do not use anything that has a perfume or scent before you come to the Cancer Centre.

Coming to the Cancer Centre

If you don't have a family member or friend that can drive you to the Cancer Centre, you can arrange for a ride by calling:

- Canadian Cancer Society 1-888-939-3333
- Go Transit 1-888-438-6646
- Oshawa Transit 1-866-247-0055
- Community Care Durham (ask a member of your healthcare team for the transportation handout)

Parking is available:

- on the north side of the hospital on Hospital Court.
- on the south side of the hospital at the end of Parkwood Crt.

You will need to pay a fee before you leave the parking garage. If you are coming to the cancer center on a regular basis you may want to call the parking office to find out about monthly parking rates.

Parking Office: 905-576-8711 or 1-866-338-1778 at extension 3707

If you are unable to walk from the parking garage, your driver can drop you off at the front of the Cancer Center on Parkwood Court (south side of the hospital).

Where in the hospital is the R.S. McLaughlin Durham Regional Cancer Centre?

The Cancer Center is located in the C Wing of Lakeridge Health Oshawa on levels "B1" and "M".

Volunteers in the Cancer Centre

We have volunteers that will greet you upon your arrival at the Cancer Centre. Volunteers can give you directions to the location of your appointment. They are available to answer questions you have that are non-medical questions. They can also give you support while you get your treatment. Volunteers are available to help you at the registration computers to complete your Edmonton Symptom Assessment System. (ESAS). Our volunteers wear blue smocks. Our student volunteers wear blue t-shirts.



Coming to the Cancer Centre for your next appointments

Please bring your identification card (example below) with you for every appointment. When you arrive, go to one of the 'registration' computers and scan this card to check in. This tells the team that you have arrived. If you did not do your symptom screening questionnaire (ESAS) on your home computer or mobile device, you will be able to do it at the same time you register. **For more information, see page 6.**



RS McLaughlin
Durham Regional Cancer Centre
Outpatient Oncology Clinic
Toll Free 1-866-338-1778

For your appointment, please:
Bring with you

1. This card
2. An up to date list of your home medications
3. Complete allergy list- drug/food/latex/environmental

Complete your symptom screening
before each visit with the doctor using Patient Portal:
<https://yourportal.lakeridgehealth.on.ca> from home
or you can complete it when you register.

Ambulatory Outpatient Clinic

Your health care team will talk to you about your diagnosis and the decisions to be made about your care. You will see your doctor and nurse at this appointment. You may also see other members of your health care team. At each visit, you will be asked about any allergies you may have.

As appointments and tests are booked, you will be told about them with a phone call or before you leave the clinic. Please be sure that the clerk has your current phone number. We need a phone number that has voice mail. You can also see your appointments on the Patient Portal (for more information, see page 7).

Please bring any medications that you will need to take while you are at the Cancer Centre. If you are a diabetic, bring your glucometer and supplies with you. It may be helpful to bring a family member or friend with you for your appointment.



Chemotherapy

Chemotherapy is the treatment of cancer using medications. You can be given these medications by mouth or by injection (IV). You may be given more than one medication. The treatment you are given is based on the type of cancer you have. Medications may be given to you at the cancer centre, at a clinic in the community or for you to take at home. Each person is different. Each cancer and treatment plan can also be different. Treatment is given in cycles. A cycle has days of treatment and days of rest. Days of rest will let your body build new, healthy cells and regain strength.

You will see the doctor and have your blood work done. If your chemotherapy is given by injection (IV), you will get it on a different day. This gives the pharmacy time to get your medications ready. One family member or friend can come with you into the

chemotherapy treatment area. This person must be an adult. Talk to the nurse about this. The nurse will want to talk to you about safety issues in the clinic and at home.

To learn more about your chemotherapy treatment:

- go to the Cancer Care pages of the Lakeridge Health website <http://www.lakeridgehealth.on.ca/en/ourservices/cancercare.asp> You will be able to watch a video about chemotherapy treatment. You may also ask a member of your health care team for a copy of the DVD.



Radiation Therapy

Radiation therapy is the treatment of cancer using radiation. Radiation is used to damage cancer cells. This can be done in different ways. One way is with a large machine called a linear accelerator. The machine stays a short distance from your body. The machine gives radiation to a part of your body. Brachytherapy is another way. Radioactive seeds are placed inside the body. The seeds can be in the body for a very short time or stay there forever. Your doctor will discuss your treatment options with you. You and your doctor will talk about what will happen next and how you will feel.

Careful planning is done before treatment starts. You will need to come to the hospital for a planning visit. The planning goal is to lower the radiation to normal, healthy cells and increase the radiation to the cancer cells. Your doctor will look at your radiation plan. You will then be scheduled to start your radiation treatment.

Radiation Therapy is located on the B1 Level of our Cancer Centre. You will need to take the elevator or the stairs to the B1 or lower level of our Cancer Centre.

To learn more about your radiation treatment:

- go to the Cancer Care pages of the Lakeridge Health website:
<http://www.lakeridgehealth.on.ca/en/ourservices/cancercare.asp> You will be able to watch a video about radiation treatment. You may also ask a member of your health care team for a copy of the DVD.

Your Cancer Related Symptoms

How you are feeling and the symptoms you are having is important to us!

Your health care team wants to know how you are feeling each time you come to the Durham Regional Cancer Centre for an appointment to see a doctor. This will help us to plan your care with you.

Tell us how you are feeling using ISAAC

ISAAC (Interactive Symptom Assessment and Collection) is a secure web based program that allows you to tell us how you are feeling and the symptoms you have by doing a symptom screening questionnaire. You can do this questionnaire on a computer or mobile device in your home or at the Cancer Centre. It cannot be done on an iPad.

What is the symptom screening questionnaire?

It is a list of questions that allows you to tell us how you are feeling at the time you do the questionnaire. This helps us to know what cancer-related symptoms you have. You will also be asked to tell us about your level of activity. Having this information will help us to talk about your symptoms and plan your care with you. We will know what help to offer you. Only you can tell us what symptoms you have. It is also important to tell us about other cancer-related symptoms you have that are not on ESAS. We may ask you about other symptoms too.

When should you do your symptom screening questionnaire?

Complete your questionnaire the night before or the morning of your appointments with the doctor. You may be asked to fill it out at other times as well. You may do this on your home computer/mobile device or at one of the computers in the Cancer Centre.

It is important for you to complete the symptom screening because only you know how you feel. If this is not possible, ask a family member or friend for help. Always answer how you feel, not how others think you feel.

What questions are you asked on the symptom screening questionnaire?

The first 9 questions (Edmonton Symptom Assessment System or ESAS) ask you to rate your symptoms on a scale of 0 to 10. "0" is when you do not have the symptom. "10" is when this symptom has been the most severe for you. Rate how you are feeling at the time you are doing the questionnaire.

These are the symptoms you are asked to rate on the 0 to 10 scale:

1. Pain (any 'discomfort')
2. Tired (lack of energy)
3. Drowsiness (feeling sleepy)
4. Nausea (upset stomach)
5. Appetite (wanting to eat)
6. Shortness of Breath (difficulty breathing)
7. Depressed (feelings of sadness or hopelessness)
8. Anxiety (feelings of worry, nervousness or unease)
9. Wellbeing (overall comfort, both physical and otherwise)

You will be asked to rate your activity level over the past month (choose only one):

- Normal with no limitations
- Not my normal self, but able to be up and about with fairly normal activities
- Not feeling up to most things but in bed or chair less than half the day
- Able to do little activity and spend most of the day in bed or chair
- Pretty much bedridden, rarely out of bed

How do you complete your symptom screening questionnaire?

1. Online on the Patient Portal: <https://yourportal.lakeridgehealth.on.ca>

You will login using:

- ✓ Your **health card number or your medical record number** (the number on the back of your registration card).
- ✓ A **password** - your first and last initials plus 1234 (example js1234).

Or

2. In the Cancer Centre. One of the volunteers will help you to complete your questionnaire at one of the touch screen computers. It will take about 3 to 5 minutes to register and complete the questionnaire.



What happens after you complete the symptom screening questionnaire?

Your symptom screening scores are placed in your chart. Completing the questionnaire before your appointment allows your health care team to look at your scores. We will talk to you about your symptoms and how you have been feeling. This allows us to know what help to offer you. This will help us to plan your care with you.

Familial Oncology Program

The Familial Oncology Program gives information to people about their risk of getting certain cancers. This includes cancer screening and prevention options.

You may be referred to the Familial Oncology Program if you have:

- Multiple cases of cancer in your family.
- Cancer at a young age (e.g. colon cancer before age 50, breast cancer before age 35).
- Ovarian cancer at any age.
- Rare cancers (e.g. male breast cancer).
- More than one cancer in the same person (e.g. breast and ovarian cancer).
- A family history of an alteration in a hereditary cancer syndrome gene (e.g. BRCA1/2).

Your doctor can refer you to the program. The referral form is on the Lakeridge Health website: www.lakeridgehealth.on.ca

You will be asked to give information about your family members who have had cancer. You may be given an appointment for genetic counseling. You may not need an appointment as you or your family's history may not meet the standard for genetic counseling. This will be explained to you.

To call the Central East Familial Oncology Program: 905-576-8711 at extension 4258.

Palliative/Supportive Care

Palliative/supportive care is specialized care given to you when you have a serious and life threatening illness. You may be seen by a palliative care doctor or team because you have pain or other symptoms from your serious illness. You may be given palliative care support at the end of your life. You may get this care while you are at home or in the hospital.

Your family doctor or specialist can refer you to a palliative care doctor or team.

- If you are at home, you may be seen by a palliative care doctor or team in the area that you live. If you are unable to leave your home for an office visit, the palliative care doctor may come to your home.
- If you are going to the Durham Regional Cancer Centre, you may be seen by the Outpatient Palliative Care Team. You will be seen by this team in a clinic-like setting.
- If you are in the hospital, you may be seen by an inpatient Palliative Care Team.

Pharmacy

The Cancer Centre pharmacy may give you some of the medications that you will take. This includes the chemotherapy medications and other medications that your drugstore may not have.

The Pharmacist:

- Is responsible for the safe preparation and ordering of your medications.
- Can answer your questions about the medications.
- May talk to your drugstore if your treatment is continuing at home.
- Can talk with you in the clinic.
- Can talk with you on the phone.

Pharmacy Technicians:

- Prepare your chemotherapy medications.

A Drug Access Facilitator:

- Can help you find ways to pay for the cost of the medications you need.

A member of your health care team can ask a pharmacist to speak with you.

To call a Pharmacist: 905-576-8711 at extension 3932.

To call a Drug Access Facilitator: 905-576-8711 at extension 2837.

Patient and Family Support Team

The diagnosis and treatment of cancer can be very difficult for you and your family. You and your family may have lots of questions and concerns. It may be helpful for you to talk to a social worker or a dietitian from The Patient and Family Support Team.

A social worker can give you support and information to help answer your questions.

These are questions that other patients have asked us:

- I am concerned about money. What financial support is available?
- My family can't bring me to my appointments. How will I get to the cancer centre?
- I have been feeling more sad/scared/angry/stressed-out since I was diagnosed with cancer and it's affecting my relationships. How do I deal with it?
- I keep thinking "why did this happen to me?" or "how do I make sense of it all?"
- I am feeling tired and can't do the same things around the house that I used to do. What community supports are there for me?
- I worry about the future. Is there anything my family and I can do to be ready?
- I worry about going back to work? What can I do to be ready to return to work?

A dietitian can give you support and information to help answer your questions.

These are questions that other patients have asked us:

- I am not hungry and I am losing weight. How can I improve my appetite?
- I am experiencing side effects from my treatment such as nausea, constipation and taste changes. What can I do with my diet to help manage my symptoms?
- Is there any food that I can eat that will help increase my energy?
- I have heard about nutrition supplements. Should I be drinking them?
- I am having a hard time drinking water. What other fluids can I take during my treatment?

To make an appointment with a social worker or dietitian call: 905-576-8711 at extension 3282 (toll-free at 1-866-338-1778). You can also attend a group class given by The Patient and Family Support Team. These classes will give you information on nutrition, financial assistance programs and coping with stress.

Clinical Trials

A clinical trial is a research study. It looks at new ways to prevent cancer, treat cancer or to control the side effects of cancer treatments. We have more than 60 clinical trials available in the Durham Regional Cancer Centre. You may be able to take part in one. This may depend on your type of cancer. Talk to your doctor to see if a clinical trial may be a choice for you.

To see which clinical trials are available at the Durham Regional Cancer Centre, visit the Ontario Institute for Cancer Research <http://oicr.on.ca/>



Medical Forms and Medical Documentation

A social worker can help you with filling out forms. Other information may be needed from your doctor. Sometimes a company may want information about your medical history, your diagnosis, your lab results and x-rays. A medical/legal information specialist can help to complete the forms.

If you need any of these forms filled out by your doctor, please give them to the receptionist when you arrive at the clinic. You will be asked to sign a consent form to have your information released.

Forms that you may need help with:

- Employment Insurance (EI) - Sickness Benefits and Compassionate Care Benefits
- Canada Pension Plan (CPP) disability benefit forms.
- Off work forms.
- Return to work forms.
- Short and long term disability forms.

Forms can take up to 30 calendar days to complete.

Diagnostic Imaging

The Diagnostic Imaging department is located on the Main Floor, G wing of Lakeridge Health Oshawa. It includes the following services:

Area	Description
General X-ray	An x-ray takes pictures of the body. Most often used for bones and lungs.
Angiography or Interventional Radiology	X-rays, ultrasound and/or CT can be used to: <ul style="list-style-type: none">• put in a PICC line or Port-a-Cath• do a biopsy.
Bone Scan	A bone scan uses bone-seeking radioactive materials or tracers (radiopharmaceuticals) and a computer to create a picture of the skeleton (bones).
CT	Computed Tomography (CT) or “CAT” scan uses x-rays to take more detailed pictures of the organs and bones.
MRI	Magnetic Resonance Imaging (MRI) is the use of electromagnetic waves to take pictures. Most often used for imaging the brain, spine, abdomen, pelvis and muscles/bones.
Ultrasound	Ultrasound uses sound waves to take pictures. A hand-held probe (called a transducer) is used.
Mammography	X-rays are used to take pictures of the breast. The Breast Assessment Centre is on the B1 Level, of N Wing and patients are to register there.

Laboratory Services

The laboratory team does testing of blood, bone marrow and body fluid samples and provides blood transfusion services. The laboratory will do any blood testing you need to have during your treatments. Blood tests can show how the treatment is working in your body. This can help in the planning of your treatments.

In the Cancer Centre, blood collection is done by a laboratory technician. Collected blood samples are sent to the main hospital laboratory for testing. The results are looked at by your doctor before you have treatment.

Nuclear Medicine

Nuclear Medicine is a technology that uses safe levels of radioactive tracers to look at the function of your organs. If the doctor orders more than one test, you may have to wait between tests. This is because different tracers are used for different tests.

The Nuclear Medicine department is located on the main floor of the hospital in the N-wing. When you have an appointment for a test, you will need to go to the Diagnostic Imaging Department to register.

Completing your treatment

As you finish your treatment, you and your family may have questions and concerns about the future. This is normal. Some of the challenges and changes that patients talk about are: relationships, fertility, finances, sexuality, employment, depression and anxiety. Talk to any member of your health care team if you have questions or any concerns about finishing your treatment.

The Canadian Cancer Society has a booklet that may be helpful to you. Ask your doctor or nurse for a copy of the booklet.

Spiritual and Religious Care Services

A chaplain can give you support for religious and non-religious spiritual care and emotional needs. Many people find this helpful when faced with a serious illness.

You can reach a staff chaplain by calling 905-576-8711 at extension 1288 or ask a member of your health care team.

The Patient Resource Library

Your health care team will give you information at different times before, during and after your cancer treatments. You can also get information in the Patient Resource Library. The Resource Library is located on the main floor of the Cancer Centre.

The Patient Resource Library has:

- Printed material about cancer, support services, treatment and general wellness.
- Computers with internet access.
- Comfortable seating areas.



Supports and resources in your community

Hearth Place Cancer Support Centre

Hearth Place Cancer Support Centre is a centre for cancer patients and their families. The centre offers support, information and wellness-programs. There are also programs for children and caregivers. Hearth Place is located at: 86 Colborne St. West in Oshawa. Parking is free.

Phone: 905-579-4833

Email: hearthplace@hearthplace.org

Click this website link for more information: <http://hearthplace.org/>

Canadian Cancer Society (CCS)

The Canadian Cancer Society can give support and information to you and your family. Professionals and trained volunteers are available to talk to you. They can tell you about the supports and programs that are offered and what is available near your home.

Click this website link for more information: <http://www.cancer.ca>

Durham Region Unit

Phone: 905-430-5770 or 1-800-668-7830

Peterborough and District Unit

Phone: 705-742-3823 or 1-800-463-0432

Ontario Division: Scarborough/Toronto Unit

Phone: 416-431-1800

Central East Community Care Access Centre (CCAC)

The Central East CCAC connects you with the care you need to have at home. Referrals to the CCAC can be made by you, a family member, caregiver, friend or a member of your health care team. When you call the CCAC, a Case Manager will look at your needs and develop a plan with you. You may be connected with nurses, physiotherapists and personal support workers.

To contact the Central East CCAC:

1-800-263-3877

Website: <http://healthcareathome.ca/centraleast/en>

Hospice Programs

Hospice programs offer palliative care support and bereavement services to individuals and their families. Hospice programs give support to people living at home, in the hospital, long-term care centers, retirement facilities and shelters. Support for families to cope with loss is also given.

Durham Hospice:

Phone: 905-430-4522

Toll Free: 1-888-790-9414

Website: www.hospicedurham.com

Hospice Peterborough:

Phone: 705-742-4042

Toll free: 1-877-668-9414

Website: www.hospicepeterborough.org

Hospice/Community Care Northumberland

Phone: 705-653-0955

Website: www.commcare.ca

Hospice Kawartha Lakes

Phone: 705-324-7323

Website: www.hospicekl.ca

Scarborough Centre for Healthy Communities: Hospice and Caregiver Wellness Centre

Phone: 416-847-4086

Website: www.schcontario.ca

