



# Navigating Your Cancer Journey



Online version available!

<http://tiny.cc/RVHcancerjourney0818>



Last updated: October 28, 2019

## TODAY WE'LL COVER



GENERAL INFORMATION



APPOINTMENTS



PATIENT & FAMILY RESOURCES - SMRCP



PATIENT & FAMILY RESOURCES - COMMUNITY



PATIENT & FAMILY ADVISORY COUNCIL & VIRTUAL  
CANCER CENTRE TOUR

## DISCLAIMER



This class will **not** cover any **clinical information**.

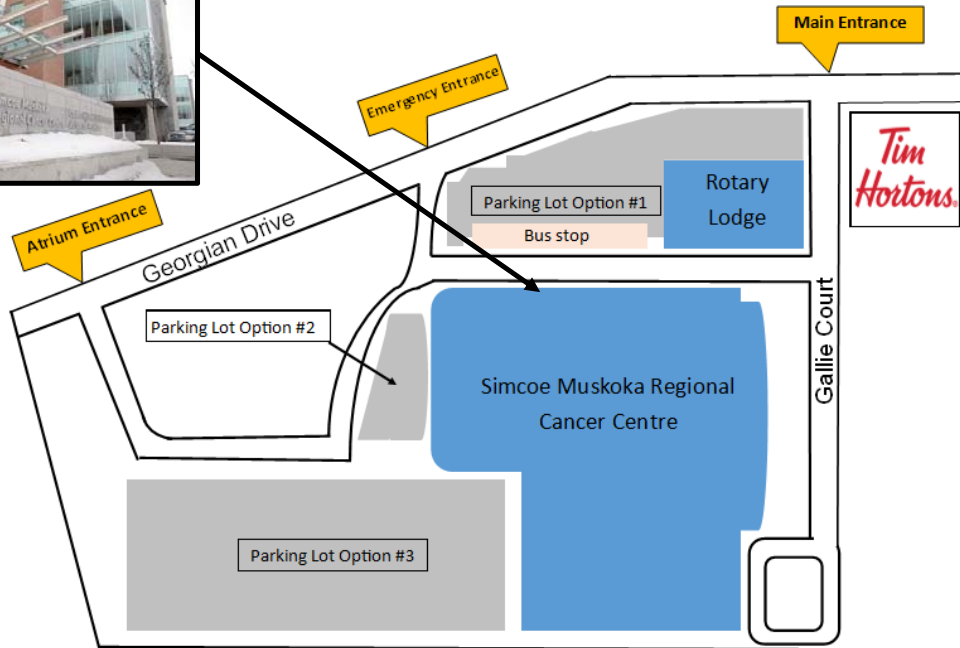
If you have questions or concerns about your treatment, please connect with your Care Team.



## GENERAL INFORMATION



# Parking



# Parking Passes at RVH

RVH  
Royal Victoria  
Regional Health Centre

Parking  
Rates

	Valid for	Cost	Comments
<b>Short term passes</b> – starts from date of purchase and lasts for time listed. Unlimited in and out access. Buy the pass at pay stations and parking office.			
24 hours	24 hours	\$19.25	\$19.25 per day
Weekly	7 days from purchase	\$36	\$5.14 per day
Monthly	31 days from purchase	\$93	\$3.00 per day
<b>Long term passes (also called HPASS)</b> – starts from day of purchase and lasts for 1 year. Unlimited in and out access. Buy the pass at parking office.			
5-Day pass	1 year (365 days)	\$47	\$9.40 per day
10-Day pass	1 year (365 days)	\$82	\$8.20 per day
30-Day pass	1 year (365 days)	\$103	\$3.43 per day

**A day is unlimited in-and-out access of the parking lot for 24 hours from the first entry.**

For example, if you entered the parking lot at 1 pm today, you can go in and out of the parking lot as often as you like until 1 pm tomorrow, and this counts as 1 use.



Need help? Please contact 705-728-9090 Ext. 44114 or email [parking@rvh.on.ca](mailto:parking@rvh.on.ca)



## Transportation options

Canadian Cancer Society  
Wheels of Hope  
Volunteer driver service  
1-800-263-6750



[www.cancer.ca](http://www.cancer.ca)

Canadian Red Cross  
*Simcoe Muskoka Branch*



Transportation for those in need  
(age 65+)  
705-721-3313

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

Métis Nation of Ontario –  
Midland Office



705-526-6335

[www.georgianbaymetisCouncil.com](http://www.georgianbaymetisCouncil.com)

Muskoka Seniors  
(age 65+)



705-789-6676

[www.muskokaseniors.org/transportation](http://www.muskokaseniors.org/transportation)

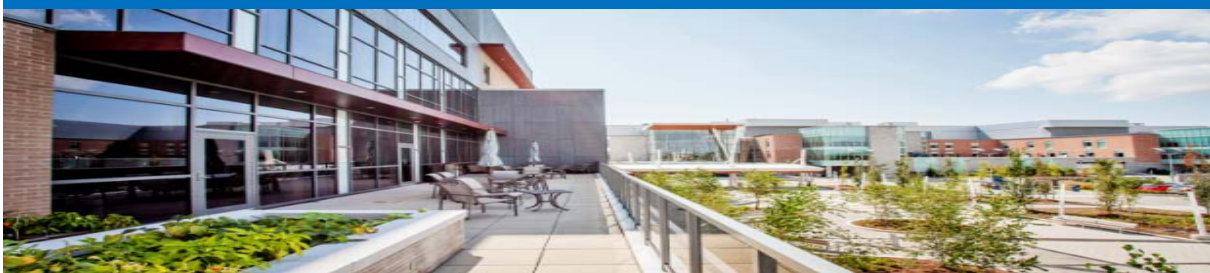
Barrie Area Native Advisory Council  
Transportation to seniors, Elders &  
other Aboriginal clientele

705-734-1818

[www.banac.on.ca](http://www.banac.on.ca)



## Rotary Lodge



- Hotel-like accommodation available to most RVH outpatients
- Available Monday-Friday
- Each room has 2 single beds, a bathroom (shared between 2 guests), a safe for valuables & a telephone for making local calls
- Costs:
  - Patient (\$15/day)
  - Essential Companion (Free)
  - Family/Friends (\$45/day)



To stay at Rotary Lodge call 705-739-5662 or talk to your Care Team



## APPOINTMENTS



## Appointments

### General clinic information

- The Cancer Centre doors are open 7:15 am – 6:00 pm
- Most clinics run between 8:30 am – 5:00 pm. Your appointment sheet will specify your appointment time
- Cancer Centre is closed on holidays and weekends



**For general inquiries, or to ADD, CHANGE or CANCEL your appointment**

**call 705-728-9090 Ext. 43333**

Phones and messages are answered

8:00 am – 4:00 pm



## What to bring to each appointment

### Need to have:

- ✓ Health Card
- ✓ Appointment Sheet
- ✓ Medication list OR medication bottles
  - Ask your pharmacist to print out your medication list



### Nice to have:

- ✓ New Patient Package
- ✓ Questions for your Care Team
- ✓ My Health Diary
- ✓ Lunch/snacks (microwave + water machine at Food Court)

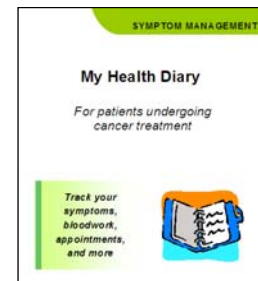


**No pets** (except service animals)



## What to tell your Care Team

- Changes to your medications
  - Prescription medications
  - Herbal medications
  - Naturopathic remedies
  - Over-the-counter medications
- Changes to your health history
- Changes to/new allergies
- Symptom information from your “My Health Diary”
- Any cancer-related symptoms
- Other hospital or emergency department (ED) visits (since we last saw you)



## Tips on connecting with us over phone

- Make sure your answering machine has a voice message greeting that has your first **and** last name
- This way, we know it's you when we call and we can safely leave a message
- We cannot leave messages on an answering machine where we cannot confirm the first and last name.



### **When you call us and have to leave a message:**

- Speak slowly and clearly
- Leave your first and last name, spell out your last name.
- Leave the phone number where we can call you back

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## Symptom Screening

### When?

At every visit you have with a care provider (e.g. doctor, nurse, social worker, dietician)

### Why?

- It helps us manage your care
- It tracks how you are feeling
- It helps us to address your symptoms early



Using kiosk

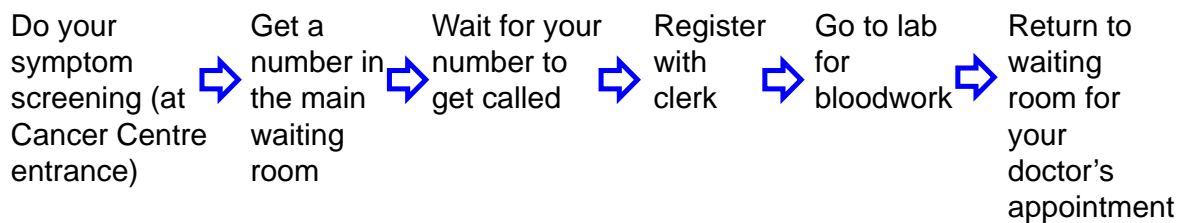


We see it in your electronic chart.



Speak to your Care Team if your symptoms are not getting addressed

## Registration Process - Seeing Your Oncologist



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## Registration Process – Chemotherapy & Radiation Treatment Day

### **For chemotherapy:**

1. Go to Level 3 (one floor up from Cancer Centre entrance)
2. Register at Level 3 registration desk
3. If you did not do symptom screening when you saw your oncologist, you can do it now.

### **For radiation:**

1. Go to Level 1 (one floor down from Cancer Centre entrance)
2. Register at Level 1 registration desk
3. You will be asked to do symptom screening the day of your review appointment.

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## Telemedicine – A virtual visit with your doctor

- RVH uses a private & secure network called OTN (Ontario Telemedicine Network) which allows you to have your visit over video with your doctor
- You can see, hear and talk to your Care Team via a television screen at one of our partner sites
- We have 40+ partner sites to ensure you can access Telemedicine as close to home as possible (including hospitals, community health centres & family health teams)



## Late process in Telemedicine

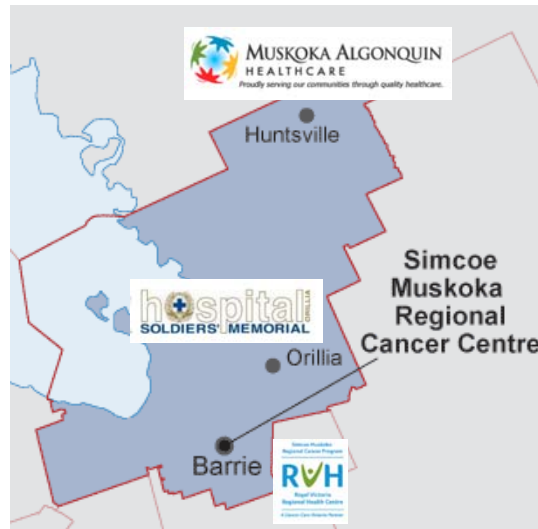
- Demand for telemedicine visits is increasing
- There may be times when a physician may be late for your appointments
- If your physician is more than 15 minutes late to your telemedicine appointment:
  - 1) Your visit may be delayed
  - 2) Your visit may be re-scheduled
- We will try to keep your visit in the same day before rescheduling.
- If re-scheduling is necessary, your Care Team will facilitate this process



## Chemotherapy Sites in Simcoe Muskoka

Depending on where you live and the type of chemotherapy, you may have treatment at:

1. Regional Cancer Centre at RVH (Barrie)
2. Orillia Soldiers' Memorial Hospital (Orillia)
3. Muskoka Algonquin Healthcare (Huntsville)



If you are interested in having your chemo at another site, ask your oncologist or nurse if it is an option for you.

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## What to do when you have cancer-related symptoms

**During the day**

**If you are on systemic therapy (pill, IV or an injection)**

- Call Cancer Centre Symptom Support 705-728-9090 x79565
- Phones are answered 8 am – 3:30 pm

**If you are on radiation therapy**

- Call Cancer Centre Symptom Support 705-728-9090 x43365
- Phones are answered 8:00 am – 3:30 pm



**After Hours (Mon-Friday; 5pm-8am; Holidays and Weekends):**

- Call CAREpath (1-877-681-3057)
- This service is provided by the Bayshore Healthcare team
- Support is 24 hours during Holidays and Weekends
- Have your Patient Information Sheet ready





## Cancer Symptom support phone service: What to expect

### Cancer Centre Symptom Support:

1. Leave a message
2. Somebody will call you back to get more information
3. Over the phone, a nurse will assess how you are feeling and help you to manage your symptoms
4. You may be asked to come into the Cancer Centre for further assessment



### CAREpath

1. A nurse will assess how you are feeling and help you to manage your symptoms
2. You will need your Patient Information Sheet
3. Your care team will be notified of your call



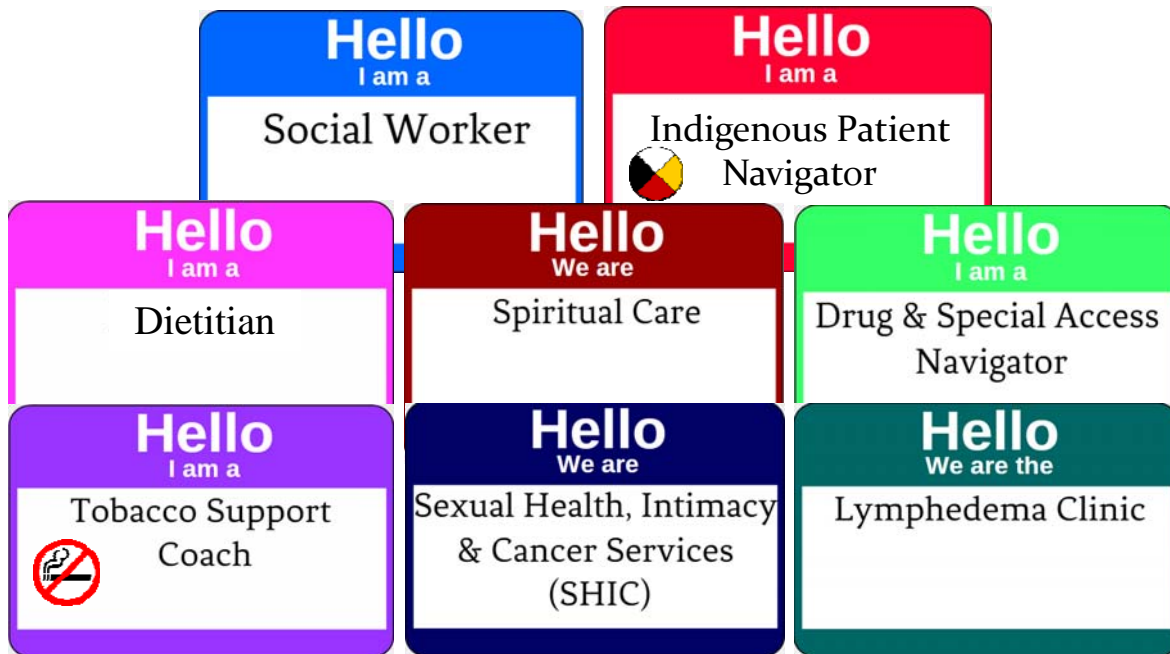
For help with your symptoms **not related to cancer**, please call your family doctor/nurse practitioner. If you do not have a family doctor, call Healthcare Connect 1-888-721-2222



**PATIENT & FAMILY RESOURCES:  
CANCER CENTRE**



## Supportive services



## Social Work Services

Social workers can provide:

- ✓ **Couple & Family Counselling**  
Managing emotions, sexual health changes, intimacy, family dynamics, coping strategies, grief & bereavement, communication
- ✓ **Money Matters/Future Planning Individual**  
Financial, benefits/disability applications, advanced care planning, advanced directives, wills, Powers of Attorney
- ✓ **Community Support**  
Connection and referrals to programs and services
- ✓ **Group Support**  
Coping with cancer, caregiver support, survivorship



## Registered Dietitians

Our Registered Dietitians can assist you if are experiencing:

- ✓ Problems with appetite and unplanned weight loss
- ✓ Dry mouth, dehydration, taste changes and mouth sores
- ✓ Heartburn and reflux, nausea and vomiting
- ✓ Gas, bloating, constipation or diarrhea
- ✓ If you have questions about Natural Health Products



## Drug and Special Access Navigator (DSAN)

What services does the DSAN provide?

- ✓ Ensures patients have equal access to drug coverage
- ✓ Assists patients with obtaining drug coverage from government, community-based and private agencies
- ✓ Serves as an advisor to patients, families and health care providers regarding medication access
- ✓ For all patients, the Care Team will identify this need and connect with the DSAN directly



Kara Lindsay,  
Drug and Special Access  
Navigator



# Tobacco Support Coach

Think  
*Change*



Did you know that quitting smoking can:

- ✓ Help your cancer treatments (radiation, chemotherapy, surgery) work better
- ✓ Reduce your chance of cancer returning.
- ✓ Reduce your chance of getting other types of cancer



*Change* is a process. If you are:

Not ready to reduce/quit  
Thinking of reducing/quitting  
Ready to reduce/quit

## The Tobacco Support Coach Can HELP YOU!

- Answer questions
- Access free quit medications
- Free resources
- Personalized change plans
- Free counselling/support



To access the services that were just discussed:  
Call Support Services @ 705-728-9090 Ext.43520



## Spiritual Care



Dwight, Spiritual Care  
Provider

### What is spiritual care?

Spiritual Care helps people connect with the things that matter deeply to them

### Services offered include:

- Emotional/spiritual support according to patients and family beliefs to gain strength, hope and comfort
- Help in addressing faith concerns, end-of-life issues, a difficult diagnosis, or connecting with a faith leader



To request Spiritual Care support please call  
the Spiritual Care Office at 705-728-9090 ext. 42438



**PATIENT & FAMILY RESOURCES:  
COMMUNITY**



## Programs & Resources in North Simcoe Muskoka

- **Gilda's Club**

- Free program of social & emotional support for anyone affected by cancer
- Yoga classes, walking club, arts & crafts, support groups, social events, workshops etc.

To become a member: 705-726-5199

- **Georgian Bay Cancer Support Group**

- Psycho-social support, meditation & yoga, education sessions, dinners

To become a member: 705-549-6444

- **Look Good, Feel Better**

- Free 2 hour workshop offered bi-weekly for women
- Focuses on how to manage appearance-related side effects of cancer and its treatment

To get connected: (705) 728-9090 Ext. 43309



## Programs & Resources in North Simcoe Muskoka

### **YMCA iCan Cancer Rehabilitation Exercise Program**

- Community-based exercise program to bring wellness back to cancer patients. Located in YMCA Barrie and Innisfil.
- To get connected 705-726-6421 ext. 231

### **Canadian Cancer Society Peer Support**

- Connects people living with cancer with someone who has gone through a similar cancer experience
- Peers listen, provide encouragement and share ideas for coping

To get connected 1-888-939-3333

### **Home and Community Care**

- Health care services at home and in community
  - E.g. Home care services, hospice palliative nursing, supported living, adult day programs long term care homes etc.

To get connected 705-721-8010





## **PATIENT & FAMILY ADVISORY COUNCIL + VIRTUAL CANCER CENTRE TOUR**

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### **Patient and Family Advisory Council (PFAC)**

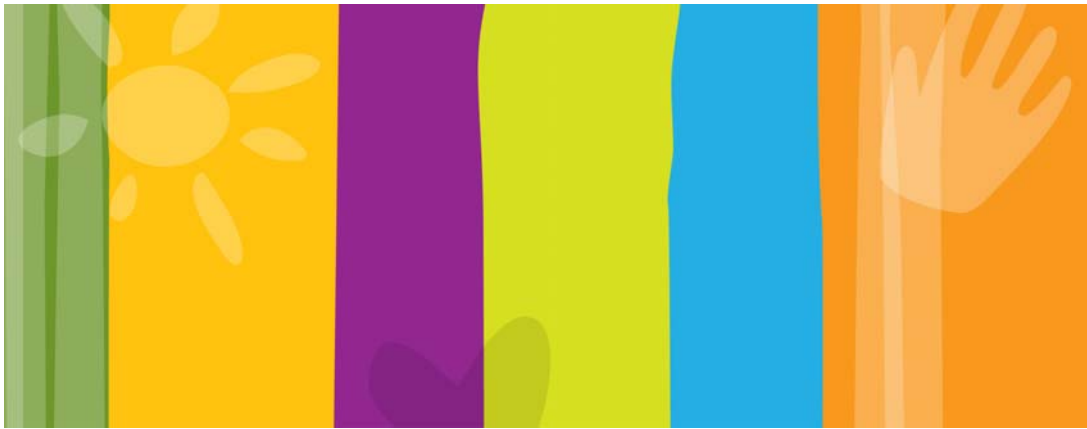
#### **The SMRCP PFAC:**

- Is a volunteer group of former patients, caregivers or family
- Engages and partners with patients/families and caregivers to ensure an person-centered cancer journey
- Assists and advises healthcare team with strategies to design, plan and improve health care services
- Collects positive/negative feedback & directs it to the right person

#### **How to access PFAC services?**

- Tuesdays (10am-12pm) – Chemo Suite Visit
- Tuesdays (12-2pm) – Level 2 PFAC desk at the entrance to SMRCP
- Feedback forms at PFAC desk and in waiting rooms

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# **CANCER CENTRE VIRTUAL TOUR**

**VIRTUAL TOUR: <http://bit.ly/SMRCPchemotour1>**