



BC Cancer Agency

CARE + RESEARCH

An agency of the Provincial Health Services Authority

Vancouver Island Centre

What to expect: a patient's guide



REVISED & PRINTED

SPRING 2017



BC Cancer Agency

Vancouver Island Centre Directory

For our main reception, call **250.519.5500** or
our toll free number **1.800.670.3322**

Additional information can be found at: www.bccancer.bc.ca

Please call the centre between 9:00 am and 4:00 pm, Monday to Friday, except for holidays. If our line is busy, you will be connected to voice mail. Please leave a message stating your name, your BC Cancer Agency (BCCA) ID #, and a brief description of your reason for calling, and we will return your call as soon as possible.

Medical Concerns

Concern	Number
BC Residents for general health information and advice from a nurse, pharmacist or dietician	811
Telephone Nurse Line: To talk to a nurse about treatment, side effects or other cancer related problems	250.519.5596
Chemotherapy prescription refills or to speak to a pharmacist for information on your drug therapy	250.519.5510
All other medical problems	Call your family doctor

For **URGENT** medical concerns **after 5:00 pm weekdays, all WEEKEND and STAT HOLIDAYS**, call the Royal Jubilee Hospital at 250.370.8000 and ask for the Radiation or Medical Oncologist on call.

Appointments

In order to address your concerns effectively, including to receive test results, an appointment is required to see a physician or nurse. Please contact the following numbers for appointment information or changes.

Type of Appointment	Number
All doctors	250.519.5707
Chemotherapy	250.519.5647
Radiation therapy	250.519.5656

Support Services

Service	Number
Lay Navigation	250.519.5413
Library	250.519.5517
Nutrition	250.519.5525
Patient & Family Counselling	250.519.5525
Health Information Management (Health Records)	250.519.5589
Canadian Cancer Society Information	1.888.939.3333

Administration

To Contact Administration, call 250.519.5501 or 250.519.5502

Address:

Vancouver Island Centre
Administration Office
2410 Lee Avenue,
Victoria, BC V8R 6V5

The BC Cancer Foundation is an independent charitable organization that raises and stewards funds to support breakthrough research and enhancements to patient care at the BC Cancer Agency. The Foundation is the largest charitable funder of cancer research in British Columbia.

For more information or to make a donation, please contact **250.519.5550** or **1.866.519.5550**



Partners in Care: Our Mutual Commitments

As providers of your care we commit to:

- Treating you with respect, dignity and courtesy.
- Providing timely, competent care in a clean and safe environment where everyone feels comfortable raising concerns or issues.
- Partnering with you to plan your care, providing you with clear and full information to make your own health care decisions; answering your questions thoroughly and clearly. Partnering with other programs, services and providers to meet your needs.
- Maintaining the privacy and confidentiality of your health information and providing timely access to it.
- Providing an interpreter for important conversations and removal of other barriers wherever possible.
- Ensuring opportunities for you to provide us with feedback (compliments and/or complaints); and providing you with a timely response and reassurance that it will not affect your care.
- Providing opportunities for you to participate in the development and evaluation of our services, spaces, programs, policies, research and strategic goals through participation in committee and advisory networks.

As a person receiving care you and your representatives commit to:

- Treating other patients, family members and the health care team with respect, dignity and courtesy.
- Informing us of anything that could affect your present condition.
- Partnering with your health care team to develop a plan of care that meets your needs.
- Following your plan of care to the best of your ability and accept responsibility for the decisions you make about your care.
- Asking questions and informing your health care team when you do not understand information given to you.
- Being engaged, communicate and provide input/feedback about your care and the quality of health services you receive.
- Understanding BCCA's role in health care teaching and research; as such, students, interns and residents may be involved in your care.
- Acting in a safe and responsible manner.
- Respecting BCCA/PHSA property, policies, rules and regulations.

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About Your First Appointment and Treatment

Why have I been given an appointment to go to the BC Cancer Agency – Vancouver Island Centre?

- Your family doctor or surgeon has referred you to see an oncologist, a doctor specializing in cancer.
- Your first appointment is to assess your current diagnosis and to discuss treatment options.

How do I get my first appointment?

- A clerk will call you with your first appointment.
- The clerk will confirm your personal information, as well as the name and number of an alternate contact person.
- It may be useful at this time to start keeping a journal in order to keep track of contacts and appointment information.

Where do I go for my first appointment?

- The Vancouver Island Centre is in Victoria. Please refer to driving instructions on page 12 and map on page 16.
- Please report to the reception desk on the first floor, at the main entrance on Lee Avenue. You will be asked to show your health care card and a picture ID.
- The receptionist will confirm where you need to go to and a volunteer will be available to escort you.

What will happen at my first appointment?

- The doctor will discuss your diagnosis and explain any additional tests that may be required to have a full understanding of your illness.

How long is this appointment?

- Please plan to be in the cancer centre at least two hours.
- We try to ensure our clinics run on time, but sometimes we have unavoidable delays.

Can I bring someone with me?

- Yes. We encourage you to bring a family member or friend to help you remember everything that will be discussed.
- It may be helpful to have them write down key points of the consultation.

- You may ask the doctor's permission to audio record your meeting. You will need to bring your own equipment (such as a smart phone or other recording device). Additionally you can ask for a copy of the consultation notes from the health records department.

When will my treatment start?

- If you require treatment, it is unlikely it will start on your first visit. Most often, time for additional tests or planning is required.

Who decides what treatment I need?

- When the oncologist has the results from all of your medical tests, he/she will discuss treatment options with you.
- Your treatment plan is a joint decision between you and your oncologist. You will be provided with information to help you decide which treatment option is best for you.

What are my treatment options?

- Everyone is unique and if treatment is necessary it will be designed specifically for you.
- Information will be provided including topics such as how treatment is given, how long you will be receiving treatment, possible side effects and management of those side effects.


Does the centre provide interpretation services?

- It is important for patients to understand what happens and what is said during their visits. Thus, interpreter services can be arranged for patients who have difficulty speaking English, or who use sign language to communicate.

One of the core values that guides our work across BC Cancer Agency is putting the needs of our patients first. You can help us honour this value and improve our services by providing your feedback – good or bad. Compliments and complaints are best delivered by speaking directly with the person who provided the service or to the manager of the area at the time and place they occur. Other options of providing feedback are:

- Phone: 1.888.875.3256 (toll free)
Email: pcqo@phsa.ca

- In consideration of our patients and staff who have scent related allergies, please do not wear scented products in the centre.
- We ask patients and families not to use cell phones in the centre.
- Animals, other than certified assistance dogs or BCCA pet therapy dogs are prohibited in the building.
- You will be assigned a BCCA ID # (Clinic ID), please ask for and note this number for future reference.

 **BC Cancer Agency**
CARE & RESEARCH
(an agency of the Provincial Health Services Authority)

NAME: SMITH J
BCCAR# 0010011

LOCATION: Local (Lodge) (circle one)

Other _____

TREATMENT UNIT:

B OAK (250) 519-5686
B SPRUCE (250) 519-5685
B CEDAR (250) 519-5684
B BIRCH (250) 519-5683
B FIR (250) 519-5682
B ARBUTUS (250) 519-5681
B OTHER _____

MEDICAL HELP LINE (250) 519-5656

Vancouver, Island, & Carlin
4475 West Ave.
Vancouver, BC
V6M 4Y6
1-800-670-3322

[illegible]

To add visuals to your orientation to the centre, it is recommended that you watch the **New Patient “What to Expect” video**. You can view the video at www.bccancer.bc.ca - Our Services/Centres & Clinics/Vancouver Island Centre/ New Patient Checklist or in the library at the centre.

“STOP” For the Protection of our Patients:



Infection control information is posted at all BCCA entrances.

Please inform your health care providers if you have been diagnosed with or exposed to an infectious disease or “superbug” (e.g., CPO, MRSA, VRE, or C. difficile)

Please inform your health care providers if, at any time during the course of your treatment, you develop any of the following symptoms:

- **Fever**
- **Diarrhea**
- **Cough/respiratory symptoms**
- **Skin rash**
- **Shingles**

Patients experiencing respiratory symptoms may be asked to wear a mask while visiting the centre.

Hand hygiene is the single most effective way to prevent the transmission of infectious illness. Alcohol based hand rub is considered the most effective method of cleaning your hands when they are not visibly soiled.

Please ask your health care providers for information on how to hand wash.



Getting Ready

Your first visit to the Vancouver Island Centre is extremely important. You will meet members of the health care team including your oncologist (cancer specialist). We recognize that this can be a very stressful time. Here are some ideas to help you make the most of your first appointment at the centre with your oncologist.

Things to **bring** with you to your first appointment:

- The actual medications you are now taking to show your cancer specialist including any non-prescription drugs, vitamins, or natural health products. If you are coming from out of town and will be staying in Victoria, bring enough medication to last until you return home.
- It is strongly suggested that you bring a friend or family member for support and to listen and take notes on important information.
- Your health care card. If you have extended medical, bring that coverage information also.
- A list of things you are allergic to, including medications and foods.
- A snack/light lunch. Food services are available in the building.
- Coins or credit card for pay parking.
- Your completed Patient Reported Information and Symptom Management (PRISM) form. The form should be downloaded from:

www.bccancer.bc.ca/our-services/centres-clinics/vancouver-island-centre/your-journey-with-us
- On the next page are some suggested questions to ask your oncologist that may help you.

Suggested Questions

1. What type of cancer do I have?
2. What stage is my cancer? Is it acute (developing quickly), or chronic (developing slowly)?
3. Will I need further tests, and if so when do I get the results?
4. What treatment do you recommend?
How will I know if the treatment is working?
5. Are there other treatments I could consider?
6. What are the rates of success of the recommended treatments?
7. What kind of side effects can I expect from treatment?
Are they temporary or permanent?
8. Will treatment affect my ability to have children?
9. Will I be able to keep working?
10. Will I be able to keep driving?
11. What financial assistance is available for me while I go through treatment?
12. Is there someone I can talk to about changing my diet before or during treatment? Will the treatment affect my eating habits?
13. Is there counselling available for me, or my family?
14. Are there ways that I can connect with someone who has had this type of cancer?
15. I have young children. Do you have any suggestions on how I can talk to them about my cancer?
16. Can I continue taking my other medications during cancer treatment?
17. Are there research studies I can participate in?

Getting to the Vancouver Island Centre

Driving

We are located on the Royal Jubilee Hospital site in Victoria (see map page 16).

From out of town:

- You can reach us by driving towards downtown Victoria (south) on Douglas Street (Hwy #1) and turning left (east) on Hillside Street.
- Stay on Hillside Street until you reach Richmond Road. Turn Right (south).
- Continue on Richmond Road until you reach the lights at Bay Street. Turn left. You will see the Royal Jubilee hospital (on your right). Continue driving through the hospital site until you reach a stop sign at Lee Avenue. Turn left.
- You will see the main entrance (first floor entrance) of the cancer centre on your left and the parking area on your right.
- You have arrived! Check in with the receptionist for directions on where to go for your appointment. Volunteers are available to escort you in the building.

Parking

- Pay-by-space parking is available in the lot across from the main (Lee Ave) entrance. Note your parking stall number. Pay meter located at the entrance to the centre.
- The meter accepts quarters, one and two dollar coins, Master Card and Visa credit cards.
- Longer term parking may also be available and can be purchased at the Parking Office located just inside the Royal Jubilee Hospital Main Entrance, Monday to Friday.

Public Transit

If you are travelling via BC Transit, there are numerous bus routes which go by the Cancer Centre/Royal Jubilee Hospital. Route #10 stops at the main entrance for the Royal Jubilee Hospital. For additional Victoria transit information, call 250.382.6161 or visit: www.bctransit.com/regions/vic/.

Transportation Programs

If you think you may have difficulty getting to and from your appointments, you may wish to speak with a lay navigator (see page 15) who can provide support and assistance connecting you with local resources. There are several programs on Vancouver Island that provide transportation by volunteers to scheduled medical appointments, including travel to and from the Vancouver Island Centre.

For a list of the transportation options available, visit www.bccancer.bc.ca - Health Info/Coping with Cancer/Practical Support/Resources/Vancouver Island Centre Transportation Information. You can also pick up a copy of this list at the Vancouver Island Centre.

Accommodation

The Canadian Cancer Society (CCS) offers lodge accommodation for out-of-town patients at the Vancouver Island Lodge, 2202 Richmond Road.

- The daily rate includes meals and lodging.
- The Lodge is across from the Royal Jubilee Hospital and a ten minute walk from the cancer centre.
- There is a shuttle service available that provides transportation between the Lodge and the cancer centre.
- The Lodge is open Monday to Friday. It is closed on weekends and statutory holidays.
- For reservations, call 250.592.2662.

There are also local motels, hotels and facilities which offer special rates to patients and their families.

To have a list of accommodation options sent to you, please contact Patient & Family Counselling at:

250.519.5525 or toll free **1.800.670.3322**, extension **695525**.

Financial Assistance

- Check that you are registered for **BC Fair Pharmacare** which assists BC residents with the cost of prescription medications. Find out your status by going to the Internet and typing into Google, “Fair Pharmacare registration status” or by calling **1.800.663.7100** to speak with a representative. If your income has decreased by 10% or more recently, consider applying for an **Income Review with Pharmacare** to reduce your Fair Pharmacare deductible. Call **1.800.663.7100** or Google “Fair Pharmacare Income Review”.
- Check with your **employer** to see whether or not you have **extended health coverage** that includes the cost of medications.
- If you receive **Social Assistance** through the Ministry of Social Development (Provincial Government), most generic cancer-related prescription medications are covered. Check with your local pharmacy.
- If you are with **Veterans Affairs or are First Nations**, check with DVA or your Band Office to clarify prescription medication coverage.
- The **Financial Information for Cancer Patients** booklet is available at Patient & Family Counselling Services or the Cancer Centre Library and through the BCCA website **www.bccancer.bc.ca** – Health Info/Coping with Cancer/Practical Support/Financial Assistance.
- Lower income patients may apply for a subsidy from the Canadian Cancer Society Financial Support Program to assist with medication and travel costs related to treatment. For more information, call the **Cancer Information Service at 1.888.939.3333** or check out the Canadian Cancer Society website: **www.cancer.ca**
- If you are not sure about eligibility or need urgent assistance, go to **Patient & Family Counselling Services** on the third floor of the cancer centre or call **250.519.5525** to request assistance.

Travel Assistance Program (TAP)

- If you must travel outside your community for medical appointments, funding is available through the BC Ministry of Health Services.
- TAP forms are available from your family doctor or specialist’s office, or the BC Cancer Agency.
- Victoria **250.952.2657** or Toll Free **1.800.661.2668**
- Visit: **www.health.gov.bc.ca/rural/tap_patient**

Support Services

BC Cancer Agency (BCCA) centres provide patient treatment programs and services, cancer research and education. The care team at the BCCA includes members from many different specialities. Any recommended treatment will be based on your specific needs. For general health concerns, your family doctor will continue to provide care. Below is a list of the services available at the centre. Check the BCCA website (www.bccancer.bc.ca - Our Services/Centres & Clinics/Vancouver Island Centre/Support Programs) and display boards for a current calendar of events and sessions.

Education and information

There are a number of education sessions available at the centre. Sessions are offered by Nutrition, Counselling, Pharmacy and Nursing. Check our website (www.bccancer.bc.ca - Our Services/Centres & Clinics/Vancouver Island Centre/Support Programs) and display boards or speak with a member of the health care team to find out what is available for you.

The library on the third floor includes a cancer information centre with books, pamphlets and audiovisual materials. These library services are available to patients and the public. Library staff will send items by mail anywhere on Vancouver Island and can also help you access electronic information and the Internet. Call **250.519.5517** to speak to a librarian.

Other Support Services

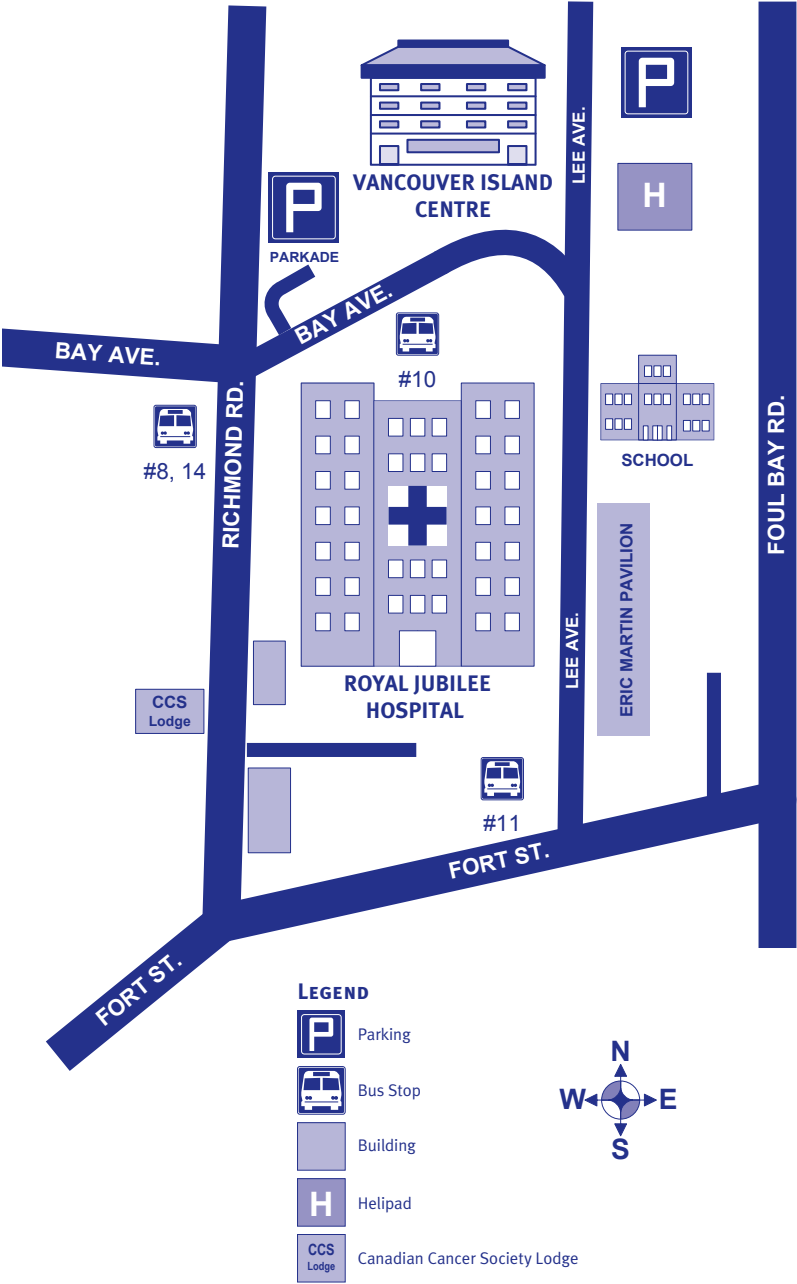
Lay Navigation: Trained volunteers are available to provide tailored information and support to make the journey as manageable as possible. They will let you know about services that are of interest to you and help prepare you for your next steps. To access this service call **250.519.5413** or drop by the 3rd floor Campbell Support Centre.

Support Groups: There are a variety of cancer specific support groups offered both here at the centre and in the community. Check with the staff in Patient & Family Counselling for current program offerings by calling **250.519.5525**.

Relaxation Group: Our Relaxation Group is open to all cancer patients. You are welcome to bring a friend, family member or caregiver along with you. This popular afternoon session offers patients an opportunity to connect with others and experience relaxation and visualization techniques. Call **250.519.5525** to find out the day and time of these weekly sessions.

Therapeutic Touch (TT) Clinic: TT is a technique offered by trained staff and volunteers to promote relaxation and comfort. Our TT Clinic offers one to one care on the first and third Wednesdays of each month between 1:30-3:30 pm. Appointments are required; call **250.519.5525**.

Vancouver Island Centre Location Map



Collecting, Using and Sharing Your Personal Information

When you are receiving care, treatment and services at the BC Cancer Agency, our staff and physicians will collect personal information from you. Where permitted, BCCA will also collect information about you from other health care providers or health care organizations (e.g., copies of records, medication information or test results).

Your information may be entered into our electronic health information systems to assist authorized persons in quickly accessing pertinent information wherever you may be receiving care or services.

We collect, use and share your personal information under the primary authority of the BC Freedom of Information and Protection of Privacy Act (“FIPPA”). FIPPA and other legislations authorize us to use and share your personal information for these reasons:

- To identify you and keep in contact with you about your health care
- To provide ongoing care and support of your care activities
- To help us plan, monitor, maintain and improve our care and services
- For education and training (e.g., medical students) and to conduct research with your consent or as permitted by law
- To know your eligibility for benefits and services and to arrange medical services billing
- To enable parties (e.g., Ministry of Health Services, Canadian Institute of Health Information) to confirm your identity, conduct planning and improvement activities, measure performance and fund health care
- To analyze, manage and control disease outbreaks and monitor the overall health of people
- As required by law (e.g., court order, reportable conditions) and as authorized by FIPPA

Your health information will be provided to your referring physician, other authorized health care professionals and their support staff, or health care agencies and facilities involved in your care to support continuous and consistent care and service. In some cases, these health professionals may look up your health information in our electronic health information systems in order to provide you with direct or supporting services.

You may request access to your health record by contacting the Release of Information Office in the cancer centre where you are receiving your treatment.

eHealth and Your Information

eHealth is a provincial initiative that allows certain aspects of your health information to be accessed by authorized health care professionals throughout the province and not just within a particular region. Each Health Authority sends specific health information to a province-wide electronic information system, where it is stored with strict protections and used for limited and authorized purposes. For more information about eHealth, please visit the government eHealth website at www2.gov.bc.ca - Health/About BC's Health Care System/eHealth.

For more information

If you have any questions about the protection of your personal information, please contact the Information Access & Privacy Office at **604.707.5834**.





BC Cancer Agency Centres:

Abbotsford Centre

32900 Marshall Road
Abbotsford, BC V2S 0C2
604.851.4710 or toll-free 1.877.547.3777

Fraser Valley Centre

13750 96th Avenue
Surrey, BC V3V 1Z2
604.930.2098 or toll-free 1.800.523.2885

Centre for the North

1215 Lethbridge Street
Prince George, BC V2M 7E9
250.645.7300 or toll-free 1.855.775.7300

Sindi Ahluwalia Hawkins Centre for the Southern Interior

399 Royal Avenue
Kelowna, BC V1Y 5L3
250.712.3900 or toll-free 1.888.563.7773

Vancouver Centre

600 West 10th Avenue
Vancouver, BC V5Z 4E6
604.877.6000 or toll-free 1.800.663.3333

Vancouver Island Centre

2410 Lee Avenue
Victoria, BC V8R 6V5
250.519.5500 or toll-free 1.800.670.3322

BC Cancer Agency Research Centre

675 West 10th Avenue
Vancouver, BC V5Z 1L3
604.675.8000 or toll-free 1.888.675.8001

BC Cancer Foundation

150 - 686 W. Broadway
Vancouver, BC V5Z 1G1
604.877.6040 or toll-free 1.888.906.CURE/2873

www.bccancer.bc.ca

www.bccancerfoundation.com



BC Cancer Agency

CARE + RESEARCH

An agency of the Provincial Health Services Authority



**Provincial Health
Services Authority**
Province-wide solutions.
Better health.