



Provincial Health Services Authority

# GUIDEBOOK FOR PATIENTS

## BC Cancer – Prince George



BC Cancer – Prince George  
1215 Lethbridge Street  
Prince George, B.C. V2M 7E9  
[www.bccancer.bc.ca](http://www.bccancer.bc.ca)



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BC Cancer Patient Number: \_\_\_\_\_

Important Contacts: \_\_\_\_\_

Medications: \_\_\_\_\_

Notes: \_\_\_\_\_

# Introduction to BC Cancer

**Our vision:**

A world free from cancer

**Our mission:**

To reduce the burden of cancer in British Columbia

**Our values:**

We provide person-centred care and support

We collaborate to deliver high-quality integrated care

We treat all those we serve with compassion and kindness

We serve with purpose and passion

We inspire creativity and excellence through innovation

The Ministry of Health, Provincial Health Services Authority (PHSA), five regional health authorities, and First Nations Health Authority (FNHA) share responsibility for ensuring all health care programs are effectively and efficiently planned, delivered, monitored and evaluated on behalf of the residents of British Columbia.

BC Cancer is one of the member agencies of PHSA and has six cancer centres:



- Abbotsford
- Kelowna–Sindi Ahluwalia Hawkins Centre
- Prince George–Centre for the North
- Surrey
- Vancouver
- Victoria

## Partners in Care: Your Rights. Our Promise.

### Patients and family members have the right to:

- Receive safe and appropriate care
- Be involved in decisions about your health
- Ask questions about your health and care
- Ask for a second opinion
- Privacy
- Be supported in your spiritual and cultural practices
- See your health information
- Bring a friend or family member to your appointments
- Refuse treatment

### We promise to:

- Provide excellent, safe care
- Give you clear and complete information
- Answer all of your questions clearly
- Help you make health decisions that are right for you
- Keep your health information private
- Provide an interpreter when possible

**All patients, families and staff have the right to be treated with respect, dignity and compassion.**

Please let us know if you see or hear something at BC Cancer that concerns you.

Your comments and questions will not affect your care.



## “STOP” – Help us protect our patients!



**Infection control information is posted at all BC Cancer entrances.**

**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
- New skin rash (e.g. Shingles)

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

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

Please keep in mind that 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.**

## BC Cancer–Prince George floor-by-floor services

<b>Level 0</b>	<ul style="list-style-type: none"> <li>• Entrance to below ground parking</li> </ul>
<b>Level 1</b>	<ul style="list-style-type: none"> <li>• Main Entrance</li> <li>• Cancer Information Centre (CIC)</li> <li>• Chemotherapy</li> <li>• Courtesy Phone and phone to taxi service</li> <li>• Garden Cafe</li> <li>• General Clinics</li> <li>• Information Desk</li> <li>• Link to University Hospital of Northern BC</li> <li>• Nutrition</li> <li>• Pharmacy</li> <li>• Radiation Therapy</li> <li>• Speech Language Pathology</li> <li>• Volunteer Services</li> </ul>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Infection Control</li> <li>• Patient and Family Counselling</li> <li>• Indigenous Cancer Care Counsellor</li> <li>• Patient Patio</li> <li>• Professional Staff Offices</li> <li>• Psychiatry</li> <li>• Release of Information</li> <li>• Spiritual Care Room</li> </ul>



## How can I arrange for transportation?

### Wheels of Hope

Volunteer drivers provide patients in Prince George with free transportation to BC Cancer – Centre for the North.

Call: **1.888.939.3333**

### Transit

There are several bus routes that stop within walking distance of BC Cancer – Prince George.

You can visit **www.bctransit.com** and choose Prince George as your community to find information or call: **250.563.0011**

### Travel Assistance Program (TAP)

TAP is available to eligible B.C. residents who must travel outside their home community to obtain non-emergency, physician-referred specialist medical care, and whose travel expenses are not covered by third party insurance or other government programs. TAP provides discounted rates for ferries, ground transportation such as buses (not BC Transit) and some airlines.

To be eligible, you must be a B.C. resident and enrolled in the MSP; you must have a physician's referral for medical services that are not available locally. Escorts are also eligible if travelling with those incapable of independent travel.

You can obtain these forms at the Information Desk in the lobby, or at the Patient and Family Counselling office.

For more information please call: **1.800.663.7100**

Or visit the website: **www.health.gov.bc.ca/tapbc/tap\_patient.html**

Once your forms are filled out, to book your reservations please call: **1.800.661.2668**

## Where can I stay if I'm from out of town?

### Canadian Cancer Society Kordyban Lodge

**1100 Alward Street, Prince George, B.C. V2M 2E9**  
(down the street from BC Cancer – Prince George)  
kordybanlodge@bc.cancer.ca

Low cost accommodation including meals.

To register for a bed or cancel a reservation, call the Lodge at **250.562.3535**



If booking a motel or hotel, be sure to enquire regarding medical rates. If not staying at Kordyban Lodge, many Prince George motels/hotels have reduced rates for people travelling for medical appointments. Please enquire when booking.

For more information, or for information on financial assistance, please contact **Patient and Family Counselling** at **250.645.7330**

## Where can I park?

### How much does it cost?

Surface parking can be purchased at a rate of:

\$0.50 per hour (price subject to change)

Daily and weekly rates available

Parking meters accept coins and credit cards, no debit cards

You will need your license plate number to pay for your parking. All pay parking is done electronically, you will not need to physically put the receipt (ticket) on the dash of your vehicle.

Free three-hour parking is located on the road along Edmonton Street and Alward Street.

### Where should I direct my parking pass enquiries?

Please contact Impark directly at **1.800.315.7275** or **250.563.8430**.

Please refer to the map on page 31.



## What do I need to bring to my first visit?

- One piece of photo ID such as your BC Services/BC Care Card, driver's license, or other picture identification
- All your prescription, non-prescription, herbal and alternative medications in their original containers so that the physician or pharmacist may review them with you
- The names and telephone numbers (work and home) of two contact people
- Your health history and any allergies that you may have
- Any X-rays, CDs or DVDs that you may have been given by other physicians or hospitals
- A list of any questions you may have
- Any Advance Care Plan directives or documents
- Your Patient Reported Information and Symptom Measurement (PRISM) form (if you completed it at home)

## What happens at my first visit?

During your first visit, you will be in the centre for at least two or three hours. You may find it helpful to bring someone with you for **company and support** as this first visit can be overwhelming. Having a family member or close friend accompany you at your appointment could help you to gather all of the new information.

If you require an interpreter at an appointment, let our admitting team know and they will make arrangements, if possible, for a professional interpreter.

Because of the length of your appointment, we also suggest you have a meal before coming (unless otherwise instructed) and/or bring a snack with you. We also have a cafe here at BC Cancer – Prince George, open 9:00a.m.-2:00p.m. There is a cafeteria in University Hospital of Northern BC that closes at 6:30p.m.

Report to the **Appointment Desk in the General Clinics**. A clerk will assist you and may ask you to complete some documentation in a waiting area. If you were not pre-registered by phone, a clerk will help you complete your registration. This is also when you receive your BC Cancer #. You should document it in the space on the inside front cover for future reference.

You will be seen by oncology nurses and physicians in the General Clinics. Patient care aids will guide patients into exam rooms.

Your medical history will be discussed and a physical examination will be carried out. When the examination is finished an oncologist (a cancer specialist) will review this information along with your reports and records. The oncologist will then sit down with you and your family members to talk about treatment choices and the plan for your ongoing care.

The oncologist may arrange for blood tests, X-rays, and/or scans. You may have to wait for the results of these tests before the best treatment can be designed for you. The role of the oncologist is to advise you about your cancer.

If you have pain or other symptoms, your oncologist may help you and your family doctor manage these, or may refer you to the pain and symptom management team, or other specialists.

Asking questions and taking notes, or having a loved one assist you, is a great way to stay involved in your treatment plan. Being informed and prepared may help to make the process less overwhelming.

At the end of your visit you may be given your next appointment to return to the centre or it may be mailed to you. Sometimes, no further appointment is required and you may be referred to your family physician.



## Who may be on my health care team?

**Your health care team is a group of health care professionals who work to treat your cancer. They may include:**

A **medical oncologist** is a doctor who specializes in diagnosing and treating cancer patients using chemotherapy, hormonal therapy, biological therapy, and targeted therapy.

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

A **radiation oncologist** is a doctor who specializes in the treatment of cancer patients using radiation therapy as the main mode of treatment.

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

A **nurse** gives care. Nurses often have the most contact with you and will answer questions, give medicine and provide emotional support. Oncology nurses have special training in care for people with cancer.

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

A **pharmacist** dispenses chemotherapy drugs and other medications and explains how they work.

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

**Psychiatrists, psychologists, and counsellors** are mental health specialists. They can help you and your family understand, manage and cope with feelings, thoughts, worries and behaviours.

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

A **radiation therapist** is an allied health professional who uses radiation to treat patients with cancer. He or she may give you a CT scan, plan or deliver your daily radiation treatments. You will meet several radiation therapists during your treatment.

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

**Registered Dietitians** are experts in food and nutrition. They can help to improve your nutrition status if you are having difficulty with eating or losing weight.

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

A **social worker/counsellor/Indigenous cancer care counsellor** helps you and your family cope with the illness and its treatment. Social workers can provide or refer you to counselling, support groups, financial assistance, and other resources.

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

You may see a **speech language pathologist (SLP)** if you are having difficulty with your speech, voice or swallowing. Head and neck cancer patients will be automatically referred to SLP

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

A **volunteer** gives their time to enrich the caring environment at BC Cancer by providing companionship, information, and a helping hand for staff, patients, their families and friends.

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

Your **family doctor** or **general practitioner (GP)** provides general, primary health care to you. They play an important part in continuing your care, especially after your cancer treatments are over.

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_



## What kinds of questions can I ask my doctor?

Cancer centres and other health care facilities are very busy places. There may be several health care providers caring for you at once. You may need a lot of tests and procedures and you might feel that the amount of information is overwhelming and not clear to you. Therefore, it is important that you remain an active member of your health care team and ask questions to understand the information. Don't be afraid, embarrassed, or hesitant to ask for exactly what you need from your team. It is important to be involved in and be vocal in the decisions that affect you. Also, sometimes taking notes can be helpful so you can refer back to them and share outcomes of meetings with family and friends.

### For example:

- What type of cancer do I have?
- What stage is the cancer? What does that mean?
- What is the grade of the cancer? What does that mean?
- What can be done to treat this cancer?
- What is chemotherapy?
- What is radiation therapy?
- What are the short-term and long-term side effects of these treatments?
  - How long will they last?
- What is a complementary therapy?
- What is an alternative therapy?
- Will I have to purchase any drugs outside of the cancer centre?
- Will these drugs be covered by my Fair Pharmacare?
- Will these drugs affect my fertility?
- What kinds of feelings (such as sadness, anger, vulnerability, loss of control) am I likely to have after the surgery or other treatments?
- Where can I find help for me and my family and friends to cope with our feelings?
- When will I get back to my normal energy level?
- Will I be able to work while in treatment?
- Are there any symptoms that I should report right away?
  - What constitutes an emergency?
  - Who do I call?
  - When should I go to the emergency room?
- Are there any changes I can make to my lifestyle to improve my health?
- Who should I contact if I have additional questions?

## Resources at BC Cancer:

### BC Cancer Emotional Support Resources

Every experience with cancer is unique – whatever you're feeling, we're here to support you. Would you like to connect with a professional? Would you like to speak with someone who has had the same type of cancer as you?

If you are experiencing:

- Difficulties with your day-to-day activities
- Changes in your sleeping or eating habits
- Having persistent feelings of anxiety or depression
- Severe financial hardship
- Difficulty dealing with these feelings and changes on your own

For more information about resources available for you, visit:

[www.bccancer.bc.ca/health-info/coping-with-cancer/emotional-support](http://www.bccancer.bc.ca/health-info/coping-with-cancer/emotional-support)  
[www.bccancer.bc.ca/our-services/services/support-programs](http://www.bccancer.bc.ca/our-services/services/support-programs)

uncertain

angry

hopeful

relieved

worried

ANXIOUS

CALM

Every experience with cancer is unique.

Whatever you're feeling we're here to support you.

Visit [bccancer.bc.ca/our-services](http://bccancer.bc.ca/our-services) for more information



# What resources are available to me?

## Resources at BC Cancer–Prince George

### Cancer Information Centre/Library

BC Cancer offers library and information services to patients, their families, members of the public, and health care professionals. A volunteer at the Cancer Information Centre at BC Cancer – Prince George will help you find information on: cancer treatment, clinical trials, coping with cancer, information for children, cancer information in other languages, relaxation techniques, etc. Books and audiovisuals (DVDs, videos, CDs) can be freely borrowed for four weeks at a time. Library materials will be mailed to borrowers outside the Lower Mainland with free return mailing labels. The volunteers can also help you find reliable and accurate internet sites on your condition and treatments.

[www.bccancer.bc.ca/PPI/Library/default.htm](http://www.bccancer.bc.ca/PPI/Library/default.htm)

email: [library@bccancer.bc.ca](mailto:library@bccancer.bc.ca)

Please refer to page 30 for contact information.

### Interpreters

If requested, an interpreter may be booked for your first appointment, if available. Please refer to page 30 for contact information.

### Nutrition

You may benefit from seeing a registered dietitian if you are having difficulty eating, drinking, or you are losing weight during treatment. Nutrition is important in cancer care to help manage treatment side effects and improve recovery from treatment. Advice can also be given by telephone. Ask any staff member to refer you to a dietitian.

[www.bccancer.bc.ca/health-info/coping-with-cancer/nutrition-support](http://www.bccancer.bc.ca/health-info/coping-with-cancer/nutrition-support)

Please refer to page 30 for contact information.



## Pain and Symptom Management/Palliative Care

All cancer patients, including those who may be cured, are welcome to request a referral to the Pain and Symptom Management/Palliative Care service from any of their health care providers. Palliative care is an approach that improves the quality of life of patients and their families facing the problems associated with life-threatening illness. This care encompasses the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems - physical, psychosocial, and spiritual. Patients come to the clinic to improve pain control, to cope with other physical problems related to cancer (for example; severe nausea, shortness of breath or fatigue), and for help with emotional and social concerns that occur in living with cancer.

Usually oncologists initiate referrals, but we welcome referrals from other BC Cancer staff, family doctors, and other specialists, and directly from patients and family members. Please refer to page 30 for contact information.

### Palliative care:

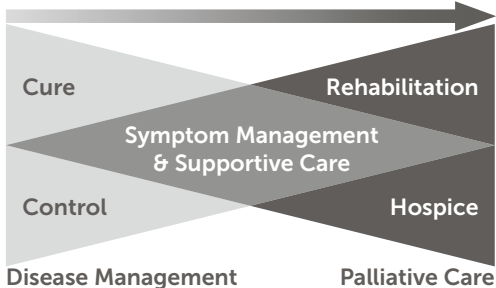
- supports the best possible quality of life for the longest possible time
- can begin at the start of a serious illness and be given alongside treatment designed to combat the disease
- may extend life and provide better quality of life
- provides relief from pain and other symptoms
- often allows seriously ill patients to avoid trips to hospital and spend more time at home with loved ones
- is available to ALL people with advanced serious illness

### Hospice:

- is a type of palliative care for people in the final months of life
- can improve quality of life and is an important source of care and comfort for patients and their families

### Palliative care and hospice

Palliative care and hospice can be received at home, in the hospital, through an outpatient clinic and in other settings. As part of a patient-centred approach, palliative care (including hospice) allows patients and loved ones to make plans that reflect their goals and preferences.



## Patient and Family Counselling

It is normal to experience a wide range of feelings when you or a family member is diagnosed with cancer and facing treatment. Professionally trained social workers and counsellors with Patient and Family Counselling are available to assist throughout the course of treatment. This may include support regarding diagnosis and treatment, travel and access to appointments, financial resources, family relationships, lifestyle changes, grief and loss as well as post treatment adjustment. Patient and Family Counselling offers services for individuals, couples, caregivers and families. Education sessions and group programs are run throughout the year. Counselling services are free of charge.

### Indigenous Cancer Care Counsellor - Gathering Support

If you or someone you love has received a cancer diagnosis, you don't have to face this journey alone. The Indigenous cancer care counsellor can assist with transportation and accommodation options, financial resources, support and information, spiritual and cultural care needs, counselling services for patients and family members as well as assist with transitions in care and return to your home community

[www.bccancer.bc.ca/our-services/services/patient-family-counselling](http://www.bccancer.bc.ca/our-services/services/patient-family-counselling)

**Please refer to page 30 for contact information.**

## Speech Language Pathology

You may see a speech language pathologist (SLP) if you are having difficulty with your speech, voice or swallowing as a result of cancer or cancer treatment. The SLP may evaluate your speech, voice or swallowing skills and then provide you with specific tips and strategies. If you are having difficulty swallowing ("dysphagia"), the SLP may inspect your mouth to see how your lips, tongue, cheeks, jaw and throat are moving. You may have a swallowing assessment which may include drinking water and eating foods like pudding, soft fruit or a cookie. If there is concern for aspiration – accidentally swallowing into the lungs – you may have a videofluoroscopic swallowing study (VFSS) at the X-Ray department at the University Hospital of Northern BC. The SLP will talk to you about safe swallowing strategies and will teach you how to do swallowing exercises. The SLP can also work with you if you have concerns for your speech and also teach you how to best take care of your voice during treatment.

**Please refer to page 30 for contact information.**

## Pharmacy

Pharmacy provides a full range of services. Cancer treatment medications taken orally are provided free of charge at the Pharmacy on the 1st floor. Pharmacy also provides medications for intravenous administration at the cancer centre. Medication counselling, medication review, and drug information services are also provided.

Pharmacy hours are Monday to Friday from 8 a.m.-5 p.m.

To ensure that you are receiving the correct medication and information, you will be asked each time to provide two identifiers (such as your date of birth and address) AND one of them must be a primary piece of identification or two secondary pieces of identification.

If you are sending someone else to pick up your medication, he/she will be asked for a signed letter indicating your permission OR two pieces of your identification as noted above.

**Please refer to page 30 for contact information.**

## Prevention Programs

For cancer patients, their families, and the general public, focusing on the five main modifiable risk factors for cancer is important for overall health. For those cancers that are preventable, the preventable risk factors are:

- Tobacco use
- Poor diet
- Being overweight
- Lack of exercise
- Sun/tanning bed damage

For those having experienced cancer that are at risk for a second primary cancer, as well as those who have never had cancer, making lifestyle choices based on these modifiable risk factors can be helpful, as can using our screening programs. Prevention is the very first stage in the continuum of cancer care that BC Cancer prides itself on providing.

Prevention Programs take an evidence-based approach to educating about healthy lifestyle choices related to cancer prevention. We offer cancer prevention information to patients, their families and the general public, and programs such as Healthy Living Schools, Sun Safe Daycares, and Stop Smoking Before Surgery.

- Our main website is located at:  
[www.bccancer.bc.ca/health-info/prevention-screening/prevention](http://www.bccancer.bc.ca/health-info/prevention-screening/prevention)
- Our interactive award winning youth-oriented site is located at:  
[www.hi5living.org](http://www.hi5living.org)

## Support Groups

Patients and family members can attend support groups offered at the cancer centre. Please contact Patient and Family Counselling Services for more information.

**Please refer to page 30 for contact information.**

## Telehealth

Telehealth is the use of technology to provide health care services. Videoconferencing is one example. Arranged from a private location in your community, it enables you to see and talk to a health care professional at the cancer centre without having to be in that centre. You are able to 'meet' with your health care professional using a television screen, video camera, and microphone that operate over a secure network. This videoconference may mean you do not have to travel to the cancer centre for all appointments.

This service is available for out-of-town patients in many communities throughout the province. For further information about telehealth services and to see if they are appropriate for you, please discuss with your health care professional.

## Volunteer Services

Volunteers help patients and their families when visiting the centre. Volunteers have been screened and trained to provide directions and information about programs and services, and offer support. You may see green-vested volunteers throughout the centre who can help with:

- Wigs and head coverings – available at no charge to patients with cancer at the Level 1 Wig Station.
- Comfort Cart – a mobile cart serving free coffee/tea to patients and their families. Snacks and drinks are also available for sale.
- Parking passes, patient education pamphlets and access to wheelchairs.



## What other resources are available to me?

### Resources in the Community:

#### Cancer Information Service - Canadian Cancer Society

The Cancer Information Service (CIS) offers general information about cancer as well as services available for cancer patients in communities throughout the province. It is open 9a.m.-6p.m. Monday to Friday.

**Email:** [cancerinfo@bc.cancer.ca](mailto:cancerinfo@bc.cancer.ca)

**Call:** The Canadian Cancer Society at 1.888.939.3333

**www.cancer.ca**

#### Canadian Red Cross – Health Equipment Loan Program (HELP)

The Red Cross loans out basic health equipment, including wheelchairs, bath aids, toileting aids, walking aids, and other aids to daily living. Referral from a doctor/nurse/physiotherapist/occupational therapist is needed for all equipment loans.

For details, depot location, operation hours, and availability of equipment, visit: [www.redcross.ca](http://www.redcross.ca) and follow the links to the HELP Program

#### HealthLink BC

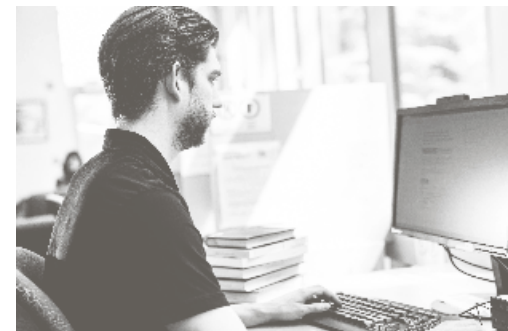
British Columbians have trusted health information at their fingertips with HealthLink BC at [www.healthlinkbc.ca](http://www.healthlinkbc.ca)

On their website, you can learn about health topics, check your symptoms, or find health services and resources near you. Call **8-1-1** to speak with a registered nurse, registered dietitian, or pharmacist, 24/7, every day of the year.

#### Integrative Medicine Services – Memorial Sloan Kettering

This website includes an easy-to-search database of natural health products and information on individual complementary and alternative therapies.

**www.mskcc.org** and write **About Herbs** in the search box.



## Frequently asked questions

### How does BC Cancer relate to family doctors?

Your family doctor will be receiving reports and information about what is happening at the cancer centre. He/she will remain your primary physician and you should continue to see him/her for other health issues as you have before. Your family doctor can also be very helpful in managing issues that arise during and after your treatment and provide care for you closer to home when possible.

### Will I see my oncologist in the same room at every visit?

You may see your oncologist in a different room at each appointment; therefore it is necessary to check in at General Clinic at each visit.

### Can I see my oncologist without an appointment?

Unfortunately, we do not have a walk-in clinic. All appointments need to be pre-booked. Please call the Appointment Desk if you have questions or concerns or see your family doctor.

**Refer to page 30 for contact information.**

### What if I need to change or confirm an appointment?

To change or confirm an appointment, please call the Appointment Desk.

**Refer to page 30 for contact information.**

### What does a blank space mean on my appointment card?

If there is a blank space or a line on your card without a time, this means you will be notified by telephone with the time before your appointment or treatment.

### Why is there a wait between my lab (blood draw) and my oncologist appointment?

It may take several days for your oncologist to receive the results of your lab work. This information may be required by your oncologist for your appointment.

### How can I arrange to refill my prescription?

First call the Pharmacy where your prescription was filled (BC Cancer Pharmacy or local pharmacy).

If refills are not available, please call your oncologist's secretary.

**Please refer to page 30 for contact information.**

### Can I smoke at the centre?

The BC Cancer and University Hospital of Northern BC sites are strictly "non-smoking" environments.

### Is it OK to wear scents?

In consideration of other patients and staff who have scent-related allergies kindly refrain from wearing perfume, scented hairspray, cologne, scented deodorant, aftershave or other scented products.

### Can I use a cell phone at the centre?

You may use your cell phone outside of the buildings or in the waiting areas of the cancer centre, with the exception of those areas with signage indicating cell phones may not be used.

Out of respect for the patients we ask that you keep your cell phone on vibrate when in the cancer centre.

Free wireless internet is also available while you are in the centre for use with your own mobile device. Please see the posters for information on how to connect or ask at the Information Desk.

### Do I need to bring meals or snacks?

A comfort cart visits waiting areas and chemotherapy to offer coffee, tea, and snacks for a nominal fee. The Garden Cafe sells snacks and lunches, hours are 9:00a.m.-2:00p.m. If you have a lengthy appointment (treatment) consider bringing some food with you.

### Can I bring my pet?

Kindly do not bring pets into the centre. Only guide dogs and dogs pre-approved under our "pet therapy" program are permitted.

### Where is the best place to find information online?

The BC Cancer website offers a wealth of information for patients and the public. Please visit: [www.bccancer.bc.ca](http://www.bccancer.bc.ca)

## Where can I get information on Fair Pharmacare?

All B.C. citizens accessing health care must be registered with Fair Pharmacare. This is particularly important in order to receive any possible financial subsidies or assistance with prescription drugs.

### If you:

- Need to register
- Are unsure if you are registered
- Are unsure of your qualifications for a subsidy
- Or if you are unsure what your deductible is

### You have three choices:

- 1) Ask: Your pharmacist.
- 2) Call: Health Insurance BC Inquiry Line (Mon-Fri 8a.m.–8p.m. and Sat 8a.m.–4p.m.):
  - From Vancouver call: 604.683.7151
  - From the rest of BC call toll-free: 1.800.663.7100
- 3) Visit: The Pharmacare website at:  
<https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents>
  - Register for Fair Pharmacare and check the status of your registration.

## For all of these options, you will need to provide your Care Card number

It is important to be aware of what Fair Pharmacare medical coverage you have and what your ID number is so that you can receive appropriate coverage.



## How is my personal data collected, used and shared?

When you are receiving care, treatment and services at BC Cancer, our staff and physicians will collect personal information from you. Where permitted, we may ask your family, friends, or other organizations to give us information about you (e.g. copies of records, medication information or test results). Your information may be entered into our electronic health information system 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 legislation 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.

Requests for access to your health record can be made by contacting the Release of Information Office in the cancer centre where you are receiving your treatment.

**Please refer to page 30 for contact information for the Release of Information Office.**

## 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 [www.health.gov.bc.ca/ehealth](http://www.health.gov.bc.ca/ehealth)



## Advance Care Planning

Advance Care Planning (ACP) is one part of broader personal planning. Personal planning can cover many topics, but Advance Care Planning relates specifically to health care decision making.

Advance Care Planning is a way for you and your family to prepare to make decisions about your future health care. It involves understanding and sharing your values, beliefs and wishes regarding health and personal care with those close to you and your health-care provider. It also involves determining who would make health care decisions for you if you cannot. This information is used during conversations with health care providers about the treatments and care you receive, to help you get the care that's right for you. (BC Centre for Palliative Care).

Please see the following resources that are available:

### 1. BC Cancer website ([www.bccancer.bc.ca](http://www.bccancer.bc.ca)):

This website has resources that can be accessed by searching the term "advance care planning" in the search box.

The BC Cancer Patient & Family Counselling program offers counselling services to cancer patients and family members. Please refer to page 30 for contact information

The BC Cancer Pain & Symptom Management program offers support you and your family with emotional and social concerns that come with living with cancer and can assist with care planning and decision-making, especially around transitions.

### 2. BC Centre for Palliative Care

The BC Centre for Palliative Care provides leadership for best practices, research and education in advance care planning, serious illness conversations, integration of a palliative approach to care, and building compassionate communities.

To learn more about advanced care planning, including information, further resources and events around the province visit:

[www.bc-cpc.ca/acp](http://www.bc-cpc.ca/acp).

### 3. Nidus Personal Planning Resource Centre and Registry

Nidus is a non-profit charity, personal planning centre and registry.

For more information visit: [www.nidus.ca/](http://www.nidus.ca/)

# Glossary of terms

## **Benign Tumour**

An abnormal swelling or growth that is not a malignant or spreading cancer and is usually harmless.

## **Biopsy**

The surgical removal of a piece of tissue from a patient for microscopic examination.

## **Brachytherapy**

The use of radioactive “seed” implanted directly into a tumour. This allows a very high but sharply localized dose of radiation to be given to a tumour while sparing surrounding, healthy tissue from radiation exposure.

## **Cancer**

A large group of more than 100 diseases characterized by uncontrolled growth and spread of abnormal cells.

## **Carcinogen**

Any substance that causes cancer.

## **Carcinoma**

A form of cancer that arises in tissues that cover or line such organs as skin, intestines, uterus, lung and breast.

## **Chemotherapy**

Treatment of disease by chemical compounds.

## **Clinical Trials**

The process by which new cancer treatments are tested in humans. Clinical trials are conducted after experiments in animals and preliminary studies in humans have shown that a new treatment method is likely to be effective.

## **Computerized Tomography (CT) Scan**

A technique providing multiple cross-sectional X-ray images generated by computer. A CT scan can provide valuable information such as the presence, size, and location of a tumour and its impact on surrounding tissue.

## **Grade of Cancer**

Describes the appearance of cancer cells under the microscope, and their degree of difference from normal cells.

## **Hormone Therapy**

A treatment in which hormones (as well as anti-hormones and other factors which regulate the endocrine glands) are used to fight some cancers of the breast, endometrium and prostate.

## **Lymph Gland (Node)**

Our bodies have a network of lymph vessels and lymph nodes. These glands or nodes act as filters for impurities in the body and concentrate lymphocytes used to fight infection. Cancer can start in these nodes or spread to them.

## **Magnetic Resonance Imaging (MRI)**

A procedure that produces cross-sectional images of the body without the use of X-rays or radioactive materials. MRI uses a strong magnetic field, radio waves and a computer to produce excellent soft tissue images that can be read by a radiologist.

## **Mammography**

An X-ray examination of the breasts using specialized equipment.

## **Metastasis**

The process whereby cancer cells from the original tumour spreads to other sites in the body.

## **Positron Emission Tomography (PET) Functional Imaging**

PET is an imaging procedure that requires the use of safe injectable tracers to help detect certain diseases, such as cancer, in the body. When combined with Computed Tomography (CT), this medical technology enables improved diagnosis of disease and enhanced treatment planning allowing for the most appropriate and effective choice of therapy.

## **Radiation Therapy**

The use of radiation (high-energy rays) to kill or shrink tumour cells. Used to treat some cancers.

## **Stage of Cancer**

There are two systems used together to classify cancer. TNM is a type of classification used to describe the extent of the cancer’s involvement in your body based on tumour (site and size), node (involvement of lymph nodes), and metastasis (spread). The second classification used is Spread of Cancer which uses a 1-4 scale system to describe the location of the cancer in your body.

## **Stem Cells**

The immature cells from which all blood cells develop. These cells may divide to form more stem cells or mature into a variety of blood cell types.

## **Tumour Group**

Groups of medical specialists at BC Cancer who set cancer treatment policies and protocols for the various types of tumour sites, e.g. prostate, breast, colorectal cancer.

## **Tumour Markers**

Substances which provide a test for the presence of actively growing cancer; not recommended for early detection or screening of cancer but used at BC Cancer to indicate whether a particular treatment has reduced the size of a known tumour, or whether a tumour is growing.

## BC Cancer–Prince George contact list

### Appointment Desk

Call this number for booking, cancellation, or questions regarding radiation therapy and chemotherapy appointments

**250.645.7323 or toll-free 1.855.775.7300, local 687323**

### BC Cancer Library

Call this number for any questions regarding library resources

**Toll-free 1.888.675.8001, local 678001**

### New Patient Referrals

Call this number for all issues regarding your initial appointment

**250.645.7318 or toll-free 1.855.775.7300, local 687318**

### Nutrition

**250.645.7330 or toll-free 1.855.775.7300, local 687330**

### Pain and Symptom Management/Palliative Care

**250.645.7313 or toll-free 1.855.775.7300, local 687313**

### Patient & Family Counselling Services

(includes Indigenous Cancer Care Counsellor)

**250.645.7330 or toll-free 1.855.775.7300, local 687330**

### Speech Language Pathology

**250.645.7330 or toll-free 1.855.775.7300, local 687330**

### Telephone Care Nurse Line

Between 8:00a.m. - 5:00p.m. Monday - Friday call 250.645.7313 or

**1.855.775.7300, local 687313**

### After hours and on weekends please call UHNBC Emergency

**250.565.2000**

### Pharmacy

For information about your chemotherapy prescriptions, please call :

**250.645.7306 Monday to Friday 0800-1630**

### Information Desk

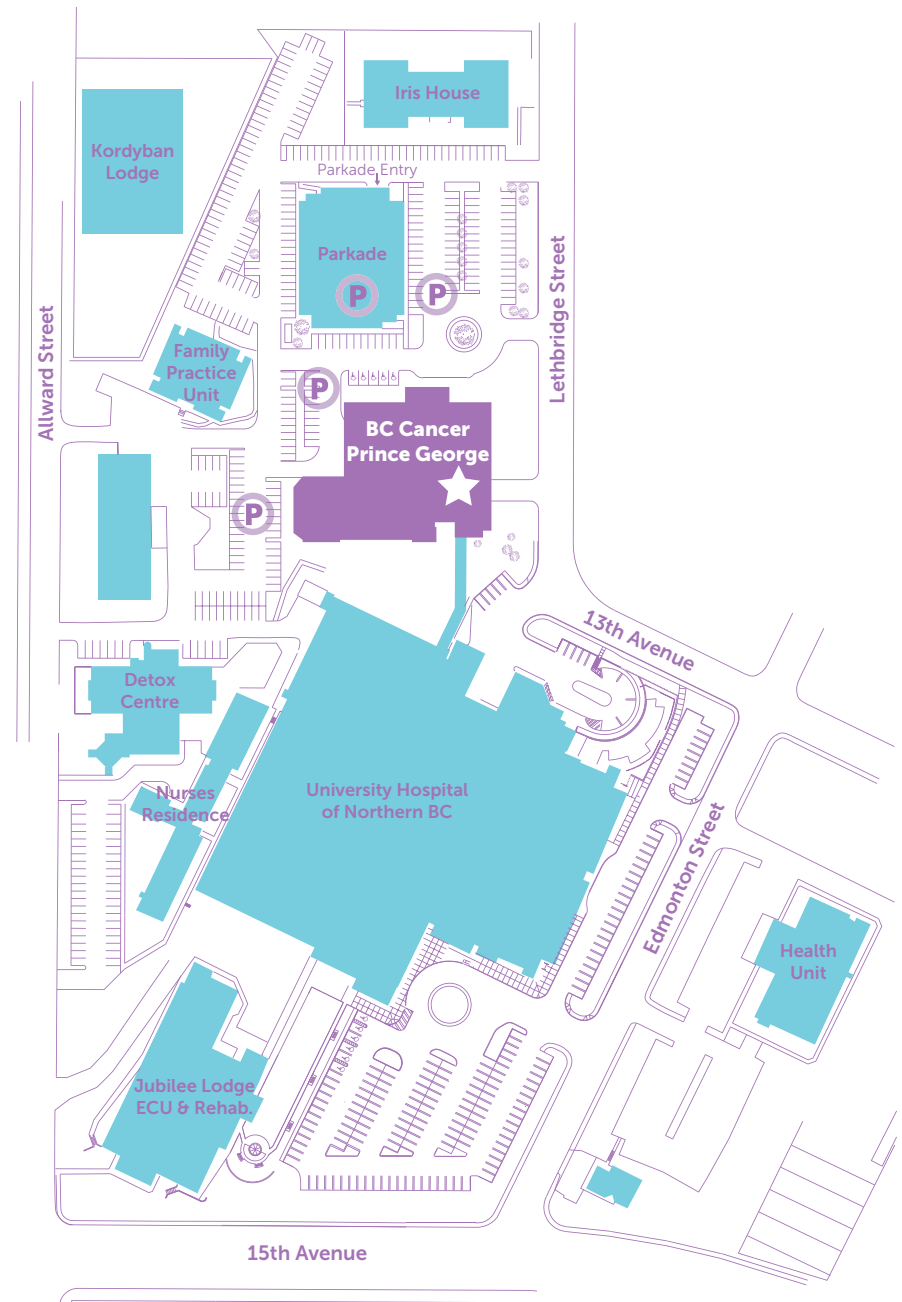
Call this number to be directed to any department within BC Cancer

**250.645.7300 or 1.855.775.7300**

### Palliative Care Help Line

**1.877.711.5757**

## Where is the BC Cancer centre where I will receive treatment?







Provincial Health Services Authority

## BC Cancer Centres

### Abbotsford

32900 Marshall Road  
Abbotsford, B.C. V2S 0C2  
604.851.4710 or toll-free 1.877.547.3777

### Prince George—Centre for the North

1215 Lethbridge Street  
Prince George, B.C. V2M 7E9  
250.645.7300 or toll-free 1.855.775.7300

### Surrey

13750 96 Avenue  
Surrey, B.C. V3V 1Z2  
604.930.2098 or toll-free 1.800.523.2885

### Kelowna—Sindi Ahluwalia Hawkins Centre

399 Royal Avenue  
Kelowna, B.C. V1Y 5L3  
250.712.3900 or toll-free 1.888.563.7773

### Vancouver

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

### Victoria

2410 Lee Avenue  
Victoria, B.C. V8R 6V5  
250.519.5500 or toll-free 1.800.670.3322

### BC Cancer Research

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

### BC Cancer Foundation

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