



Provincial Health Services Authority

GUIDEBOOK FOR PATIENTS

BC Cancer – Surrey

A photograph of the BC Cancer Agency Fraser Valley Cancer Centre building, a modern concrete structure with large windows and a prominent entrance. The building is overlaid with a teal tint. The BC Cancer logo and the text 'BC Cancer Agency Fraser Valley Cancer Centre' are visible on the building's facade.

 BC Cancer Agency
Fraser Valley Cancer Centre

BC Cancer – Surrey
13750 96 Avenue
Surrey, BC
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

British Columbia has six regional health authorities and two provincial health authorities – the Provincial Health Services Authority (PHSA) and the First Nations Health Authority. PHSA governs and manages agencies and organizations that plan and/or provide health services on a province-wide basis.

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

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



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.
- Partnering with you to plan your care, providing you with clear and full information to make your own healthcare decisions; answering your questions thoroughly and clearly.
- Maintaining the privacy and confidentiality of your health information.
- Providing an interpreter for important conversations where possible.
- Your right to provide us with feedback (compliments and/or complaints); providing you with a timely response and reassurance that it will not affect your care.

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

- Treating other patients, family members and the healthcare team with respect, dignity and courtesy.
- Informing us of anything that could affect your present condition.
- Participating with your healthcare 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 healthcare team when you do not understand information given to you.
- Understanding BC Cancer's role in healthcare teaching and research; as such, students, interns and residents may be involved in your care.
- Acting in a safe and responsible manner.
- Respecting BC Cancer/PHSA property, policies, rules and regulations.

“STOP” Help us protect our Patients!



Infection control information is posted at all BC Cancer entrances.

Please inform your healthcare 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 Healthcare 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 healthcare providers for information on how to hand wash.

BC Cancer–Surrey

floor-by-floor services/facilities

Level 1 Basement	<ul style="list-style-type: none">• Radiation Therapy Reception• Radiation Therapy Units 1-6• Library / Cancer Information Centre• CT Simulator• Dentistry/Oral Oncology• Volunteer Services• Wigs and Head Covering Station• Patient / Family Counselling and Psychiatry• Nutrition
Level 2 Main Floor	<ul style="list-style-type: none">• Main reception for BC Cancer–Surrey• Clinics – A, B, C, and D• Chemotherapy Treatment Unit• Pharmacy Dispensary• Main Floor Conference Room• BC Cancer Foundation• Access to Surrey Memorial Hospital and Cafeteria
Level 3	<ul style="list-style-type: none">• Administration and Professional Offices• Release of Information / Health Records• Edward Millar Clinical Research Unit



Where can I park?

BC Cancer–Surrey is on the same site as Surrey Memorial Hospital (SMH). There is pay parking as follows:

- SMH North parkade at 96 Ave, 137 St and 137A St entrances
- SMH East parking lot at 138 St and 96 Ave
- SMH South parkade at 138 St and 94A Ave
- SMH West underground parkade King George Blvd and 96 Ave (new Emergency & Critical Care Tower)
- SMH Critical Care Tower Parking at King George Boulevard and 94A Ave

Also across the street is the Lark Group Parkade at 96 Ave and 137 St which is managed by IMPARK.

Please see map on page 35 to see parking lot and drop off locations.

How much does it cost?

Parking Hourly Rates

Parking rates are \$4.25 for the first hour and then \$3.50 for every subsequent hour or portion thereof; day rate \$11.25 (6am–9pm); evening rate \$5.25 (9pm–6am); 24-hour rate \$16.25. Rates are subject to change. For current rates, please call the Fraser Health Parking Office **604.930.5440**. Parking meters are also available on surrounding streets, and there are other parking facilities in the area.

Allow yourself extra time before an appointment to find parking. Be prepared; your first visit may be two hours or longer.

Long-term parking passes for BC Cancer patients

The Surrey centre offers discounted parking passes for patients. You will need your BC Cancer appointment card to buy a parking pass. Minimum pass available is for 28 days up to 49 days. Passes are valid from the date of issue, are non-refundable and do not guarantee a parking spot. For more information regarding parking passes, rates, payment and conditions please see a Greeter Volunteer or call **604.930.4022**.

Mobility Concerns

If you use a walker, wheelchair or any mobility aid please let us know in advance so we can schedule your appointment to best support your needs.

There is a patient drop-off area right outside the Surrey centre main entrance door. This is also for ambulance drop-off so parking is strictly prohibited. For parking locations refer to the map on page 35. Loonie operated wheelchairs are available at the East Entrance and Level-1 Lobby

How can I arrange for transportation?

There are some options for transportation to your appointment at the cancer centre. Please see the information on the BC Cancer website at www.bccancer.bc.ca/health-info/coping-with-cancer/practical-support/resources

If you need further support or assistance please contact Patient and Family Counselling at **604.930.4000**. If you require additional information about community services call the Canadian Cancer Society, Cancer Information Line at **1.888.939.3333**.

HandyDart

If you have a disability and are unable to use public transit without assistance, you may be eligible to use HandyDart. It is a fee-for-service program. In order to use HandyDart you must be registered through Translink. Call **778.452.2860** for more information.

Transit

BC Cancer–Surrey is easily accessible via transit. There are several bus routes and stops within close walking distance. The nearest SkyTrain station, King George, is 1 km away.

Call **604.953.3333** for route information or visit tripplanning.translink.ca/ and enter 13750 96 Ave, Surrey, BC, V3V 1Z2 as your destination to find a route that best suits you.

Shuttle

Fraser Health Authority provides the free Central Surrey Health Shuttle between the following locations:

- King George SkyTrain Station
- Jim Pattison Outpatient Care & Surgery Centre (JPOCSC)
- Surrey Memorial Hospital Campus (SMH)
 - B North Entrance (96th Ave)
 - D Tower (South Entrance)
 - Critical Care Tower (Main Entrance)
- Central City

For information regarding departure times, pick up and drop off locations contact a Greeter Volunteer or email: commuterservices@fraserhealth.ca or call **604.930.5407 ext 765601**.

Please note that many hotels will provide a medical rate if you have a family member who is receiving medical care.

Volunteer Cancer Drivers Society

The Volunteer Cancer Drivers Society (VCDS) is a registered Canadian charity run by volunteers who provide free rides to patients with cancer for their cancer-related medical appointments. Visit the website for a list of areas served.

www.volunteercancerdrivers.ca or call **604.515.5400**.

Ministry of Health Travel Assistance Program (TAP)

TAP is available to eligible BC 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 BC 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 application forms from the Patient and Family Counselling office.

For more information please call: **1.800.465.4911**

Or visit the website: **www.health.gov.bc.ca/tapbc/tap_patient.html**

Once your TAP request is accepted, to book your reservations please call: **1.800.661.2668**

Transportation Through the Ministry of Social Development

In some situations, existing clients of the Ministry of Social Development are eligible for transportation to medical appointments. For more information, please call the Ministry of Social Development at **1.866.866.0800**.

Reduced cost BC Bus Passes are available for low-income seniors and others. Please visit: **www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass/seniors** for further information.

What do I need to bring to my first visit?

- Two pieces of ID such as your 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

What happens at my first visit?

During your first visit, expect your appointment to be at least two to three hours. It can be quite overwhelming. Being informed and prepared can help to make the process less overwhelming. The following suggestions may be helpful:

- Bring a family member or friend with you to help gather all of the new information, for company and for support. Volunteers are also available to assist and provide support as needed.
- Have a meal before you come (unless otherwise instructed) and/or bring a snack with you. There is a cafeteria and two small coffee shops within Surrey Memorial Hospital.
- Be involved in your care. Ask questions and take notes or ask a family member to assist.

The admitting team will arrange for a professional interpreter to attend your appointment or call into your appointment if you cannot communicate in English.

Report to the main reception for BC Cancer – Surrey located in the lobby and main entrance of the Surrey centre. A clerk will check you in and ask you to complete a health questionnaire. 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 identification number. You should document this number for future reference.

You will meet with an oncologist (a cancer specialist) who will review your medical history and perform a physical exam. He/she will also review any reports or records in your file. The oncologist will then discuss with you the treatment choices and the plan for your ongoing care.

The oncologist may arrange for additional blood tests, X-rays, and/or scans. You may have to wait for the results of these tests before the best treatment can be determined.

If you have pain or other symptoms related to your cancer or if you have other concerns, the oncologist may refer you to other members of the oncology team. This includes an oncology nurse, a counsellor for you or your family, a Dietitian, Pharmacist, or pain and symptom management specialists. The oncologist will work with your family doctor to help support you. If you do not have a family doctor, we can refer you to a nurse practitioner.

At the end of your visit you will be given your next appointment to return to the centre. Sometimes, no further appointment is required and you may be referred to your family doctor or nurse practitioner for follow-up care.

Return visits: Note that you will not always see your oncologist in the same room for return visits. Each morning and afternoon a notice board in the main lobby is updated with the oncologist schedule for that day. You can check this when you arrive to confirm the correct location and check in directly at that clinic.

Please notify us of any change in address or contact numbers.



Who may be on my healthcare team?

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

A medical oncologist is a doctor who specializes in diagnosing and treating cancer 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 general practitioner in oncology (GPO) is a family doctor that has completed a BC Cancer training program and has an increased knowledge of cancer.

Name: _____

Contact Information: _____

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

Name: _____

Contact Information: _____

Other members of your inter-professional team may include:

- Administration
- Counsellors
- Clinical Trials Nurses & Coordinators
- Dentistry/Oral Surgeon
- Educators
- Health Information Management
- Health Unit Coordinators
- Interpreters
- Librarians
- Medical Secretaries
- Oncology Nurses
- Pharmacy
- Physicians
- Psychiatrists, Psychologists and Counsellors
- Radiation Therapists
- Registered Dietitians
- Speech Language Pathologists
- Students
- Volunteers

What kinds of questions can I ask my doctor?

Cancer centres and other healthcare facilities are very busy places. There may be several healthcare 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 healthcare 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 about 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. You have space on page 34 to take notes.

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–Surrey

Cancer Information Centre/Library

BC Cancer offers library and information services to patients, their families, members of the public, and healthcare professionals. The library 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, DVDs and CDs can be freely borrowed for four weeks at a time. Our ebooks can be read in your computer browser with no due dates. Library materials can be mailed to borrowers outside the Lower Mainland with free return mailing labels. The library can also help you find reliable internet sites on your condition and treatments. The Cancer Information Centre is located on level 1 (basement) of the Surrey centre.

www.bccancer.bc.ca/library

email: library@bccancer.bc.ca

Please refer to page 31 for contact information.

Clinical Trials

Clinical Trials are research studies that involve people. They are the final step in a long process that begins with research in a lab and after many years of testing, become available to patients in clinical trials. Only the most promising new treatments reach the clinical trial stage. Treatments used today are the result of past clinical trials. In cancer research, clinical trials are designed to answer questions about new ways to:

- Prevent cancer
- Find and diagnose cancer
- Treat cancer
- Manage symptoms of cancer

The choice to enter a clinical trial rests completely with each patient as does the decision to withdraw from the study at any time. If you wish to stop the treatment, for whatever reason, your care will not change or be compromised by your decision. Choosing to join a clinical trial is a decision only you can make, but you may want to discuss it with those close to you, and your doctors and nurses. As a treatment option, a clinical trial has possible benefits as well as drawbacks. Your doctors will know which trials are available and will advise whether you meet the eligibility criteria set out in the study.

Interpreters

We will arrange for a professional interpreter to attend your appointment or call into your appointment if you cannot communicate in English. These services are provided at no cost.

Nutrition Services

If you are having difficulty eating, drinking or if you are losing weight during treatment, ask any healthcare professional to make a referral to the dietitian. Nutrition is important in cancer care to help reduce treatment side effects and to help you maintain your weight. A registered dietitian is available, by appointment, for counselling Monday to Friday. Advice can also be given by telephone.

www.bccancer.bc.ca/health-info/coping-with-cancer/nutrition-support

Please refer to page 31 for contact information.

Pain and Symptom Management/Palliative Care

All patients with cancer, including those who may be cured, are welcome to contact Pain and Symptom Management/Palliative Care. Palliative care is an approach that improves the quality of life of patients and their families. Problems associated with life-threatening illness are supported through the prevention and relief of suffering by means of early identification, assessment and treatment of pain and other physical, psychosocial, and spiritual needs. Patients come to the clinic to improve pain control, cope with other physical problems related to cancer (e.g. severe nausea, shortness of breath or fatigue), and for help with emotional and social concerns that come with living with cancer.

What is provided:

- Review of your physical, emotional and social concerns
- Personal treatment plan, which may include medication and non-medicinal support
- Members of the team meet with patients and/or family
- Referral to community services and resources
- Information about pain and symptom management
- Information about Advance Care Planning

Usually oncologists initiate referrals, but we accept referrals from other BC Cancer staff, family doctors, other specialists, and directly from patients and family members.

Please refer to page 31 for contact information.

Patient and Family Counselling

It is natural to experience fear, anger, helplessness or other distressing feelings when you or a family member is faced with a diagnosis of cancer and its treatment. Professionally trained counsellors in Patient and Family Counselling are available to speak with you and to assist you throughout the course of your illness. We counsel patients, caregivers, couples and families and offer group programs. This can include discussion and planning regarding how to inform your loved ones, treatment decision-making, survivorship, as well as palliative and end-of-life care and concerns.

Assistance and information about transportation, community services, financial assistance, prescription costs, and other practical resources are also available.

www.bccancer.bc.ca/our-services/services/patient-family-counselling

Please refer to page 31 for contact information.



Pharmacy

Pharmacists are available to help answer any questions relating to your drug treatment or complementary therapies. The pharmacy dispenses medications prescribed to treat your cancer such as:

- Take-home oral chemotherapy and oral hormonal medications; hormones for injection administered by your family physician, urologist or nurse.
- Chemotherapy medications administered in the chemotherapy room while you are at the centre.

The pharmacy does not fill prescriptions for take-home supportive care medications such as those for nausea and pain control. Supportive care medications must be filled at a community pharmacy.

Your oncologist may request that a pharmacist meet with you to obtain a medication history. A complete medication history includes all the medications you are taking including your prescription, over the counter and alternative medications. The pharmacist will use this information to identify any problems related to how the medications you are taking at home will interact with the medications used to treat your cancer. The pharmacist will discuss and resolve all medication-related problems with your doctor(s) prior to you starting any medication treatment.

The first time you are prescribed a medication that you will be taking at home, the unit clerk will book a pharmacy appointment time for you to pick up your medication. You will meet with a pharmacist who will talk to you and provide written information about your new medication. For many treatments, your oncologist may request lab work (blood tests) before your prescription can be filled or sometimes special approval is required.

The pharmacy requires a minimum of 24 hours to dispense new prescriptions and three (3) day's notice for prescriptions with refills. If you complete blood work the same day you need your prescription filled, expect to wait 2.5 hours if blood work is done at a Fraser Health lab. Lab results from private labs may take up to 24 hours before they are available.

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.

Primary Identification: Driver's license; passport; provincial identity card issued by the Province of BC; police identity card issued by RCMP or municipality; Certificate of Indian Status card

Secondary Identification: BC Cancer identification card; care card issued by the Province of BC; birth certificate; Canadian citizenship card; landed immigrant status papers; naturalization certificate; marriage certificate; change of name certificate; identification or discharge certificate from External Affairs Canada or Canadian Armed Forces; Consular identity card

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.

Our pharmacists are always happy to discuss any questions you may have about any of your prescriptions.

Refer to page 31 for contact information.

Support Groups

Patients and family members can attend groups offered in any of the Lower Mainland cancer centres. Contact Patient and Family Counselling for more information.

Contact the Canadian Cancer Society at **1.888.939.3333** for additional support group information.

Refer to page 31 for contact information.

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 (basement) 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.



Resources within BC Cancer

CAMEO (Complementary Medicine Education & Outcomes Research Program)

If you are using or considering using a complementary therapy, it is important to talk to your healthcare team, such as your nurse, oncologist and family doctor. Knowing about all the therapies you are using allows healthcare providers to provide care that is comprehensive and safe. It is also important to have a plan about how you will monitor your use of a complementary therapy to see if it is meeting your goals and not causing any side effects.

The Complementary Medicine Education & Outcomes (CAMEO) Research Program was developed as a result of a joint research project of the University of British Columbia School of Nursing and BC Cancer. CAMEO has developed evidence-informed information about complementary and alternative medicine (CAM) for people living with cancer and healthcare providers. The CAMEO web page www.cameoprogram.org contains useful links to credible, evidence-based CAM websites and tools like the CAM and Cancer in Canada information booklet, a CAM use diary to help people make evidence-informed CAM decisions, as well as links to CAM and cancer-related research projects.

Cancer Chat Canada

Professionally facilitated on-line support groups for patients with cancer, survivors and family members.

www.cancerchatcanada.ca

Toll Free number: 1.844.725.2476

Ethics Consultation

The Ethics Committee provides education, support, dialogue, reflection and connections for health service providers, patients, families and members of the community who are facing ethical dilemmas. The group consists of both health professionals and community members.

The Ethics Committee does not make decisions, but rather helps the individuals involved in a difficult situation to examine the issue by considering all perspectives and options.

If you need this service, contact any member of your Healthcare team and they will provide you with the ethical dilemma application form and ensure your form is delivered to the Ethics Committee. An Ethics Committee member will contact you and discuss your concern.

Prevention Program

Prevention is the very first stage in the continuum of cancer control that BC Cancer prides itself on providing. The BC Cancer Prevention Program conducts research into prevention and provides evidence-based information about ways to prevent cancer. Our main website is located at:

www.bccancer.bc.ca/health-info/prevention-screening/prevention

Life After Cancer

It takes time to find a “new normal” after cancer treatment. Cancers and treatments can have long-lasting effects. Survivorship resources and services are intended to help a person cope with their new normal, while also ensuring their healthcare providers have the education, tools, and resources they require to provide high quality care to cancer survivors. Visit the Life After Cancer section of our website for more information.

www.bccancer.bc.ca/health-info/coping-with-cancer/life-after-cancer

The Late Effects, Assessment and Follow-up (LEAF) Clinic provides long-term follow-up care for adults who survived childhood cancers. The Clinic serves the entire province of BC. People treated for cancer as children may be at risk for health problems later in life. These health problems are called late effects. The LEAF Clinic team will give information about your past cancer treatments, provide advice about late effects, make referrals for required tests and specialty services, provide advice about income, education and work, and support you and your caregivers.

The LEAF Clinic is located in Vancouver.

For more information about the LEAF Clinic, visit:

www.bccancer.bc.ca/our-services/services/late-effects-assessment-follow-up

How can I be involved?

The BC Cancer Patient Experience Program supports person-centered care. Health services are most effective when they are flexible and responsive to the needs and values of the person receiving care. We welcome patients and families to help us improve cancer care. You can become a Patient or Family Partner. A “patient and family partner” can be a current or former patient, a caregiver, family member, or loved one who has experience with cancer care. They are volunteers who are trained and supported to engage with health professionals to improve cancer care. Patient and family partners may participate in consultations, committees and working groups to represent the voice of patients and families.

We invite you to get involved with patient and family experience at BC Cancer by joining our Network of Patient & Family Partners or one of our committees. Please contact Patient Experience via email patientexp@bccancer.bc.ca or phone **604.877.6000 ext 674619**

Nurse Practitioner

The nurse practitioner is available as a resource to patients who do not have a family doctor. **Refer to Page 31 for contact information.**



What other resources are available to me?

Resources in the community

Peer Support/Peer Matching Program—Canadian Cancer Society

This program, formerly known as Cancer Connection in some provinces, invites clients to fill out an online form about their cancer experience and what they would like to talk about. Trained peer support volunteers also fill out a similar form. Clients then search for a peer support volunteer by selecting criteria that are important to them and are presented with a list of volunteers who match their criteria. The client can choose who to be matched with from the list of volunteers. Once a client and peer support volunteer have been matched online, the rest of the exchange will continue over the phone. <https://match.cancer.ca/>

Cancer Information Service – Canadian Cancer Society

The Cancer Information Service (CIS) offers general information about cancer as well as services available for patients in communities throughout the province. It is open 9am–6pm Monday to Friday. Service in Chinese is available Tuesday and Thursday from 6:30pm–8:30pm.

Email: cancerinfo@bc.cancer.ca

Call: The Canadian Cancer Society at 1.888.939.3333

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 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

You can learn about health topics, check your symptoms, or find health services and resources near you on their website. Call **8-1-1** for symptom advice, 24/7, every day of the year.

Tobacco Cessation During Cancer Treatment

Stopping smoking can improve the outcomes of your treatment and recovery. It is best to stop as soon as you can. For example – at the time of diagnosis. If you stop you can expect:

- A better overall response
- Better outcomes with some treatment drugs
- Reduced risks of recurrence
- Reduced incidence of second primary cancers
- Increased survival rate
- Reduced perioperative risks of general anaesthesia
- A positive effect on wound healing

For support to stop smoking contact:

www.Quitnow.ca or call HealthLink BC at 8.1.1

This online resource outlines the variety of support available and is free to all BC residents. You will find planning tools, access to individual and group telephone counselling, text support messaging, information about free nicotine replacement therapy products and subsidized medications, access to group discussion forums and a variety of additional helpful resources.



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. They will remain your primary doctor and you should continue to see them for other health issues during and after your cancer treatment. If you do not have a family doctor a Nurse Practitioner can help support you.

Refer to page 31 for contact information.

How can side effects of treatment be managed?

You may call the nursing telephone line at **604.930.4053** (Monday–Friday, 8:30am–4:00pm) for information. Please leave a message and the nurse will return the calls in priority order.

Is it possible to see an oncologist without an appointment?

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

Refer to page 31 for contact information.

Is there a way to change or confirm an appointment?

To change or confirm an appointment please call the appointment desk.

Refer to page 31 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.

What can cause long wait times between lab work (blood test) and an oncologist appointment?

If you have lab work done at Surrey Memorial Hospital it can take 2.5 hours for your oncologist to receive the results. If you wish to have lab work done outside of Surrey Memorial Hospital (adjacent to the BC Cancer – Surrey centre), closer to home, please talk to your oncologist. It may take 24 hours for your oncologist to receive the results.

Where are cancer related prescription(s) refilled?

Please call the Pharmacy at least 24 hours before you need your prescription refilled. The Pharmacist can tell you if you need to see your doctor for a new prescription. The Pharmacy can also fill the prescription, so you will not have to wait when picking it up. **Refer to page 31 for contact information.**

Is smoking permitted at the centre?

The BC Cancer centres and grounds are strictly a “non-smoking” environment.

Is cell phone use permitted at the centre?

You may use your cell phone outside or in the waiting areas only. Out of respect for the patients we ask that you keep cell phone on vibrate when in the cancer centre.

Is it OK to wear scents?

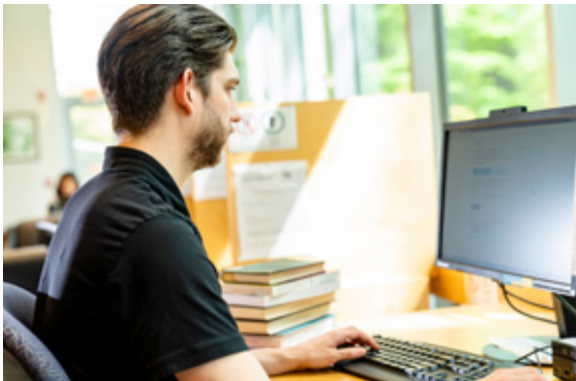
In consideration of other patients and staff who have scent-related allergies kindly refrain from wearing perfume, scented hairspray, cologne, scented deodorant, aftershave or other scented products.
Thank you for your cooperation.

Can pets be brought into the centre?

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**



Where can I get information on Fair Pharmacare?

All BC citizens accessing healthcare 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 8am–8pm and Sat 8am–4pm):
 - 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 & 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 healthcare
- 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 healthcare
- 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 healthcare professionals and their support staff, or healthcare 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 31 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 healthcare 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



Advance Care Planning

Advance Care Planning 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 (ACP) 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):

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. Visit www.bccancer.bc.ca 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.

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/

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–Surrey contact list

Administration 604.930.4022

Appointment Booking

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

604.930.4001

BC Cancer Library

Call this number for any questions regarding library resources

604.930.2098, local **654576** or toll-free **1.800.523.2885**, local **654576**

BC Cancer Foundation

Surrey office **604.930.4078**

Dentistry 604.930.4020

BC Cancer–Surrey Switchboard

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

604.930.2098 Toll-free **1.800.523.2885**

Nursing Phone Line

To speak with a registered nurse about symptoms or side effects call

Monday–Friday 8:30am–4:00pm

(except statutory holidays). **604.930.4053**

Nurse Practitioner: 604.953.9706

Located at Jim Pattison Outpatient Care and Surgery Centre

Nutrition Services 604.930.4000

Patient and Family Counselling Services: 604.930.4000

Pharmacy

Call this number for prescription questions and renewals

Monday–Friday, 8:30am–4:30pm: **604.930.4002**

Release of Information Office

Call if you require a copy of your health record **604.930.4018**

Surrey Memorial Hospital Switchboard 604.581.2211

BC Cancer–Surrey call navigation

Toll Free: 1-800-523-2885

Switchboard: 604-930-2098

Press 1 - for Appointment Enquiries and to speak to your Doctor's secretary

Press 2 - for Nursing Line

Press 3 - for Patient and Family Counseling, Psychiatry, Nutrition

Press 4 - for Dentistry

Press 5 - for Pharmacy

Press 7 - for Administration

Press # - for Foundation

Press 0 - for Operator

Useful Websites:

BC Cancer Library:

www.bccancer.bc.ca/library

Coping with Cancer:

www.bccancer.bc.ca/health-info/coping-with-cancer

Hospitals & other centres

BC Cancer–Abbotsford

32900 Marshall Road
Abbotsford, B.C. V2S 0C2
604.851.4700

Burnaby General Hospital

3935 Kincaid Street
Burnaby, B.C. V5G 2X6
604.434.4211

Delta Hospital

5800 Mountain View Blvd
Delta, B.C. V4K 3V6
604.946.1121

Eagle Ridge Hospital

475 Guildford Way
Port Moody, B.C. V3H 3W9
604.461.2022

Jim Pattison Outpatient Care and Surgery Centre

9750 140 Street
Surrey, B.C. V3T 0G9
604.582.4550

Langley Memorial Hospital

22051 Fraser Hwy
Langley, B.C. V3A 4H4
604.514.6000

Peace Arch Hospital

15521 Russell Avenue
White Rock, B.C. V4B 2R4
604.531.5512

Ridge Meadows Hospital

11666 Laity Street
Maple Ridge, B.C. V2X 7G5
604.463.4111

Royal Columbian Hospital

11666 Laity Street
Maple Ridge, B.C. V2X 7G5
604.463.4111

Surrey Memorial Hospital

13750 96th Avenue
Surrey, B.C. V3V 1Z2
604.581.2211

UBC Hospital

2211 Wesbrook Mall
Vancouver, B.C. V6T 2B5
604.822.7121

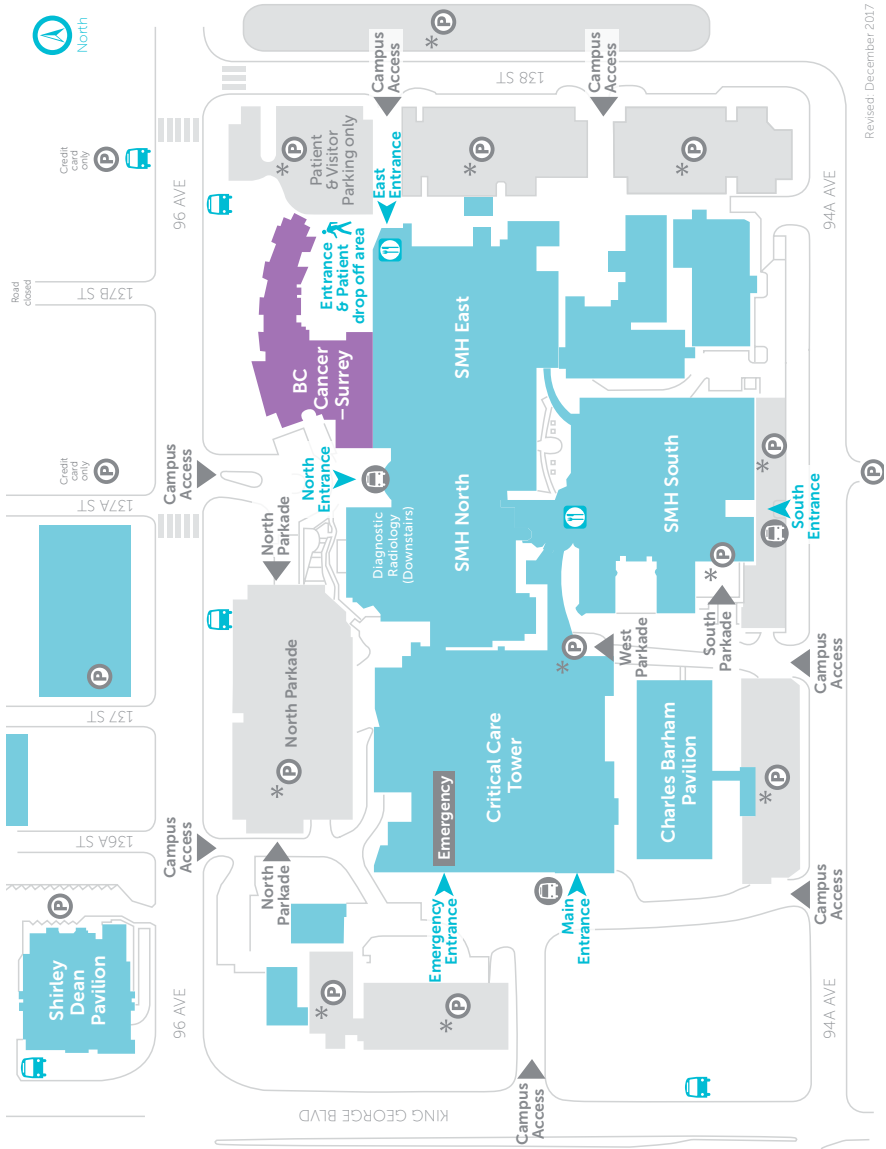
BC Cancer–Vancouver








600 West 10th Avenue
Vancouver, B.C. V5Z 4E6
604.877.6000

Vancouver General Hospital

899 West 12th Avenue
Vancouver, B.C. V5Z 1M9
604.875.4111

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



-  Shuttle Bus
-  Translink Bus Stop
-  Crosswalk
-  Sidewalk/Pedestrian Access
-  Parking
-  BC Cancer parking passes valid at these locations
-  Cafeteria

Revised December 2017



Provincial Health Services Authority

BC Cancer Centres

Abbotsford

32900 Marshall Road
Abbotsford, BC V2S 1K2
604.851.4710 or toll-free 1.877.547.3777

Prince George—Centre for the North

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

Surrey

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

Kelowna—Sindi Ahluwalia Hawkins Centre

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

Vancouver

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

Victoria

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

BC Cancer Research

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