


	<b>Contact #:</b>
<b>BC Cancer – Surrey Switchboard</b> Toll Free (within BC and Yukon)	604-930-2098 1-800-523-2885
<b>Chemotherapy Unit Hours of Operation</b> Open: Monday – Friday, 8:00 a.m. – 6:00 p.m.	604-930-2098 1-800-523-2885
<b>Registered Nurse Telephone Help Line</b> Open: Monday – Friday, 8:00 a.m. – 4:00 p.m.	604-930-4053
<b>Emergency Help:</b> In an emergency, Call 911 or go to your local Hospital Emergency Room. Please notify your BC Cancer Centre health care team of the event	
<b>Physician on Call After Hours – SMH Switchboard</b>	604-581-2211
<b>Ambulatory Care Unit Appointment Booking Line</b>	604-930-4001
<b>Patient and Family Counseling</b>	604-930-4000
<b>Nutrition</b> For help with symptoms or side-effects that affect your ability to eat, please call the dietician <i>For general nutrition questions, dial 811 (HealthLinkBC) from your home phone</i>	604-930-4000
<b>BC Cancer Agency Pharmacy</b> Open: Monday – Friday, 8:30 a.m. – 4:30 p.m.  Medication Refill Requests (Use QR Code)	604-930-4002 
<b>Release of Information</b> “Under the Freedom of Information and Protection of Privacy Act, you may request access to or correction of your personal information held by the BC Cancer Agency”	604-930-4018
<b>Library Services</b>	604-930-2098 Local 654576
<b>Canadian Cancer Society</b>	1-888-939-3333

**\*\*For general health care as well as cancer care we encourage you to maintain contact with your Family Doctor**

**Support Program Information** is available on our website.

To get to the BC Cancer - Surrey support programs page go to:

1. [www.bccancer.bc.ca](http://www.bccancer.bc.ca)
2. Select “Our Services”
3. Select “Centres & Clinics” and choose BC Cancer - Surrey
4. Select “Support Programs”

## Frequently Asked Questions

### 1. What if I need assistance with paying for medications related to my treatment?

Please call the Patient and Family Counseling Department at 604-930-4000. Some resources are listed on our website at [www.bccancer.bc.ca](http://www.bccancer.bc.ca), go to “Health Info”, then “[Coping with Cancer](#)”. For other support services available in your area, contact the Canadian Cancer Society at [www.cancer.ca](http://www.cancer.ca), or call 1-888-939-3333. You may ask to speak to someone in your language.

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

The medication label will indicate whether refills are available. Call the pharmacy where your prescription was filled (BC Cancer Centre Pharmacy or your local pharmacy). Call at least 3 days before you need to pick up the medication. If refills are not available please call you oncologist’s secretary.

### 3. Why is there a long wait between my lab (blood draw) and my Oncologist appointments?

It takes approximately 1.5-2 hours for your oncologist to receive your lab results from the Surrey Memorial Hospital lab.

### 4. Can I walk-in to see my oncologist without an appointment?

Unfortunately, we do not have a walk-in clinic. All appointments need to be pre-booked. If you are experiencing treatment related symptoms please call the Registered Nurse Telephone Helpline at 604-930-4053. For general health care as well as cancer care we encourage you to maintain contact with your Family Doctor. Please note that we send reports to your family doctor regularly.

### 5. What if I need to confirm or change an appointment? What does a blank space on my appointment card mean?

To confirm or change appointments, call 604-930-4001. If there is a blank space or a line on your card without a time, this means you will be notified by phone about the time before your treatment.

## Tips for Your Chemotherapy Appointments

### Prior to your First Chemotherapy Appointment

- Fill your anti-nausea prescriptions
- Buy an oral digital thermometer
- **For your first appointment**, arrange a ride **to and from your appointment** with a family member or a friend.
- **Please check with your nurse if you are able to drive yourself to future appointments.**

### Bring to Your First Chemotherapy Appointment – Be sure to arrive on time.

- Your BC Cancer appointment card
- Two pieces of identification (**required for all chemotherapy appointments**)
- Anti-nausea medications that were prescribed **and any new medication you have started since your last oncologists appointment**)
- Bring your thermometer
- Notebook to write things down
- Your New Patient Package
- Support person (1 person maximum **is allowed in the chemo room at a time**)
- Snack and a drink (we have water, juice, and gingerale)
- Entertainment (magazines, books, music with headphones)

### Tips for Treatment Day

- Take **prescription medications** as prescribed and bring **anti-nausea medications**.
- **Transportation** – have someone drive you to and from your appointment
- **Parking** - BC Cancer patients are able to park for free anywhere in SMH parking. Please register your vehicle with reception
- Allow for extra time before appointment to ensure you arrive on time
- Eat a **light meal before** you come and **after** your treatment
- **Cafeteria** – Available at Surrey Memorial Hospital. Please note, you will not be able to go to cafeteria during your treatment. **Please bring any snacks you will need with you to the appointment.**
- **Wear** - Comfortable clothing, in layers, with sleeves that roll up
  - **No Fragrance** - Health care organizations are “fragrance-free” buildings for the comfort and safety of both patients and staff
  - Cell phones and tablets/ laptops are allowed to be used in the chemo room, you can connect to public wifi.

## Financial Assistance for Prescription Drugs

BC Cancer provides standard cancer therapy drugs that are covered through Health Insurance BC. Some prescription drugs may need to be purchased from a pharmacy. Sometimes drugs need to be purchased in advance so that they are available to take before or after cancer treatment. If you need financial assistance with the cost of prescription drugs please review the following options.

- **Fair Pharmacare:** Make sure you are registered for BC's Fair PharmaCare Program. To check your registration status search your internet browser for Fair PharmaCare - Check Registration (enter your Personal Health Number). If you are not registered, the quickest way to register is online. If you would like to register by phone call toll-free: 1 800-663-7100 or 604-683-7151 (Vancouver area).
- **Income Review:** If your income has decreased by 10% or more in the past two years, consider applying for an Income Review with PharmaCare to reduce your Fair PharmaCare deductible. To learn more search online Fair PharmaCare.
- **Regular Premium Assistance or Temporary Premium Assistance** (had an unexpected change in finances) helps with cost of paying your healthcare premiums. For more information search Medical Services Plan (MSP).
- **Special Authority Drugs:** Some drugs are not fully covered without special authorization through PharmaCare. Talk with your pharmacist and ask about the process and forms required. To learn more search online PharmaCare.
- **Palliative Benefits Program:** If your doctor has registered you with the Palliative Benefits Program (Plan P) you will be eligible for certain drugs, medical supplies and products at no cost. Check with your pharmacy.
- **PharmaCare - Plan G** covers the cost of most psychiatric medications. It's available to individuals of any age who are registered with a mental health service centre and who demonstrate clinical and financial need. Both you and your doctor need to complete an application. To learn more search online PharmaCare.
- **Extended Health Benefits:** Check with your employer or other private insurer to find out whether your coverage excludes the cost of some prescription drugs and supplies or whether you need authorization and required documentation.
- **Are you receiving government benefits?** If you are receiving income assistance or disability benefits most prescription drugs and medical supplies are covered. However, you may want to check for any additional benefits or eligibility requirements. Call toll-free 1-866-866-0800. If you are receiving benefits from other agencies such as Veterans Affairs Canada or First Nations Health Authority contact the respective programs about any additional benefits they might have.

- **BC Cancer Drug Support Program:** Supports the cost of medications required for treatments provided at BC Cancer and prescribed by BC Cancer physicians.
- **Patient & Family Counselling Services** are available at your Cancer Centre. If you have an urgent financial need, call your center to make an appointment to speak with a counsellor.
- **Financial Information for Cancer Patients** booklet and **Resource Guide for Chinese Cancer (Financial Assistance)** is available in print from Patient & Family Counselling Services and Cancer Information Centers. Financial information is also available on the BC Cancer website [www.bccancer.ca](http://www.bccancer.ca) - Coping with Cancer - Practical Support.

## Financial Assistance Programs

Community organizations have assistance programs for people affected by cancer and have financial needs. Programs may provide funding or lower the cost of services. It is important to verify program eligibility prior to completing an application. This list is provided for convenience of people impacted by cancer and is not to be used as an endorsement of organizations.

Organization	Program Description	Contact
<b>Angel Flights</b>	Provides free flights for cancer patients requiring travel to treatment at cancer clinics and hospitals in Vancouver and Victoria.	Tel: 778.677.8920 <a href="http://www.angelflight.ca/">http://www.angelflight.ca/</a>
<b>BC Hospitality Foundation</b>	Fund for eligible patients in the hospitality industry who have a medical condition and financial need.	Tel: 604-986-3256 <a href="https://bchospitalityfoundation.com/get-help/">https://bchospitalityfoundation.com/get-help/</a>
<b>BC Rehab Foundation</b>	Grants for eligible individuals for rehabilitation and mobility aids.	Tel: 604-737-6383 <a href="https://bc rehab.com/applications/individual-grant/">https://bc rehab.com/applications/individual-grant/</a>
<b>BC Government Program</b>	Travel Assistance Program (TAP) helps alleviate some of the transportation costs for eligible B.C. residents who must travel within the province for non-emergency medical specialist services not available in their own community.	Tel: 1 800 661-2668 <a href="https://rb.gy/huyyh7">https://rb.gy/huyyh7</a> (short URL)
<b>Breast Cancer Support Fund</b>	Financial assistance for breast cancer patients who do not have the financial resources to cover additional costs.	Tel: 416-233-7410 <a href="https://www.breastcancersupportfund.ca/apply-for-support">https://www.breastcancersupportfund.ca/apply-for-support</a>

<b>CURE Foundation</b>	Financial Assistance Program for people with breast cancer to address the financial impact.	Tel: 1-888-592-CURE <a href="https://www.curefoundation.com/resources/financial-assistance-program/">https://www.curefoundation.com/resources/financial-assistance-program/</a>
<b>Canadian Cancer Society</b>	Travel Treatment Fund is for people with cancer with low income and must travel out of area for cancer treatment.	Tel: 1-888-939-3333 <a href="https://action.cancer.ca/en/living-with-cancer/how-we-can-help/transportation">https://action.cancer.ca/en/living-with-cancer/how-we-can-help/transportation</a>
<b>Craig's Cause Pancreatic Cancer Society</b>	Financial assistance for people with pancreatic cancer and facing financial challenges.	Tel: 1-877-212-9582 <a href="https://www.craigscase.ca/support">https://www.craigscase.ca/support</a>
<b>Give a Mile</b>	Crowd funding travel miles towards free flights for people dealing with end of life situations.	Tel: 1-877-545-3050 <a href="http://giveamile.org/">http://giveamile.org/</a>
<b>Fertile Future</b>	Power of Hope fund offers financial assistance to qualifying cancer patients to pursue fertility preservation treatment.	Tel: 1-877-HOPE-066 <a href="https://fertilefuture.ca/programs/power-of-hope/">https://fertilefuture.ca/programs/power-of-hope/</a>
<b>Hope Air</b>	Free flights and accommodation when travel is required to attend medical appointments.	Tel: 1-877-346-HOPE (4673) <a href="http://hopeair.ca/">http://hopeair.ca/</a>
<b>Kelly Shires Breast Cancer Foundation</b>	Funding for women with breast cancer and financial need.	Tel: 1-877-436-6467 <a href="https://kellyshiresfoundation.org/">https://kellyshiresfoundation.org/</a>
<b>Labatt's Better Together Fund</b>	Funding for basic essentials and other support services to improve the quality of life of individuals.	<a href="https://www.labattbettertogether.ca/apply-for-help">https://www.labattbettertogether.ca/apply-for-help</a>
<b>Veterans Affairs Canada</b>	Funding ensures that no Veteran is denied a dignified funeral and burial, as well as a military gravestone.	Tel: 1 (800) 465-7113 <a href="https://www.lastpostfund.ca/">https://www.lastpostfund.ca/</a>
<b>Legion</b>	Funding provides grants to eligible veterans and their families in financial need	Tel: 1-877-534-4666 <a href="https://www.legion.ca/support-for-veterans/financial-assistance">https://www.legion.ca/support-for-veterans/financial-assistance</a>

Should we specify only hospital based labs?

## Guideline for Blood test(s) before your Systemic (Chemotherapy) Appointment

### When should I go for my blood test(s)?

You need to go for your blood test(s) within the timeframe outlined on your requisition. As soon as you are aware of your next treatment appointment, you need to book your blood test(s).

### Where should I go for my blood test(s)?

You may book your blood test(s) appointment at any Fraser Health hospital closest to your home; this includes the Jim Pattison Outpatient Care and Surgery Centre (JPOC).


You will need to pre-book an appointment as soon as your treatment date is known, as there are only a specific number of appointment times available. Many laboratories are moving to appointment only.



**BOOK YOUR  
LAB APPOINTMENT ONLINE**

Scan this QR code or visit [www.fraserhealth.ca/labs](http://www.fraserhealth.ca/labs) to book your appointment online.

Note: Walk-in appointments are still accepted.



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**JPOC has stopped accepting 'walk in' patients. BC Cancer Surrey patients will only be accepted as 'walk-in' at JPOC if you state that you are a *BC Cancer Surrey patient.***

### What happens if I don't go for my blood test(s) in the timeframe outlined?

If you go for your blood test(s) outside of the outlined timeframe on your requisition, your treatment may need to be delayed or moved to another day as we will not have the information needed to safely provide your treatment.

### Who should I call if I have questions?

Should you have any questions about your blood test(s) please contact (604) 930-2098 and select option 1.



## Why You Should Not Get Pregnant During Cancer Treatment

### Patient Information - Pregnancy Assessment and Education

In many circumstances, it is important you do not get pregnant while you are getting cancer treatment. Cancer treatments, like radiation, chemotherapy, or other systemic therapy can damage your eggs, an embryo (very early part of pregnancy) or a fetus (unborn baby).

If you are having treatment and are able to impregnate your partner, it is important they do not become pregnant as cancer treatments can damage sperm and impact a fetus and health of the child-bearing person.

#### **What could happen if I get pregnant during treatment?**

If you get pregnant during cancer treatment, you may have a miscarriage (fetus or embryo dies) or the baby may have birth defects (the baby's brain or body may be affected).

If you get pregnant, this may impact the types of tests and treatments available for your cancer. Some tests and treatments can harm an unborn baby or embryo.

Also, we do not know how some newer cancer treatments affect unborn babies. These treatments may harm an unborn baby.

#### **Are all systemic (i.e. chemotherapy) treatments unsafe?**

No. It is very important to talk with your health care provider about impact of your specific treatment and if you have any questions or concerns.

#### **Do I need to have a pregnancy test?**

If you are a person that is able to get pregnant, your doctor may order a blood test before you start treatment if you think it's possible you could be pregnant. This blood test will check to see if you are pregnant.

#### **What should I do if I think I'm pregnant?**

If you think that you could be pregnant any time during your treatment, **please tell your health care team right away**. They will ask you to do a blood or urine pregnancy test.



# Handling Cancer Drugs and Body Fluids in the Home

This handout is for cancer patients, family members and caregivers. It contains advice on how to handle cancer drugs and the body fluids of patients in the home during and after taking cancer drugs.

## **Handling Cancer Drugs**

- Caregivers should wear gloves (rubber or medical exam gloves) when touching any cancer drug
- Wash hands with soap and water when the gloves are taken off
- People who are taking the cancer drug do not need to wear gloves, but should wash their hands with soap and water after handling any cancer drugs

### **Oral tablets and capsules:**

- Tablets of cancer drugs should not be crushed, broken or chewed; capsules should not be opened except when instructed to do so by a pharmacist
- If it is hard for you to swallow the tablets or capsules, please contact a pharmacist

### **Infusion pump (Infusor™):**

- The chemotherapy nurse will teach you how to look after the Infusor™
- If the cancer drug given through the Infusor™ accidentally leaks from the container, stop the leak, clean up the spill (see page 2 - How to clean up spilled cancer drug...) and call the daytime or after hours contact number provided by the chemotherapy nurse

### **Storing cancer drugs**

- Store cancer drugs out of the reach of children and pets
- Unused cancer drugs should be returned to a pharmacy for disposal

## **Handling Body Fluids**

When you are taking cancer drugs, your body fluids will contain small amounts of the drug that you are taking. Although the drug will help you, the drug could cause problems for people who accidentally come in contact with it, but don't need it. Some examples of body fluids that will contain some of the cancer drug are: bowel movements (poo), urine (pee), blood, phlegm or mucous, saliva, vomit, semen and vaginal fluid.

Although the risk is very low, it is important to be careful with your body fluids to keep those around you safe.

### **How long do we need to be careful?**

Special handling of body fluids is usually needed for 48 hours after a single treatment. If a cancer drug is taken everyday, special handling is needed the whole time, until 48 hours after you stop taking the drug.

**Hugging, kissing and sex**

Being with your loved one is an important part of life. Eating together; enjoying favorite activities; hugging and kissing (avoid deep kissing) are all safe to do.

Being sexually active is also safe; however, care needs to be taken. It is possible that very small amounts of cancer drugs are in vaginal fluid and semen. Therefore, it is recommended that a condom be used when having sex (whether it's vaginal, anal or oral) to prevent secretions from coming in contact with your partner's body. Some cancer drugs may require further precautions. Speak to a member of your cancer care team about being careful during sexual contact.

**Going to the bathroom**

- Male patients should sit down to urinate (pee)
- Before you flush, put the toilet lid down
- Flush the toilet twice
- Wash your hands with soap and water
- If there are any splashes or spills on or around the toilet, follow the instructions for spill cleanup (below)
- You can share the same toilet and bathroom as long as any splashes or spills have been cleaned up

During the special handling period, when caregivers are helping with the following tasks, they should wear gloves when handling body fluids or things that have come in contact with body fluids. Hands should be washed when gloves are removed.

**If you throw up**

- Keep a plastic pail nearby if you think that you are going to throw up
- Vomit can be flushed down the toilet
- Wash the pail out with soapy water after using it and dry with disposable paper towels

**Laundry and dishes**

- Unsoiled clothing, sheets and towels can be washed together with regular laundry
- Wash the soiled clothing, sheets and towels twice. First wash separately from other laundry in the washing machine, using hot water and regular laundry detergent, then wash a second time with regular laundry
- Wash your dishes the normal way - you don't have to wash them separately or do anything special

**Protecting furniture**

- If you have troubles holding your bladder or bowels, wear absorbent undergarments (adult diapers) and put a disposable plastic sheet (like a large garbage bag) or disposable plastic backed pad under your bed sheet to protect the mattress

- Protect your couch, other cushions, car seats or carpeting by wearing absorbent undergarments (adult diapers) and by sitting on a disposable plastic sheet with a towel over it

## **Handling garbage soiled with body fluids or cancer drugs**

Special care must be taken when throwing out things that may be soiled with your body fluids or cancer drug.

- Examples of soiled items that should be disposed of using special care include: dressings, bandages, plastic sheets or pads, disposable undergarments, ostomy supplies, paper towels and medical exam gloves
- Things that you can't flush down the toilet should be put in a plastic garbage bag, tied tightly, then put inside a second plastic garbage bag and thrown out with your regular garbage

## **How to clean up spilled cancer drug or body fluids during the special handling period**

- Clean up as soon as possible
- Wear gloves and wash hands when gloves are removed
- Use disposable supplies, like paper towels, to soak and wipe up as much of the spill as possible, then:
  - Clean surfaces with soapy water (e.g. dish detergent)
  - Rinse the area with water and wipe dry with paper towels

## **What to do when skin or eyes come in contact with cancer drug or body fluids**

- If the patient's body fluid or cancer drug splashes into anyone's eyes, rinse the eyes gently with water for 15 minutes
- If skin comes in contact with the patient's body fluids or cancer drug, immediately wash the affected area with soap and water; repeat at least once