



Provincial Health Services Authority

GUIDEBOOK FOR PATIENTS

BC Cancer – Kelowna



BC Cancer – Kelowna
Sindi Ahluwalia Hawkins Centre
399 Royal Avenue
Kelowna, B.C.
250.712.3900
Toll free 1.888.563.7773
www.bccancer.bc.ca



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BC Cancer Patient Number: _____

Important Contacts: _____

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–Kelowna

floor-by-floor services/facilities

1st Floor	<p>Main Lobby:</p> <ul style="list-style-type: none">• Patient Registration• BC Cancer Foundation Office• Library & Information Centre• Volunteer Services• Patient & Family Counselling• Nutrition• Hallway link to Kelowna General Hospital <p>Patient Review Ambulatory Care Radiation Therapy Brachytherapy Procedure Room PET Outpatient Lab Dentistry Pain & Symptom Management Medical Day Care</p> <p>Meeting Rooms Kootenay Room Shuswap Room Skaha Room</p>
2nd Floor	<p>Systemic Therapy Pharmacy Administration Health Information Management Clinical Trials</p> <p>Meeting Rooms Okanagan Room Kalamalka Room</p>

How can I arrange for transportation?

BC Cancer does not have its own transportation program for patients and their families. We encourage you to ask family members and friends to assist you with transportation to the cancer centre. If you are unable to find a ride to your appointment(s) at the cancer centre, there are other programs which may be able to assist you. Most of these programs require 24-48 hour notice to arrange service. In order to provide you with the best care, your appointments require careful coordination. We may not be able to adjust your appointment dates and times to meet the booking requirements of some of these transportation service providers.

For more information visit: www.bccancer.bc.ca/coping-and-support-site/Documents/TravellingToKelownaForCancerTreatmentBrochure_web.pdf

The Freemasons Volunteer Driver Program

This volunteer program provides patients with a ride to and from treatment appointments within the Central (Kelowna and West Kelowna), Northern (from Enderby/Armstrong/Vernon southwards) and Southern (from Oliver northwards) Okanagan areas, as well as one from Kamloops. Patients must be able to get in and out of a car/bus unassisted or have someone with them who can assist them, in order to use the service. Patients must also be willing to share a ride with others, and have flexibility in pickup and drop off times. A limited number of rides are available daily and only in limited communities.

To book a ride with the Freemason's Program please contact:

250.712.1101 or 1.800.299.0188.

Please call at least 24-48 hours prior to your appointment.

BC Transit Kelowna

For more information: <https://www.bctransit.com/kelowna/home> or <https://www.bctransit.com/choose-transit-system> contact **250.860.8121**

Interior Health "Health Connections"

Travel assistance programs in your community:

www.interiorhealth.ca/YourStay/GettingThere/Pages/default.aspx

Hope Air

Hope Air arranges free flights on Canadian airlines for those who must travel for nonemergency medical appointments and cannot afford the costs. For more information: <https://hopeair.ca/> or **Call 1.877.346.4673**

Angel Air

Non-profit organization that fly fully ambulatory cancer patients living in the East Kootenays to Kelowna for treatment

For more information: <https://www.angelflightek.ca/>

Call: 250.430.1188

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

Canadian Cancer Society Southern Interior Rotary Lodge

330 Strathcona Avenue (beside BC Cancer - Kelowna)

Low cost accommodation including meals.

To register or to cancel a reservation, call the Lodge at **250.712.2203** or **1.877.712.2203 (Toll-free)**

Local hotels providing reduced rates for cancer patients are available:

To access preferential rates, please inform the hotel that you are attending the cancer clinic. Brochures with more information are available throughout the centre or go to www.bccancer.bc.ca/coping-and-support-site/Documents/TravellingToKelownaForCancerTreatmentBrochure_web.pdf

For more information on travel and accommodation, or for information on financial assistance, please ask your health care team or contact Patient and Family Counselling at **250.712.3963** or **1.888.563.7773 x 683963**



Where can I park?

Parking in the area is very limited and can be difficult; please provide enough time before your appointment to find parking.

Patient parking is available in the Royal Avenue parking lot, close to the main entrance. Discounted parking rates are available for current BC Cancer patients, by getting a code from our main reception desk or in the package provided at the new patient appointment. Parking is charged at hourly, daily or monthly rates. Adjacent to the front entrance, the parking pass dispenser accepts coins and credit cards only; debit cards are not accepted and coins are not available on-site.

Short-term parking is available on surrounding streets, city lots, and there are other parking facilities at Kelowna General Hospital.

If parking charges create a hardship for you, contact Patient and Family Counselling at **250.712.3963**.

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, representation agreements or documents

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** at this first visit. Having a family member or close friend accompanying you at your appointment can help you to gather all of the new information.

If you require an interpreter at the appointment, let our team know ahead of time 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. If you require, there is a cafeteria at Kelowna General Hospital.

Check in with the **Patient Registration Desk** in the front lobby.

The receptionist will direct you to the waiting area where you will be asked to complete a health history and provide a summary of your medications. If you require assistance filling out the documents, please ask a nurse to help you.

You will be seen by oncology nurses and an oncologist (a cancer specialist) in the Ambulatory Care Unit (ACU). Your oncologist will do a physical examination and discuss your health history. The oncologist will then talk about a treatment plan and an ongoing care plan with you and your family.

The oncologist may arrange for blood tests, X-rays, and/or other medical imaging studies. 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 based on all the information known.

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.

If your diagnosis and/or treatments affect the mouth region, you may be referred to see a dentist in our Oral Oncology department. This may happen on the same day as your initial visit, or on a future date.

Asking questions and taking notes, or having someone assist you in this manner, 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 an appointment card. This card will contain your next appointment, your oncologist name and your BC Cancer identification number. This identification number is used by staff at the centre to identify you and plan your care.

Sometimes, no further appointment is required and the oncologist will refer you back to your family physician or surgeon.

BC Cancer is a **scent free** environment. 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.



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 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 health care 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:

- Administrators
- Clerks
- Dentists
- Educators
- Health information staff
- Interpreters
- Indigenous Patient Navigator
- Librarians
- Medical secretaries
- Nurse Practitioners
- Oncology nurses
- Pharmacists
- Physicians
- Psychiatrists, psychologists
- Radiation therapists
- Registered dietitians
- Social workers /Counsellors
- Students
- Volunteers

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 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.

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?
- 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?
- How does being a smoker affect my treatment?
- How might treatment affect my sexuality?

Resources at BC Cancer–Kelowna

Cancer Information Centre/Library

BC Cancer offers library and information services to patients, their families, members of the public, and health care 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 with free return mailing labels. The library can also help you find reliable health websites.

www.bccancer.bc.ca/library

Email: lcsi@bccancer.bc.ca

Please refer to page 36 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. Only the most promising new treatments reach the clinical trial stage. Treatments used today are the result of past clinical trials. 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 or withdraw from a clinical trial rests completely with each patient. 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.

Indigenous Patient Navigator

Indigenous Patient Navigators (IPNs) are available to support your cancer journey by providing navigational support and connection to cultural resources and supports. You do not need to self-identify as Indigenous to access this support and can self-refer by contacting the IPN. If you are interested, the IPN can connect with your First Nations Band, First Nations Health Authority, your Metis Chartered Community, or the urban Indigenous organization where you prefer to get services.

Please refer to page 36 for contact information.

Oncology Nutrition Services

If you are having difficulty eating, drinking or if you are losing weight during treatment, ask any health care 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 36 for contact information.

You may also call Health Link BC and ask to speak to the dietitian for more general information about cancer and diet.

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 social workers/counsellors in Patient and Family Counselling are available to speak with you and to assist you throughout the course of your treatment and for up to 18 months beyond. They can provide individual, couple and family support and offer a number of group programs as well as resources for children and parents.

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

In addition, assistance and information about transportation, accommodations, financial resources, and community services are available. For more information please visit:

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

Please refer to page 36 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 36 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.

Pharmacy

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

- Take-home oral and injectable chemotherapy and oral hormonal medications.
- Cancer drug treatments 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.



As a new patient, your care team will meet with you to obtain a medication history which includes all of your prescriptions, over the counter and alternative medications. The pharmacist will use this information to identify any problems related to how these medications might 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 cancer drug treatment.

The first time you are prescribed a cancer drug treatment 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 also request lab work (blood tests) before your prescription can be filled and sometimes special approval is required.

The pharmacy requires a minimum of 24 hours to dispense new prescriptions and two working days for refill prescriptions. If you complete lab work the same day you need your prescription filled, expect to wait two hours if lab work is done at an Interior 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.

Please refer to page 36 for contact information.

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Refer to page 36 for contact information.

Support Groups

Patients and family members can attend groups offered in the Kelowna cancer centre. For more information contact Patient and Family Counselling or go to:

www.bccancer.bc.ca/our-services/services/support-programs

Refer to page 36 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 teal-vested volunteers throughout the centre who can help with:

- Helping patients and families find their way through the clinic
- Provide information on various support programs
- Assist with cancer information materials available
- Help get a wheelchair if one is needed
- Call the FreeMasons driving service if patients have scheduled rides
- Assist with finding a chemo hat, support pillows, etc.
- Offer beverages/cookies; assist with purchasing other snacks available



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 health care team, such as your nurse, oncologist and family doctor. Knowing about all the therapies you are using allows health care 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 health care providers. The CAMEO website 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.

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 on your health care 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

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 health care 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 B.C. 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 at:

Email: patientexp@bccancer.bc.ca

Call: **604.877.6016** or **1.844.877.6016**



What other resources are available to me?

Resources in the community

Canadian Cancer Society - Peer Support/Peer Matching Program

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://cancerconnection.ca/home>

Call: 1.888.939.3333

Canadian Cancer Society - Cancer Information Service

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 9a.m. to 6p.m. Monday to Friday. Service in Chinese is available Tuesday and Thursday from 6:30p.m. to 8:30p.m.

Email: cancerinfo@bc.cancer.ca Call: 1.888.939.3333

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.

Home and Community Care

Home and Community offers a variety of at-home and community services to people with acute, chronic, palliative or rehabilitative health care needs. Services available include, but are not limited to:

- Assisted Living
- Caregiver Support
- Care Management
- Community Care Nursing
- Home Oxygen Program
- Home Support

For a full list and description of available services:

<https://www.interiorhealth.ca/health-and-wellness/home-and-community-care>

Call: 250.980.1400 (Kelowna Office)

Medical Assistance in Dying (MAiD)

Patients and their families have many decisions to make when faced with end-of-life care or intolerable suffering. It is important for British Columbians to know and understand all the health care options available to them. One of these options is MAiD.

MAiD provides care for patients who wish to end their lives due to intolerable suffering from a medical condition. MAiD permits a doctor or nurse practitioner to assist an eligible patient in voluntarily ending their life. For more information:

www.bccancer.bc.ca/health-info/coping-with-cancer/medical-assistance-in-dying

Call: 1.844.851.MAID (6243) Monday through Friday, 7:30a.m. to 5:00p.m.

Provincial Medical Equipment Provisioning Program (MEPP)

Patients who need mobility aids such as wheelchairs, bath aids, toileting aids, walking aids and other aids to daily living will be referred to Home and Community Care for a full assessment by an occupational therapist or physiotherapist of their mobility, safety and ergonomics. If approved for equipment through MEPP, the request for equipment will be sent by the assessing occupational therapist or physiotherapist to the Canadian Red Cross.

Support Programs

Cancer Chat Canada

Chat provides free professionally-led online support groups for Canadians affected by cancer, including patients, survivors and family members. Cancer Chat online support groups are suitable for those who are unable to attend a professionally-led face to face support group because they live in a rural area or have a busy schedule of medical appointments or caregiving duties.

Website: <https://cancerchat.desouzainstitute.com/>

Call: 1.844.725.2476 (Toll-free)

Inspire Health

Inspire Health provides free programs and services to enhance quality of life, health, and well-being of people living with cancer and their families. Our cancer rehabilitation services support and educate people during and after cancer treatments. We offer practical and personalized exercise therapy, stress management, nutrition, and counselling services.

Website: <https://www.inspirehealth.ca/>

Call: 250.861.7125 (Kelowna Location)

Young Adult Cancer Canada (YACC)

Young Adult Cancer Canada (YACC) provides support services to young adults affected by cancer in their late teens, 20s, and 30s and there are many ways to take part in the YACC community. Connect through our private Facebook group; meet other young adults affected by cancer through our digital, local, and national programs; and read posts and profiles from other young adults who know what it's like to face cancer in your late teens, 20s, and 30s.

Website: <https://youngadultcancer.ca/>

Call: 1.877.571.7325 (Toll-free)

Wellspring – Online Programs

If you are experiencing cancer as a patient, or a caregiver for a loved one with cancer, Wellspring can help. Each person is unique, as are their needs, so Wellspring provides a wide range of supportive care programming and services that help people learn to overcome the many physical and emotional challenges that arise for them, and their loved ones, following a cancer diagnosis.

All programs and services are available to you at no charge.

Website: <https://wellspring.ca/online-programs/>

Call: 1.877.499.9904 (Toll-free)

Self-Management BC: Virtual Cancer Thriving and Surviving Self-Management Program

For those living with cancer, those who have completed treatment, or anyone affected by cancer. These virtual self-management programs consist of six sessions once a week for 2.5 hours per session. We recommend that you attend all six sessions of the workshop in order to gain the most benefit. You will meet online with a group of between 6 and 12 participants led by two trained peer volunteer leaders who will take you through different self-management activities.

Website: <https://www.selfmanagementbc.ca/cancerprogram>

Call: 1.866.902.3767 (Toll-free)

Look Good Feel Better

We know how important it is to simply feel like yourself, especially when going through cancer treatment. At the Look Good Feel Better workshops women with cancer can learn how to manage the appearance-related impact of cancer and it's treatment. Look Good Feel Better offers a complimentary beauty workshop that gives Canadian women the tools and techniques to feel beautiful and vital. In so doing, we help restore a sense of self and renew a feeling of womanhood, however these women choose to define it.

Website: <https://lgfb.ca/en/>

Call: 1.800.914.5665 (Toll-free)

Family Caregivers of BC (FCBC)

Family Caregivers of BC (FCBC) proudly and compassionately supports over 1 million people in British Columbia that provide physical and/or emotional care to a family member, partner, friend or neighbour. FCBC supports caregivers by providing access to information, education, and supports that enable caregivers to feel more confident and successful in their role. FCBC also has virtual caregiver support groups weekly to support you as a caregiver during this time.

Website: <https://www.familycaregiversbc.ca/>

Call: 1.877.520.3267 (Toll-free)

Also check disease specific organizations. For example: Myeloma Canada; Leukemia and Lymphoma Society of Canada; Ovarian Cancer Canada; Prostate Cancer Foundation BC; Pancreatic Cancer Canada; Lung Cancer Canada; Kidney Foundation; Colontown; Bladder Cancer Canada; Lymphedema Association etc.

Contact Patient and Family Counselling **250.712.3963** or the Canadian Cancer Society at **1.888.939.3333** for additional support group information.

Tobacco Cessation During Cancer Treatment

Stopping smoking can improve your cancer treatment, supporting best treatment outcomes and quality of life. Quitting smoking is an important part of cancer treatment and offers patients:

- Improved wound healing
- Improved effectiveness of cancer treatment
- Improved effectiveness of radiation therapy
- Improved effectiveness of certain chemotherapy treatments
- Decreases the risk of treatment side effects
- Decreases the risk of second cancers
- Decreases the risk of heart disease

For support to stop smoking contact:

- Online at [QuitNow.ca](https://quitnow.ca/) (<https://quitnow.ca/>)
or **Call 1.877.455.2233 (Toll-free)**
- Ask your nurse at your BC Cancer building for a referral to QuitNow

The QuitNow program is free to all residents of B.C. and offers a variety of easy to use supports:

- Talk to a Quit Coach **1.877.455.2233 (Toll-free)**
- Online chat
- Group supports
- Email tips, newsletters, and a text program
- Information about free nicotine replacement therapy products

Frequently asked questions

How does BC Cancer relate to my family doctor?

Your family doctor will receive reports and information about what is happening with your care at BC Cancer. You should continue to see them for other health issues other than cancer as they will remain as your primary physician. Your family doctor will be helpful in managing issues that arise after your treatment.

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 the Main Reception.

Can I see my oncologist without an appointment?

Unfortunately, we do not have a walk-in clinic. All appointments need to be pre-booked. Call your Oncologist's clerk or secretary to make an appointment. This contact information should have been given to you at your first appointment.

If you do not have the number directly for your Oncologist's clerk or secretary, **call 250.712.3900** or **Toll-free 1.888.563.7773** and follow the prompts for doctor, radiation, or systemic (chemo) appointment questions.

Can I have an appointment with my Oncologist by computer or phone?

When appropriate you can schedule a virtual appointment to meet with your oncologist by computer. Another alternative is to meet with your Oncologist over the phone. Your Oncologists clerk will set up these appointments and provide you with information on how it works.

How can I email BC Cancer or my oncologist?

BC Cancer does not have a general email address for clinical or appointment queries. Do not use the "Contact Us" form on the BC Cancer website as that is for general enquiries only.

What if I need to change or confirm an appointment?

To change or confirm an appointment, call your Oncologist's clerk or secretary. This contact information should have been given to you at your first appointment.

If you do not have the number directly for your Oncologist's clerk or secretary, **call 250.712.3900** or **Toll-free 1.888.563.7773** and follow the prompts for doctor, radiation, or systemic (chemo) appointment questions.

What does a blank space mean on my appointment card?

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

Can I get my lab work done at BC Cancer?

There is now an outpatient lab service for our patients at BC Cancer. The lab service will be by appointment only and will be scheduled by BC Cancer staff.

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

Lab results done at Kelowna General Hospital, BC Cancer outpatient lab or at a community lab will take several hours to process. Some tests take days to get results.

How can I arrange to refill my prescription?

First call the pharmacy where your prescription was filled (BC Cancer Pharmacy or Community Pharmacy). If refills are not available, please call your oncologist's secretary.

Can I smoke at the centre?

BC Cancer and grounds are strictly a "non-smoking" environment.

Can I use a cell phone at the centre?

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

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

Is there internet available?

Wireless internet is available. No password is needed. Select Public-Wifi in your wifi options. Please ask at the front reception or a volunteer for assistance.

Can I wear scent?

BC Cancer is a **scent free** environment. 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 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.

Can I bring small children to the cancer centre?

You are encouraged to bring family with you to your clinic appointments. However, it is not safe to have small children in treatment areas.

Are there refreshments and food available at the centre?

Volunteers at the centre can offer coffee and cookies by donation. There is also a cafeteria and two coffee shops at Kelowna General Hospital.

What if I need/want a copy of my health record?

Release of Information department will require your written consent to release your health records. Refer to page 36 for contact information for the Release of Information Office.

Where can I find more information online?

The BC Cancer website offers a wealth of information for patients and the public www.bccancer.bc.ca/health-info

How do I provide feedback?

We encourage you to use comment cards available in the waiting rooms or at the front reception to submit your comments and concerns. These cards can be deposited in the box marked "Comment Cards" located across from the main reception desk in the lobby, or can be mailed to the centre.

Administration

BC Cancer – Kelowna
399 Royal Avenue
Kelowna, B.C. V1Y 5L3

You can also provide your concerns or a compliment directly through PHSA - Patient Care Quality Office at the website:

[www.bccancer.bc.ca/our-services/centres-clinics/
bc-cancer%20%93kelowna](http://www.bccancer.bc.ca/our-services/centres-clinics/bc-cancer%20%93kelowna)

[www.phsa.ca/about/accountability/patient-experience/compliments-
complaints](http://www.phsa.ca/about/accountability/patient-experience/compliments-complaints)

Alternately, you can call the Patient Care Quality Office directly,
Mon-Fri 8:30a.m.-4:30p.m. at **1.888.875.3256**

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 B.C. 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 36 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



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 to 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/

Commonly used terms

Ambulatory Care Unit (ACU)

An outpatient clinic where you will be booked to see your health care team (for example, doctor, nurse, etc).

Ambulatory Care Chemotherapy Unit (ACCU)

An outpatient unit where chemotherapy drugs are administered intravenously.

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

Drug therapy given in a variety of different ways (eg. oral, intravenous, etc) to treat cancer.

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 thus allowing for the most appropriate and effective choice of therapy.

BC Cancer–Kelowna contact list

Main Switchboard/General Information (8:00 a.m. to 5:00 p.m.)
250.712.3900 or toll-free 1.888.563.7773

BC Cancer Library
250.712.3900 x 686821 or toll-free 1.888.563.7773 x 686821

Department of Oral Oncology – Dentistry For dental emergencies, if you are unable to see your family dentist 250.712.3919

Late Effects and Follow-up (LEAF)
604.877.6070 or toll-free 1.844.677.6070
ACCS@bccancer.bc.ca

Indigenous Patient Navigator
250.826.4360

Nursing Telephone Lines

- **Radiation Therapy Nurse** 250.979.6643
or toll-free 1.888.563.7773 x 686643
- **Systemic (Chemo) Therapy Nurse** 250.712.3944
or toll-free 1.888.563.7773 x 683944

Oncology Nutrition 250.712.3963 or toll-free 1.888.563.7773 x 683963

Pain and Symptom Management/Palliative Care
250.712.3900 x 686645 or toll-free 1.888.563.7773 x 686645

Patient and Family Counselling Services
250.712.3963 or toll-free 1.888.563.7773 x 683963

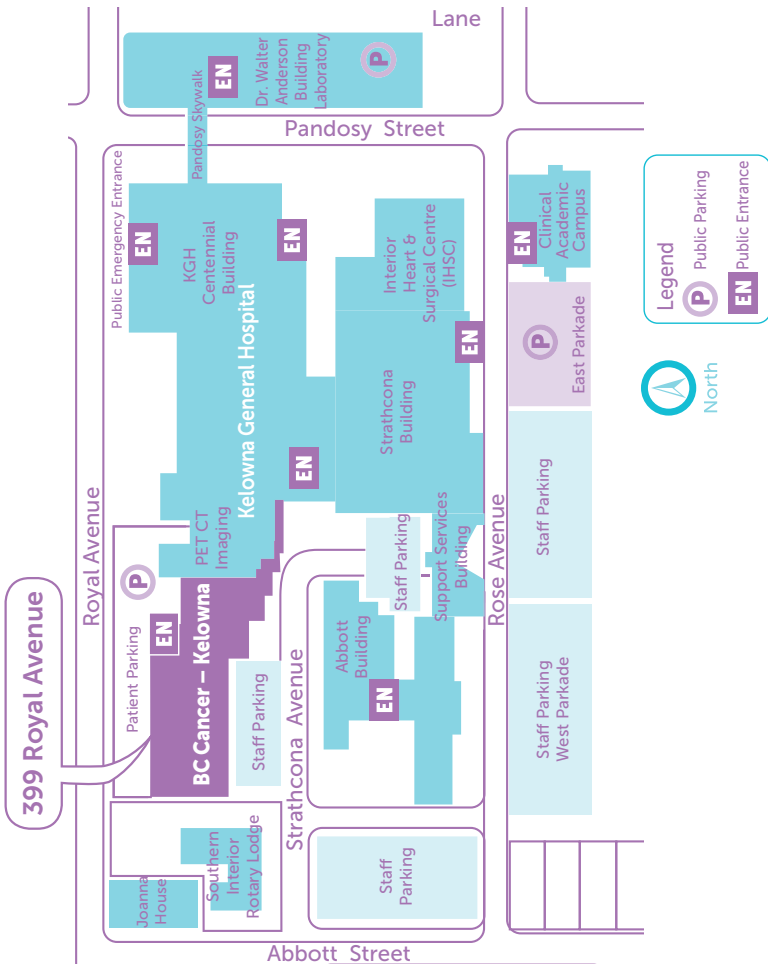
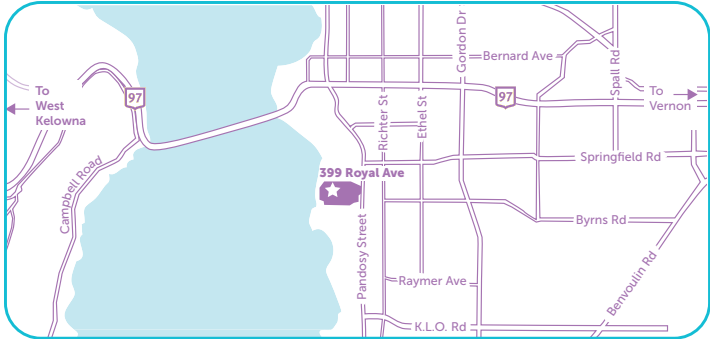
Pharmacy For information about your drug therapy, refills, side effect management or drug information questions
250.712.3952 or toll-free 1.888.563.7773 x 683952

Release of Information

For a copy of your health record please contact:
250.712.3900 x 686822/686814
or toll-free 1.888.563.7773 x 686822/ 686814.

Notes

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