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## Information at your fingertips



This guide is also available online at:

[www.lhsc.on.ca/london-regional-cancer-program](http://www.lhsc.on.ca/london-regional-cancer-program)

You can also visit [www.lhsc.on.ca](http://www.lhsc.on.ca) on your phone, tablet or computer and search ‘my care guide’ in the search bar at the top of the page.



# Welcome to the London Regional Cancer Program

On behalf of our staff, physicians and volunteers, we welcome you to the London Regional Cancer Program at London Health Sciences Centre. Our vision at London Health Sciences Centre is to deliver exceptional experiences, develop extraordinary people, and build engaging partnerships. Our cancer program has a rich history in providing leading edge cancer care, dating back over 60 years. Our goal is to provide you and your family with the best in cancer care – whether it is the specialized expert medical treatment that you receive or the caring word and helping hand that is a support along the way.

This *My Care Guide* has been developed as a resource for you, based on the input of patients just like you who have made, or who are making, the journey through their cancer care. You will receive a great deal of information that will help guide you. Bring the *My Care Guide* with you to your visits, ask questions, and keep notes. This will help you along the way.

We also want your feedback. If, at any time, you have concerns about your care or about our customer service, we want to hear about it. Our leadership team is available to discuss any issues with you – ask our staff to identify a leader for you. Also, please feel free to call or write us with your ideas and concerns. Our offices can be reached at 519-685-8615.

We understand that living with cancer can be a difficult and stressful experience. Our staff, physicians and volunteers are here to help. Feel free to ask as many questions as you need in order to help you along the way.

Due to the COVID-19 pandemic, some of the services and supports mentioned in this guide may not be available (temporarily). As well, some processes may have changed. Please visit <https://www.lhsc.on.ca/london-regional-cancer-program/most-recent-covid-19-updates> to view the most recent COVID-19 updates.

Tom McHugh  
*Vice President, Cancer Care*  
*London Health Sciences Centre*

Dr. Karin Hahn  
*Interim Chief/Chair of Oncology*  
*Schulich School of Medicine/Dentistry*  
*London Health Sciences Centre*



## When to call for help

My LRCP #: \_\_\_\_\_ (have this number ready before calling).

**If you are experiencing any of the following medical emergencies, call 9-1-1.**

- New seizures or convulsions
- Chest pain
- Bleeding that will not stop
- New, worsening or sudden difficulty breathing
- Stroke symptoms - facial drooping, new slurred speech or new weakness on one side of the body
- Loss of feeling or movement in your arms or legs

**\*\*If you have a fever of 38<sup>o</sup> C or higher when you are on drug therapy, follow the instructions on your fever or immunotherapy card.**

**Call the LRCP Telephone Triage Nursing (TTN) line or CAREchart@home after-hours nursing line if you have any of these changes in your condition:**

- Increased pain
- Any unusual, strong, or new pain, especially in the spine
- Trouble emptying your bladder
- Vomiting that lasts **more than 1 day** (24 hours)
- Sudden onset or severe headache pain
- Diarrhea lasting **more than 2 days** (48 hours)
- Nausea lasting **more than 2 days** (48 hours), even after taking anti-nausea medicine
- Cankers or sores in your mouth that are causing difficulties with eating or drinking
- Constipation lasting for 2 days (48 hours) even after using laxatives
- Confusion and/or increased sleepiness
- Sudden swelling or pain in your arms or legs
- Arms or legs suddenly feel hot or cold to the touch

**LRCP Telephone Triage Nursing (TTN) line:**

**519-685-8600** - Press '1' for patient  
and then press '3' to speak to a nurse  
Monday to Friday 8:30 a.m. - 4:00 p.m.  
(Closed from 12:00 p.m. - 1:00 p.m.)

**CAREchart@home after-hours nursing:**

**1-877-681-3057**

Monday to Friday 4:00 p.m. - 8:30 a.m.  
Weekends/Holidays, 24 hours

**If you cannot contact the telephone triage nurse, call your family doctor or Telehealth Ontario's toll-free phone number at 1-866-797-0000. If it is an emergency, go to your nearest Emergency Department or call 9-1-1.**



Calling LRCP telephone triage nursing (TTN) or CAREchart@home after-hours nursing line

**Before you call, please have the following ready:**

- Your name (patient's name)
- A phone number where you can be reached. Your voicemail greeting must include your name and/or phone number for LRCP staff to leave a message
- Your chart number
- The name of your nurse and oncologist

**My condition has changed. What do I do?**



If you are calling about symptoms or a change in your condition during LRCP hours, call **519-685-8600** to talk to a nurse (**press '1' for patient, then press '3' for TTN**). If you are calling after hours, you should call CAREchart@home after-hours nursing line at **1-877-681-3057**. These lines are very busy. Please stay on the line until your call is answered.

The Clinic Services and Triage Nursing Line phones are answered Monday to Friday from 8:30 a.m. to 4:00 p.m. The office is closed from 12:00 p.m. until 1:00 p.m. daily. If it is after hours, a weekend, or a holiday, call CAREchart@home or your family doctor. In an emergency, go to the nearest Emergency Department.

**Can a family member call on my behalf?**

To protect your privacy, we need your permission to speak to a family member about your care. If you wish to choose **one** family member as your spokesperson, please give us their name.

**Who do I call if I need to change an appointment?**

You may need to change an appointment because of an unexpected illness, personal emergency or bad weather. If this happens, please call 519-685-8600 as soon as possible. **Press '2'** to change your appointment.

## Can I reorder my medication by phone?



If you have a refill on your prescription and your prescription was filled at the LRCP Pharmacy, you can reorder your medicine by calling 519-685-8606. The LRCP Pharmacy is open from 9:00 a.m. to 5:00 p.m., Monday to Friday. If you do not have any refills left, you must call the Triage Nursing Line to order more.



Medicine prescribed by your oncologist may take 3 business days to reorder. Please keep track of your medicines so that you do not run out.

Please give your nurse 72 hours (3 days) to call the LRCP Pharmacy.



## Important contacts

### LRCP Contacts

Name	Contact Information
<b>London Regional Cancer Program</b>	519-685-8600 <a href="http://www.lhsc.on.ca/LRCP">www.lhsc.on.ca/LRCP</a>
Telephone Triage Nursing (TTN) Line	519-685-8600, press '1' then '3'
Pharmacy	519-685-8606
Radiation Therapy Reception	519-685-8610
Supportive Care	519-685-8622
Drug Access Facilitator	519-685-8600 ext. 54519
Inpatient Unit (C7)	519-685-8600 ext. 52052
Indigenous Patient Navigator	519-685-8600 ext. 75471



## LHSC Contacts

Switchboard	519-685-8500
LHSC Parking Office	519-685-8600 ext. 53078
London Health Sciences Foundation	519-685-8409 <a href="http://www.lhsf.ca">www.lhsf.ca</a>

## Financial Contacts

Name	Contact Information
Canada Pension (CPP) Disability	1-800-277-9914 <a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>
Canada Revenue Agency	1-800-959-8281 <a href="http://www.cra-arc.gc.ca">www.cra-arc.gc.ca</a>
Canadian Cancer Society	1-888-939-3333 <a href="http://www.cancer.ca">www.cancer.ca</a>
Employment Insurance (EI) Sick Benefits	1-800-206-7218 <a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>
LRCP Drug Access Facilitator	519-685-8600 ext. 54519
LRCP Patient Assistance Program (Supportive Care office)	519-685-8500 ext. 56127
Ontario Disability Support Program (ODSP) London office	519-438-5111 <a href="http://www.mcass.gov.on.ca/en/mcass/programs/social/odsp/">http://www.mcass.gov.on.ca/en/mcass/programs/social/odsp/</a>
OHIP	1-866-532-3161 <a href="http://www.health.gov.on.ca">www.health.gov.on.ca</a> (click on 'Ontario Health Insurance')
Trillium Drug Program	1-800-575-5386 <a href="http://www.health.gov.on.ca">www.health.gov.on.ca</a>
Non-Insured Health Benefits (NIHB) program	1-800-640-0642

**Your local phone numbers:**

Ontario Works: .....

ODSP: .....

Service Canada: .....

**CAREchart@home After-Hours Nursing Line**

CAREchart@home	1-877-681-3057
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**Home and Community Care Contacts**

London-Middlesex (head office)	519-473-2222	1-800-811-5146
Elgin	519-631-9907	1-800-811-5146
Grey-Bruce	519-371-2112	1-888-371-2112
Huron	519-527-0000	1-800-267-0535
Oxford	519-539-1284	1-800-561-5490
Perth	519-273-2222	1-800-269-3683
Chatham-Kent	519-436-2222	1-888-447-4468
Sarnia-Lambton	519-436-2222	1-888-447-4468
Windsor-Essex	519-436-2222	1-888-447-4468

## Community Contacts

Name	Contact Information
Wellspring London Cancer Support Centre	519-438-7379 (London and region) 519-271-2232 (Stratford) <a href="http://www.wellspring.ca">www.wellspring.ca</a>
Canadian Cancer Society Information Service Line	1-888-939-3333 <a href="http://www.cancer.ca">www.cancer.ca</a>
Southwest Ontario Aboriginal Health Access Centre (SOAHAC) London	519-672-4079 Toll free: 1-877-454-0753
Southwest Ontario Aboriginal Health Access Centre (SOAHAC) Chippewas of the Thames	519-289-0352 Toll free: 1-877-289-0381
Look Good Feel Better	1-800-914-LOOK (5665) <a href="http://www.lgfb.ca">www.lgfb.ca</a>
Residence Inn by Marriott	519-433-7222 Toll free: 1-866-238-4218
Wheels of Hope- Volunteer Drivers	1-800-263-6750
Telehealth Ontario Confidential, free medical advice	24/7 Toll free: 1-866-797-0000

### If you are looking for other community resources, please visit:

- The Canadian Cancer Society Community Services Locator ([www.cancer.ca/csl](http://www.cancer.ca/csl))
- The Patient and Family Resource Centre on Level 1 of LRCP for free community resource brochures
- The 'Community Resources' section in this guide

# London Health Sciences Centre Patient Rights and Responsibilities

The Patient Relations Office works with patients and families and health care teams, to understand, uphold and promote Patient Rights and Responsibilities.

Patients have the right to:

## Respect

- Be treated in a considerate and respectful manner
- Know the full name and role of those involved in your care

## Privacy and Confidentiality

- Have your personal health information treated in confidence and used in a way that respects your wishes
- View or receive a copy of your health record and request correction if they feel the record is inaccurate or incomplete

## Safe Care and Treatment

- Receive care in a welcoming and safe environment
- Receive relevant information about your illness or health condition
- Receive all information necessary to give informed consent or refusal to proposed treatment, including known risks, alternatives, and cost implications, if any
- Be informed if unintended, unexpected and preventable events that result in harm occur during care

## Access to the Complaints Resolution Process

- Ask questions and express concerns about hospital health care and services

Patients are responsible for:

### Active Partnering in Care

- Providing information about past illnesses, allergic reactions to medication or food, and current health
- Bringing in all home medications, including vitamins and herbal supplements, when admitted to hospital to ensure that an accurate and complete list is obtained for writing medication orders
- Recognizing the risks and consequences of refusing treatment and/or leaving the hospital against medical advice

### Courtesy and Respect

- Treating others in the hospital with consideration and respect
- Observing applicable hospital rules, regulations, and policies that have been communicated, such as:
  - Infection control measures (e.g. hand-washing)
  - Safety, security and emergency measures
  - Discharge Planning

### Using Health Care Resources Wisely

- Contacting the hospital at least 24 hours in advance if unable to keep an appointment
- Arriving at appointments on time
- Making arrangements for timely discharge

### Personal Property and Financial Obligations

- All financial costs associated with your care
- The safekeeping of personal property, valuables and own medications while in hospital

## Questions ?

- If you are coming in for an appointment, we encourage you to write down your questions so you can ask your doctor and care team at your visit.
- If you are in hospital, we encourage you to talk to any member of your care team. You can also talk to a Social Worker. Any member of your health care team can help you contact a Social Worker or you may also call LRCP Social Work yourself at 519-685-8500 ext. 56127.
- As a patient, you may need to make many decisions about your care. While your doctor can help you understand what treatment plan is best, other times the decisions will depend on what is important to you and what your values are. If you find yourself struggling with a difficult ethical decision, or wondering what is the right thing to do in a complex patient care situation, a Clinical Ethics Consultant is available at 519-685-8500 ext. 75112 or pager 17511.

## Comments or Concerns About Your Care

- Patient Relations Specialists are available to assist patients and families with access to and knowledge of their rights and responsibilities. The Patient Relations Specialists will assist as a mediator to resolve any compliments, complaints, and conflicts between the patient or family and the health care team.
- The specialists can be reached by phone at 519-685-8500 ext. 58230
- You can also submit your feedback online at:  
[www.lhsc.on.ca/patients-visitors/questions-comments-or-concerns](http://www.lhsc.on.ca/patients-visitors/questions-comments-or-concerns)
- There is an online feedback form available to share comments, suggestions, compliments or complaints. Your message will be forwarded to a Patient Relations Specialist who will contact you within one business day.
- If your concern is urgent please call 519-685-8500 extension 58230.
- Please note: Inquiries about referrals should be redirected to switchboard (519-685-8500) and will be forwarded to the appropriate service.

## Patient and Family-Centred Care

Partnering with our patients and families is at the centre of everything we do. Patient and Family Centred Care is about providing care that is respectful, compassionate, and culturally responsive. This care meets the needs, values, cultural backgrounds and beliefs of patients and their family members by working together.

Here at the London Regional Cancer Program, patients and their family members are at the centre of the care journey. We also receive feedback from patients and family members to help make decisions that will have an impact on the systems and processes used to deliver care. At a patient level, we do this through actively partnering with patients and families. At a system level, we invite patients and family members to participate across the program through a number of opportunities. These include patient satisfaction surveys, memberships on various committees and project groups, and through our Patient and Family Advisory Council (PFAC) which has been in place since 2012.



### **Patient and Family Advisory Council**

The PFAC is made up of patients, family members and health care providers. The goal of the PFAC is to help improve the overall experience of patients. Each year, the PFAC works with the cancer program to find opportunities for improvement and to make sure that the patient voice is at the centre of all that we do. The shared experiences of the members of the PFAC remind the clinical team of what is important to patients and families.

## Our Guiding Principles



Patient and family centred care is grounded in four principles, and defines the type of care that the patients should expect at the LRCP.

<b>Dignity and Respect</b>	<b>Communication and Information Sharing</b>
<p>Patient and family perspectives and choices are heard and honoured.</p> <p>Patient and family knowledge, values, beliefs and cultural backgrounds are a part of care planning and decision making</p>	<p>Health care providers share complete information with patients and families in ways that are clear, well-timed, correct, and useful to help patients and families participate in care and decision making.</p> <p>Patients and families share all important information with members of their care team.</p>
<b>Collaboration and Empowerment</b>	<b>Comprehensive and Coordinated</b>
<p>Patients, families and health care providers collaborate in policy and program development, in professional education, in research and evaluation, and in the delivery of care.</p> <p>Patients are empowered to participate in experiences that give them control and independence.</p>	<p>Patients and families receive care that provides physical and emotional comfort and is safe.</p> <p>Patients and families experience care that has continuity and smooth transitions.</p>