

YOUR GUIDE TO THE LONDON REGIONAL CANCER PROGRAM

YOUR FIRST VISIT

Welcome! Now that you have checked in at main reception (Level 2) for your first visit, a volunteer or clerk will kindly ask you to complete a short survey at one of the Symptom Screening kiosks. Next, you will go on a mini tour of the centre. *Note: Due to COVID-19, some services in this guide may not be available. Ask your health care team or visit <https://www.lhsc.on.ca/lrcp/most-recent-covid-19-updates> for the most up-to-date information.*

Your Appointment



After you have checked in at the clinic reception desk, you will be given a pager so you know when the Doctor is ready to see you. You may meet with several members of your health care team during your visit, like your Doctor, Resident, and Nurse. *This can take some time and your total time in the centre may be several hours. Thank you for your patience.*

While you Wait

On Level 1, you will find the Patient & Family Resource Centre, free refreshments, Tim Hortons, and the Wig & Turban Boutique. Feel free to visit these places while you wait. Do not forget to take your pager with you! *Free wi-fi is available on "lhpublic" if you would like to use the internet on your mobile device.*

Visiting the Lab

Your doctor may order bloodwork or a urine sample. You will need to go to the lab on Level 2 in A2-800. Your healthcare team may need these results before your appointment. *This could add to your time spent waiting for your appointment.*



Visiting the Pharmacy

You may need to pick up medications from the Pharmacy. It is located on Level 2 in room A2-825.

Parking

You can pay for daily parking with a credit card as you enter the lot, in the main reception area before you leave the LRCP, or with the parking lot attendant as you exit. Multi-day parking passes are also available to help reduce costs. You can buy a pass from the parking attendant at the booth as you leave the parking lot.

My Care Guide

The My Care Guide will help answer many of your questions about your cancer care. You will find information on:

- Parking
- When to call for help
- Understanding your diagnosis
- Financial support
- Side effects
- Drug therapy
- Radiation therapy
- Counselling
- Nutrition and healthy living
- Community support
- After treatment

To access the guide, please visit www.lhsc.on.ca/lrcp. If you do not have access to the internet or a mobile device, ask your healthcare provider for a print copy. You can also visit the Patient & Family Resource Centre on Level 1 to get a print copy or use the computers to view it online.

AFTER YOUR FIRST VISIT

During your clinic visit, you will receive a “Clinic Appointment” information sheet that will tell you about:



- Who your healthcare providers are
- What your chart number is
- Who to call for help (LRCP telephone triage nursing and CAREChart@home after-hours nursing line)
- What you need to know for your follow-up visit
- Where you can go for more information

Please make sure that you receive this information sheet from your nurse before leaving the centre.

RESOURCES

Managing your Symptoms

Please visit a kiosk to complete your symptom screen at each visit. This will help your health care team better manage your symptoms. More information on how to manage your symptoms at home is available from your care team or in the Patient & Family Resource Centre (on Level 1). Free books and pamphlets are available for you to take home and volunteers can help you find information.

Resources at LRCP

See the My Care Guide for more information about who to call for support at the cancer centre.

- Drug Access Facilitator (519-685-8600 ext. 54519)
- Indigenous Patient Navigator (519-685-8600 ext. 75471)
- Supportive Care (Social Work, Dietitian, Financial Assistance) (519-685-8622; your health care provider can refer you or you can call to book an appointment yourself)
- Telephone Triage Nursing (TTN) line (519-685-8600; press ‘1’ for patient then ‘3’ to speak to a nurse)
- CAREChart@home after-hours nursing line (1-866-681-3057)



Community Resources

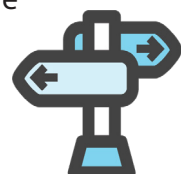
Some people choose to access resources and support in their community. Check out some of the resources available through the organizations listed below:



- Wellspring (519-438-7379 or <https://wellspring.ca/london-region/>)
- Wheels of Hope - volunteer drivers (1-800-263-6750)
- CancerChatCanada (<https://cancerchat.desouzainstitute.com/about>)
- Canadian Cancer Information Service (1-888-939-3333 or e-mail info@cis.cancer.ca)
- Canadian Cancer Society Peer Support and Community Groups

Care Close to Home

Did you know that you may be able to receive chemotherapy in your community? Chemotherapy is available in Woodstock, Stratford, St. Thomas, Wingham, Chatham, and Grey-Bruce. Talk to your healthcare team about options for care closer to home.



My LRCP chart number is: _____