

# LRCP WAYFINDING/ NEW PATIENT TOUR

<p><b>Zones:</b> Each zone is recognized with these features:</p> <ol style="list-style-type: none"> <li>1. a letter (e.g. A, B, C)</li> <li>2. a colour</li> <li>3. a graphic</li> </ol> <p><b>Note: LRCP is in Zone A</b></p>	<p><b>Room Numbers:</b> Example: A1 – 901</p> <p>A = Zone 1 = Floor/Level 901 = Room #</p> <p><b>Room 901 on level 1 of the A zone.</b></p> <p><b>Note:</b> Doctors' names are outside each clinic for reference.</p>
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## LEVEL 2

<p><b>Main Door/ Main Reception</b> <i>*volunteers*</i></p>	<p>Zone A, Level 2</p>	<p>In case they need to go elsewhere in the hospital, they know how to get back to clinic/parking lot</p> <p>Note: Level 1 entrance may be easier for wheelchairs etc. pick up and drop off</p> <p><b>Payphone</b></p> <p><b>Clinic Board-</b> updated daily to show physician locations in each clinic</p> <p><i>Volunteers orient new patients to the LRCP and provide comfort, support, information, and directions to new patients, their families and other visitors and/or provide administrative support to registration/patient intake staff as needed.</i></p>
<p><b>Pamphlets on wall</b></p>	<p>Level 2- by New Patients &amp; across from elevators; Level 1- across from lounge &amp; in library</p>	<p>Anything pertaining to themselves or anyone they know; feel free to help themselves.</p>
<p><b>Washrooms</b></p>		<p>Back wall across from elevators, level 1 and 2 and any pink door on level 1</p> <p>Baby changing station on level 2</p>
<p><b>Elevator</b></p>		<p>To get to Level 1</p>
<p><b>Blood Lab</b> <i>*volunteers*</i></p>	<p>Level 2</p>	<p>Lab hours: 7:30am-4:30pm</p> <p><i>Volunteers provide comfort and assistance to patients in the waiting area and help with patient flow (i.e. maintain procedure order).</i></p>
<p><b>Pharmacy/ Prescription Centre</b></p>	<p>Level 2 between Chemo &amp; Clinic 4</p>	
<p><b>Chemotherapy Suite</b> <i>*volunteers*</i></p>	<p>A2-837</p>	<p><i>Volunteers provide comfort, support and information to patients/family members/caregivers and practical support to chemotherapy suite staff.</i></p>
<p><b>Symptom Screening Kiosks</b></p>	<p>Level 2 by Clinic 1, between Clinic 2 &amp; 3, by Clinic 4</p>	<p>Kiosks are available for patients to complete symptom screening prior to appointments. There are various kiosk locations throughout LRCP- some are more private. When symptom screening volunteers are onsite, they can help with completion.</p>
<p><b>Stairs</b></p>		<p>To get to Level 1</p>

## LEVEL 1

<p><b>Wig &amp; Turban Boutique</b> <i>*volunteers*</i></p>	<p>A1-901</p>	<p>Free wigs &amp; turbans for LRCP patients. Hours depend on volunteer availability, so please call to confirm on the day you wish to visit the Boutique- 519-685-8112.</p> <p>Donations of synthetic wigs, turbans, head scarves, and shampoo/conditioner are accepted.</p> <p><i>Volunteers help with selection of a wig and/or turban, share information on wig care, and provide comfort, support, information and assistance to patients/families/caregivers.</i></p>
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<b>Patient and Family Resource Centre</b>	Level 1	At bottom of stairs Computers available
<b>Tim Horton's</b>	Level 1	
<b>Supportive Care</b>	Room A1-815	Support services include social workers, diet/nutrition counseling and spiritual care; can help with concerns about finances or changes in employment status For more details, contact Supportive Care - 519-685-8622.
<b>Patient Review</b>	A1-144	
<b>Radiation Therapy Reception</b>	Level 1	

### OTHER LRCP ITEMS

<b>Donations</b>		<b>Monetary:</b> London Health Sciences Foundation (Building 7), 747 Baseline Road East (out Level 1 doors, to the right, across from B zone hospital entrance)  <b>Wigs and Turbans only:</b> Wig & Turban Boutique (A1-901)- Call to confirm hours of operation (519-685-8112).
<b>Shuttle times for Residence Inn</b>	Level 1	Posted on bulletin board between double A1 doors
<b>Taxi cab phones</b>	Level 1	Direct line phones between double A1 doors
<b>Volunteer Drivers (Canadian Cancer Society)</b>		For driver information, patients can call 1-800-263-6750

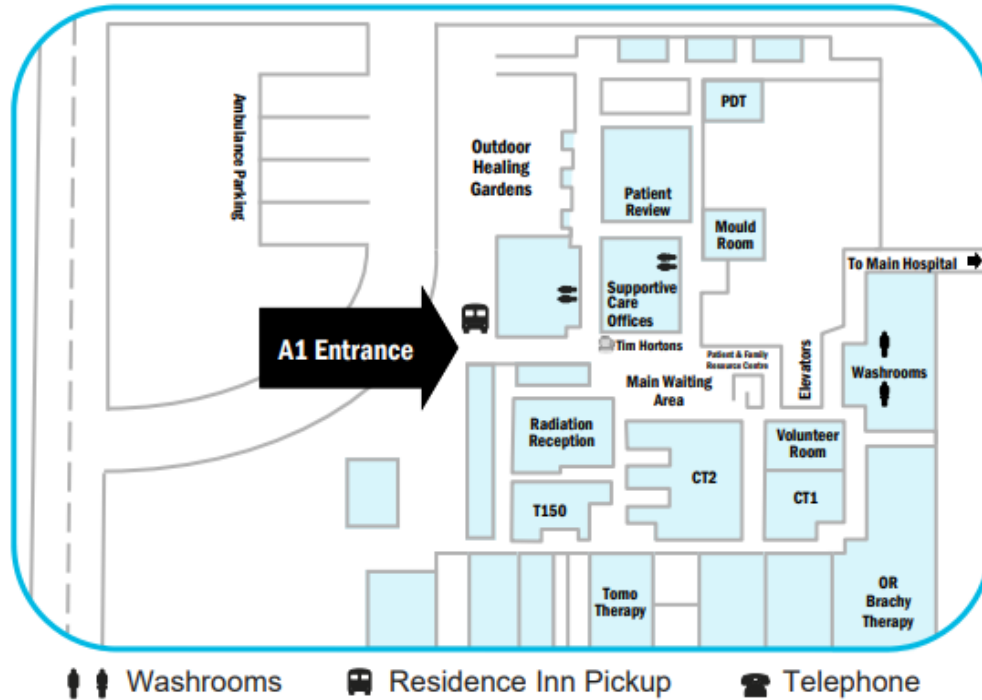
### OTHER FREQUENTLY ASKED LHSC DIRECTIONS (if asked)

<b>CT &amp; MRI Reception</b>	D1-C26
<b>Mailbox</b>	Outside of B1 entrance, at end of D3 ramp
<b>Ultrasound</b>	D1-128

### VOLUNTEERS- Please note:

- **Hand Hygiene-** Please remind patients about the importance of hand hygiene. Patients should wash/sanitize hands when entering and exiting the hospital, before and after using the kiosks, or after touching any common spaces or materials, as well as their masks.
- **Patient assistance/inquiries/concerns-** Let the Clerks know if you need support with a patient or a patient question, or if a patient has any concerns.
- **\*volunteers\*-** Indicates where volunteers are located and are available for assistance  
**New Patient Orientation volunteers-** Please highlight volunteer locations during the new patient tour and let patients know that they can approach any volunteer for assistance. Look for the blue vest!
- **Wheelchairs-** Distributed between first and second floor entrances to avoid cluttered look of wheelchairs at the entrances; extra wheelchairs can go in the link beyond the lab through the automatic door.

## Level 1 - London Regional Cancer Program



## Level 2 - London Regional Cancer Program

