

What information and services are available to patients?

A guide for Verspeeten Family Cancer Centre volunteers

New Patient Folder

- In order to ensure all patients have access to the same information, the New Patient Referral Clerks provide patients with a blue “New Patient Folder” that contains key pieces of information relevant for all stages of the cancer journey. This folder contains a comprehensive sheet about Symptom Screening, including the QR code to access it on their own device.
- Note: The lab process varies between patients and even over the course of treatment for a single patient. Patients are instructed whether they need to go to the lab or not in advance of their appointment and where they are supposed to check in. If they have questions about the laboratory process itself, they are best addressed by their phlebotomist.

My Care Guide

<https://www.lhsc.on.ca/london-regional-cancer-program/my-care-guide>

- The My Care Guide has been developed based on the input of patients who have made, or who are making, the journey through their cancer care.
- This guide covers many topics including cancer treatment, nutrition, finances (e.g. income tax information), and community resources.
- A New Patient Referral Clerk directs patients to the link that is in the “Your Guide to Verspeeten” (in the new patient folder) and asks if they also want a hard copy.
- Patients can ask for a hard copy at any time throughout their journey.

Keith Samitt Patient and Family Resource Centre

- A collection of resources on cancer, treatment, supportive care, symptom management, smoking cessation and other special topics (i.e., fertility, parking, patient assistance fund) are available in hard copy format in the Resource Centre.

Patient Information Zone

<https://www.lhsc.on.ca/london-regional-cancer-program/patient-information-zone>

The resources that are available at the Keith Samitt Patient and Family Resource Centre, are also available online. This includes:

- Patient Information Guides (e.g., parking, symptom screening at home)
- Supportive Care – examples:
 - Seeing a social worker or dietitian (speak with their provider or call 519-685-8622)
 - [Peer support](#)
 - Provides cancer patients, families and/or caregivers an opportunity, at any point in their cancer journey, to connect one-to-one with a peer support

volunteer who has experienced a similar journey. The Peer Support volunteer offers one-to-one virtual or in person non-judgmental, non-therapeutic support to patients, families and/or caregivers navigating their cancer journey.

- Symptom Management (including Symptom Management Guides in other languages)
- Special Topics (e.g., accommodations, patient assistance fund)
- Community Resources- examples:
 - Community Services Locator
 - Helps patients find services and programs for people living with cancer and their family and friends. <https://csi.cancer.ca/en>
 - Look Good Feel Better
 - At the Look Good Feel Better workshops, both in-person and online, people with cancer can learn how to manage the appearance-related impact of cancer and its treatment. Information is available at www.lgfb.ca
 - Wig and Turban Boutique (A1-901)
 - Provides an assortment of wigs and turbans to lend to Verspeeten patients free of charge. Volunteers can help with the selection of a wig, turban and/or head scarf and share information on wig care. The Boutique is run by volunteers; please call 519-685-8112 in advance to confirm that a volunteer is available.
 - Wellspring
 - Offers a range of programs designed to help provide connection and belonging, ease physical pain and emotional distress, build strength and mobility, and reduce fatigue. Specialized financial, workplace, counselling and other cancer-related supports are also available.
 - Programs are free of charge and do not require a referral. Patients can visit <https://wellspring.ca> or call 519-438-7379.
 - Wheels of Hope (WOH) – Volunteer Driving Program
 - The Canadian Cancer Society (CCS) offers the Wheels of Hope (WOH) Volunteer Driving Program across Ontario.
 - Clients need to register through a member of their treatment team. Referrals for eligible clients are sent to WOH, and a member of the transportation team contacts the client to complete registration.
 - Information is available at <https://cancer.ca/en/living-with-cancer/how-we-can-help/transportation> or by calling 1-888-939-3333.