

# WAYFINDING/ NEW PATIENT TOUR – LHSC Verspeeten

<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: Verspeeten is in Zone A</b></p>	<p><b>Room Numbers:</b> Example: A1 – 901 A = Zone 1 = Floor/Level 901 = Room #</p> <p><b>Room 901 on level 1 of the A zone.</b> <b>Note: Doctors’ names are outside each clinic for reference.</b></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. Note: Level 1 entrance may be easier for wheelchairs etc. to pick up and drop off. <b>Payphone</b> <b>Clinic Board</b>- updated daily to show physician locations in each clinic.</p> <p><i>Volunteers orient new patients to the Verspeeten Family Cancer Centre 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 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 Verspeeten- 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, turbans and head scarves for Verspeeten patients. The hours depend on volunteer availability, so patients are recommended to call the day they wish to visit the Boutique to confirm it’s open- 519-685-8112.</p> <p>Donations of synthetic wigs, turbans, head scarves and synthetic wig 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 VERSPEETEN LOCATIONS/ITEMS (if asked)

<b>Baines Centre</b> <i>(Gerald C. Baines Centre for Translational Cancer Research)</i>	Level 3- A3-100 – left off the elevators	Baines Centre is home to the Clinical Research Unit (CRU), the Baines Imaging Research Laboratory, the Molecular Imaging Laboratory and the Ontario Tumour Bank. The centre is supported by scientists and clinicians who generate novel approaches to cancer prevention, diagnosis and treatment.  <i>Volunteers from the Chemotherapy Suite often deliver patient charts to the Baines Centre as requested.</i>
<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>Synthetic wigs, turbans, head scarves and synthetic wig shampoo/conditioner 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>Systemic Therapy Assessment Clinic (STAC)</b>	Level 2 – A2-107 (behind clinic 4)	Patients on active systemic treatment directed to STAC based on their symptoms and by appointment only. Patients check into STAC by registering at Oncology Day Unit (ODU) registration.
<b>Taxi cab phones</b>	Level 1	Direct line phones between double A1 doors
<b>Canadian Cancer Society Drivers</b> <i>(Wheels of Hope program)</i>		The Wheels of Hope volunteer driver program is provided to help offset a patient's travel needs. Patients speak with clinic staff regarding a referral to the program.

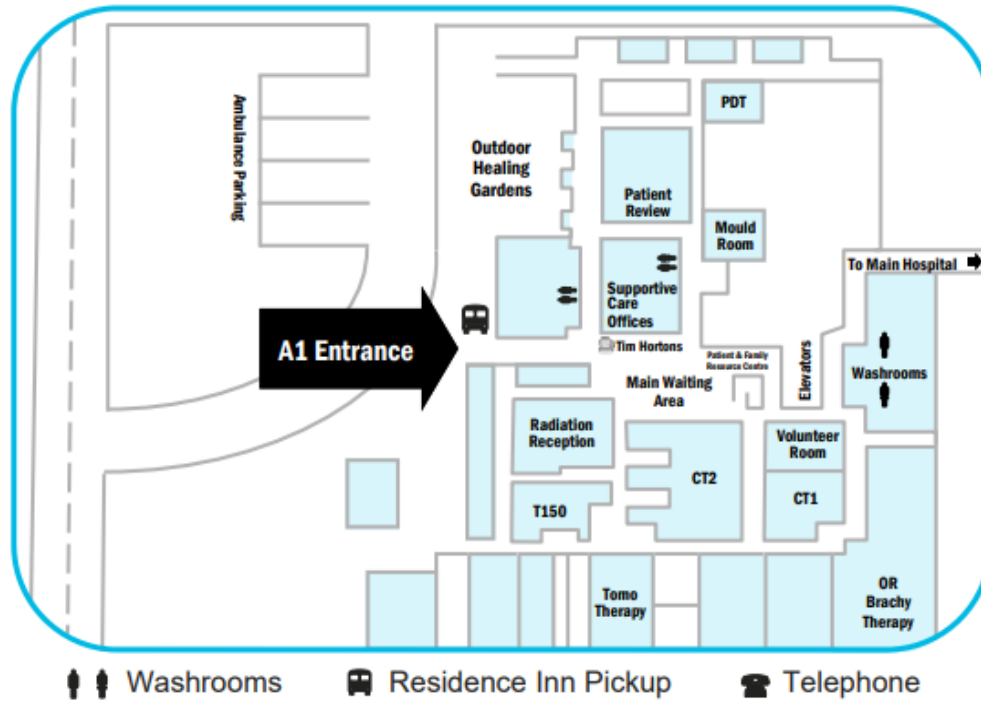
#### OTHER FREQUENTLY ASKED LHSC DIRECTIONS (if asked)

<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 their hands when entering and exiting the hospital, before & 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.
- **Parking Passes-** For those coming to Verspeeten on a regular basis, it will cost less money to purchase a HPASS card. Passes are available from the Parking Office (Room 105, garage P8 on the ground level beside the elevators). Passes can be purchased for 5,7,10,14 and 30 days (24-hour pass with in-and-out privileges also available). All passes are valid for one year from the time of purchase.

## Level 1 - Verspeeten Family Cancer Centre



## Level 2 - Verspeeten Family Cancer Centre

