

# A Patient's Guide



To the  
Cross Cancer Institute

## PHONE NUMBERS

<b>Main Switchboard</b>	<b>432-8771</b>
Patient Registration .....	432-8779
Cancer Information Centre (patient library).....	432-8456
Community Liaison Nurse .....	432-8887
Fatigue Management Coordinator .....	432-8223
Patient Information (Health Records) .....	432-8573
Inpatient Care	
Station 30 .....	432-8581
Station 31 .....	432-8579
Station 40 .....	432-8234
Interpreter Services .....	432-8585
Laboratory Medicine .....	432-8597
Medical Daycare Unit	
Main Floor .....	432-8715
Station 40 .....	432-8954
Nutrition Counselling .....	432-8782
Oncologic Imaging	
Radiology/X-ray .....	432-8494
Nuclear Medicine .....	432-8472
Pain & Symptom Consult Team .....	432-8350
Patient Representative .....	432-8585
Pharmacy .....	432-8710
Psychosocial & Spiritual Resources .....	
Psychology .....	432-8703
Social Work .....	432-8704
Spiritual Care .....	432-8704
Radiation Oncology .....	432-8532
Rehabilitation Medicine .....	
Occupational Therapy .....	432-8798
Physiotherapy .....	432-8716
Speech Language Pathology .....	432-8288
Respiratory Therapy .....	432-8580
Security .....	432-8866
Surgical Oncology .....	432-8337
Volunteer Services .....	432-8334

**A PATIENT'S GUIDE TO  
THE CROSS CANCER INSTITUTE  
11560 University Avenue  
Edmonton, Alberta, Canada T6G 1Z2  
Ph (780) 432-8771**

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*This booklet, also available in French and Chinese translations, will introduce you to the Cross Cancer Institute and will provide answers to some frequently asked questions. We hope you will find it helpful to learn about our many treatment and support programs. You are encouraged to read this guide and to refer to it often. Please ask staff members or volunteers any questions you might have as you proceed through treatment.*

**Information Disclaimer**

*The Cross Cancer Institute makes great effort to provide accurate and up-to-date information in this document. This document was revised in August 2008. However, portions of the information contained in this site may be incorrect or not current. Any errors or omissions should be reported to the Patient Education Specialist.*

## A MESSAGE FROM THE DIRECTOR



Welcome to the Cross Cancer Institute. I know that having cancer is stressful for you and your family. This guide will introduce you to the services available at the Institute. In addition to facilities for diagnosis and treatment, we have many useful support services, all of which are described in this guide. We wish you well and are here to help you and members of your family during your cancer experience.

A handwritten signature in black ink that reads "Carol Cass". The signature is written in a cursive, flowing style.

Dr. Carol Cass, PhD  
Canada Research Chair in Oncology  
Director, Cross Cancer Institute  
Vice-President, Alberta Cancer Board

## **CROSS CANCER INSTITUTE**

The Cross Cancer Institute is the comprehensive cancer centre for northern Alberta and is also part of the Alberta Cancer Board's province-wide prevention, research and treatment team.

The Alberta Cancer Board commits to achieving the following measurable milestones toward a Cancer Free Future by the year 2025:

- 35 per cent fewer Albertans developing cancers
- 50 per cent fewer Albertans dying of cancers
- Support for every Albertan living with cancer that eliminates or reduces their suffering.

The Cross Cancer Institute is dedicated to restoring health to the whole person and to relieving cancer-related suffering in all its forms by providing the highest standard of treatment and care.

Our patient care is strengthened by collaborative research with Alberta's universities and by the support of the Alberta Cancer Foundation.



## PATIENT RIGHTS AND RESPONSIBILITIES

### **As a patient, you have the right to:**

- understand from your care providers, in clear, concise language, your diagnosis, the treatment prescribed for you, the prognosis of your illness, and instructions required for follow-up care;
- know the reason why you must undergo various tests and treatments;
- expect your personal privacy to be honoured and all communications and records relevant to your care to be kept confidential;
- know the general nature and any risk of a procedure or treatment prescribed for you;
- refuse to sign a consent form if you feel something has not been explained to your satisfaction, or cross out any part of the consent form that you do not want applied to your care;
- change your mind about any procedure for which you have given your consent;
- choose to refuse treatment, and to be informed of the medical result of this action;
- review your chart with a health care professional present;
- decline participation in clinical trials and research projects without any influence on treatment provided;
- know of Institute processes and procedures that relate to your care, treatment, and responsibilities;
- know of available resources, such as the Patient Representative, for resolving disputes, grievances, conflicts, and ethical issues;
- bring a chaperone to be present when receiving a physical examination.

### **As a patient, your responsibilities are to:**

- inform Cross Cancer Institute physician/nurse of any health, allergy, or medication changes;
- inform Cross Cancer Institute main reception of any personal information changes (i.e. temporary or permanent address,



- phone number), new family physician;
- ensure you have a family physician for all non-cancer related care;
- ask questions until you clearly understand your diagnosis, treatment or method of care;
- know and follow Institute processes and procedures as contained in the Patient's Guide to Cross Cancer Institute (i.e. no smoking within the facility or on the grounds);
- respect the privacy of other patients;
- bring any concern you may have about your care or treatment to the attention of the person in charge of the area in which you are being served;
- seek advice of the Patient Representative if you have issues that are unresolved.

## **WHEN YOU COME TO THE CROSS CANCER INSTITUTE**

### **FINDING YOUR WAY AT THE CROSS CANCER INSTITUTE (CCI)**

The Cross Cancer Institute is located on the southwest corner of the University of Alberta campus (115 St and University Avenue). Outpatient treatment areas are located on the lower, main and fourth floors. Inpatients are treated on the third and fourth floors. The services available on floors 0 and 1 are outlined on the following pages.

Overhead signs are posted throughout the Institute to guide you. Please do not hesitate to ask for directions if you are unsure of the location of a clinic.

### **OVERSIZE AND PROPANE VEHICLES**

If you own an oversize or propane powered vehicle, you **MUST** park at a meter. These are located on University Avenue near the main entrance to the CCI.

## **PARKING**

Parking is available for patients and visitors at meters (in effect 24 hours/day), or in the parkade. The parkade entrance is off 117 Street just north of the Cross Cancer Institute. The parkade is owned and operated by the University of Alberta. You may pay with Visa, MasterCard, American Express, debit or cash. Rates are posted and are subject to change without notice.

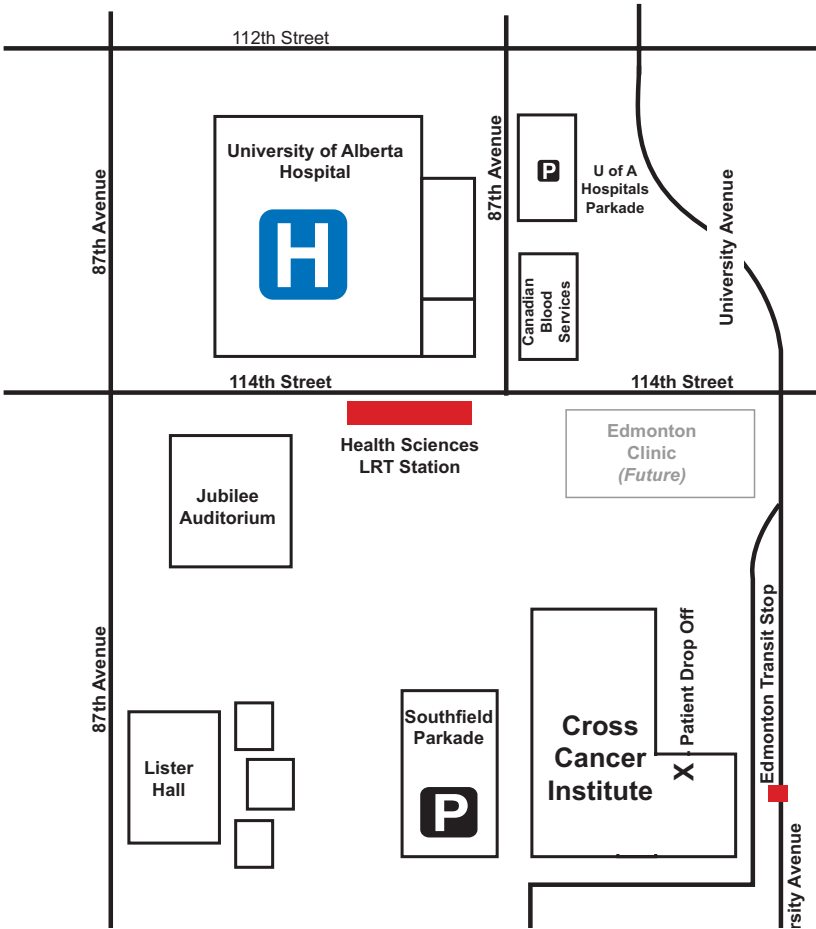
## **PARKING PASSES**

Parking passes may be available for the Jubilee Auditorium parking lot. Users must vacate by 6 p.m. and there are a few closures throughout the year for Jubilee Auditorium events. Arrangements for the purchase of a parking pass must be made directly with U of A Parking Services, Room 1-051, Lister Centre or by calling 492-8046.

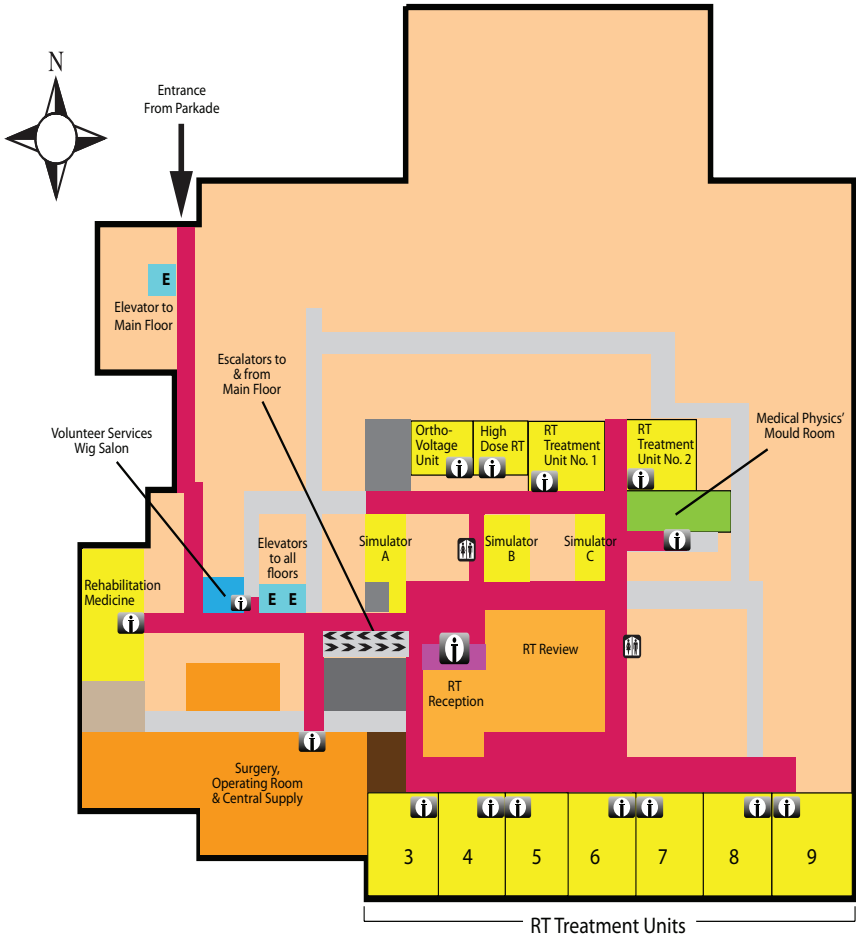
## **PATIENT DROP-OFF**

A drop-off/pick up area is located at the front entrance. There is also a patient drop off/pick up lane in the parkade. There is no charge if you wish only to drop a patient off in the parkade without parking. You should state your intention to the kiosk attendant and use the “Patient Drop-Off Only” lane. There is no charge if you are parked for less than 10 minutes.

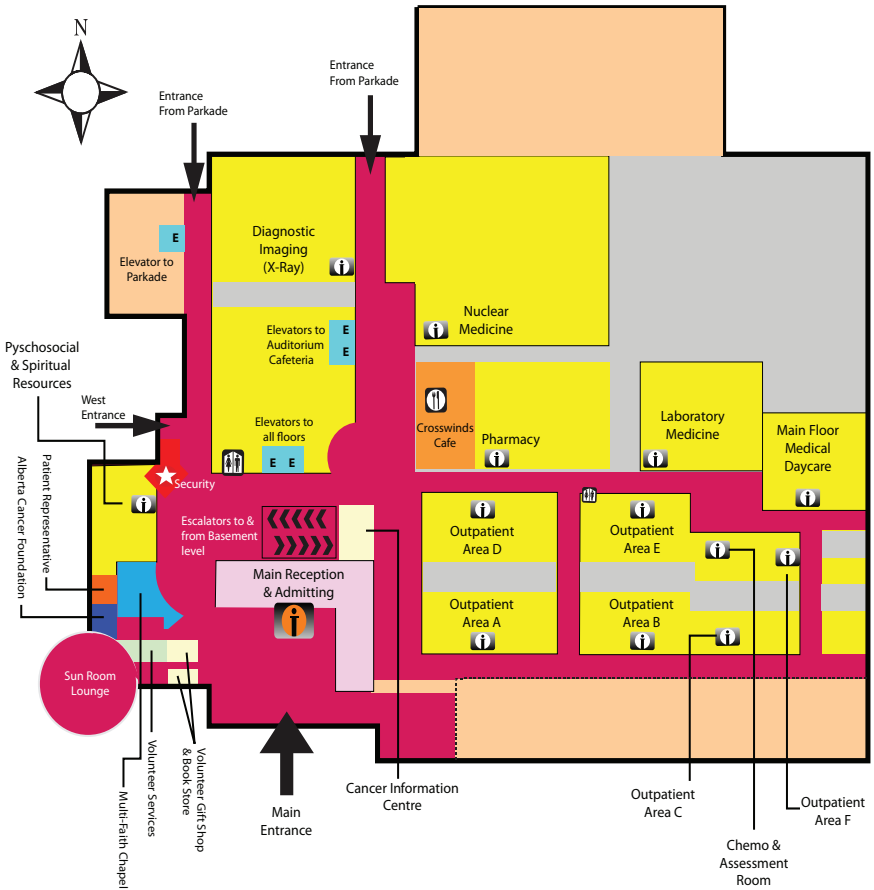
# Area Map



# Level 0



# Level 1



## NOTICE OF PRIVACY

### Collection and Use of Health Information

Your health information including your Personal Health Number (PHN) is collected and used under the legislative authority of the Health Information Act and the Cancer Programs Act. Alberta Cancer Board follows strict rules around collection, use and disclosure to protect the privacy and confidentiality of your health information. We collect only what we need to do our job and whenever possible, we work with information that does not include your name or other identifying information. Alberta Cancer Board is authorized to collect and use health information under the Health Information Act sections 20, 21 and 27 and the Cancer Programs Act sections 33, 34 and 36.

### Your health information may be used for the following purposes:

- to provide you with the best possible health services, including assessing information to qualify you for clinical trials,
- to determine or verify eligibility to receive a health service,
- to manage the delivery of health services,
- to evaluate your care (for example: patient satisfaction surveys),
- to conduct investigations, discipline proceedings, practice reviews or inspections,
- for internal management purposes, including planning, resource allocation, policy development, quality improvement, monitoring, audit, evaluation, reporting, obtaining or processing payment for health services and human resource management,
- to compile statistics on cancer and assist in cancer prevention,
- to conduct research if approved by an ethics committee (Research Ethics Board),
- to promote objectives such as health system management, public health surveillance, or health policy development,
- to provide for health service provider education, or

- for other purposes that are permitted under the Health Information Act, Cancer Programs Act and other laws.

**If you have any questions concerning the collection and use of your health information, please contact**

**Department of Patient Information**

**Cross Cancer Institute**

11560 University Avenue,

Edmonton, AB T6G 1Z2

(780) 432-8721.

## **PERSONAL DIRECTIVES**

A Personal Directive is a legal document that allows you choose another person to act on your behalf as your agent and to make decisions for you at such time that you are unable to do so. Making a personal directive, although optional and voluntary, is strongly recommended. Personal Directive forms are available from the Cancer Information Centre. For further information, contact a Social Worker in the Psychosocial and Spiritual Resources Department or the Patient Representative.

## **IMPORTANT NOTES TO PATIENTS AND VISITORS**

### **ACCOMMODATION**

If you live out-of-town and require a place to stay during treatments, a full list of accommodation options is available from the Cancer Information Centre (432-8456). CCI volunteers also operate a shuttle van service to patients who are staying in nearby hotels or Bed and Breakfasts.

### **COMPLEMENTARY AND ALTERNATIVE THERAPY**

The Cross Cancer Institute is committed to providing therapies for which scientific proof of effect exists. We cannot provide information

and advice on the use of complementary or alternative remedies for which there is no evidence of benefit.

## **LOST, STOLEN OR DAMAGED ARTICLES**

The Cross Cancer Institute cannot assume responsibility for items that are lost, stolen or damaged on the premises. Please take care of your belongings. Valuable articles should be left at home.

## **NON-CANCEROUS CONDITIONS**

Increasing numbers of patients are referred to us for investigation of possible cancer. The healthcare members at the Cross Cancer Institute specialize in the diagnosis and treatment of cancer. Unfortunately, they are unable to address non-cancer problems or issues. We encourage you to ask questions of your healthcare team if you are unsure about a problem. Do not become discouraged if a visit to your family physician is recommended rather than treatment at the Cross Cancer Institute.

## **REFERRAL TO YOUR COMMUNITY PHYSICIAN**

After you have received a planned course of treatment, on-going follow up may be arranged through your referring or family physician. If the need for additional treatment should arise, dialogue between all healthcare providers ensures prompt access to facilities at the Cross Cancer Institute.

## **SENSE ABOUT SCENTS**

Scented products and perfumes can cause uncomfortable reactions for some people. This sensitivity may be intensified for patients receiving treatments. Please do not wear perfume, scented hairspray, cologne, after shave, scented lotions, soaps, powders or other scented products while at the Cross Cancer Institute.

## **SMOKING**

The Cross Cancer Institute, including the outside grounds, is a non-smoking facility.



## **YOU AND YOUR TREATMENT TEAM**

### **ROLE OF THE CROSS CANCER INSTITUTE:**

A diagnosis of cancer can be very frightening. Getting a correct diagnosis and the most appropriate treatment from the start is critical. At the CCI, we believe strongly in the importance of treating the “whole person”. While you are a patient here, you will have access to medical advice and treatments given by oncologists, nurses, radiation therapists and other health care providers. Social workers, psychologists, nutritionists, physical and occupational therapists and other specialized caregivers are also available to you and your family. We are committed to excellence in patient care in an atmosphere of compassion and respect for human dignity.

### **YOUR ROLE AS A PATIENT:**

You are the most important person on your treatment team. It is your right and your responsibility to ask questions or discuss any issues that you believe are related to your cancer or to your treatment. Please share any concerns with your healthcare team. Between visits, you may call the telephone nursing service at (780) 432-8919. Your family doctor should be consulted regarding day to day non-cancer concerns. He/she will have copies of all your cancer treatment/test records.

### **ROLE OF HEALTHCARE PROVIDERS:**

The Medical Staff takes a team approach, which may include the expertise and opinions of many specialists, beginning before you arrive at the Cross and continuing through your diagnosis and treatment. For example, when your referral was received, a team of doctors and nurses began to gather information about you and what has happened to date. You may have had specialized tests, such as x-rays, scans, a mammogram or blood tests. Any test results are requested and reviewed so that tests are not duplicated. If you have had surgery or a biopsy done, those reports would also be included in your file.

The Alberta Cancer Board provides a **Community Cancer Network** throughout the province, (see page 34). You may be eligible to receive your chemotherapy treatments nearer to where you live. Community Cancer Centres are located in central and northern Alberta and are supported by the Cross Cancer Institute. Ask your health care team if you can have your treatments closer to home.

## **PATIENT CARE AREAS**

The Cross Cancer Institute is a clinic-based facility with most appointments booked as outpatient visits between 8:00 a.m. and 5:00 p.m. weekdays. You will have an attending Cross Cancer Institute doctor (oncologist) who has overall responsibility for your cancer care. However, you may see a different oncologist or nurse each visit. Nurses are assigned to designated clinics; however, this will vary from time to time. All nurses are prepared to help meet your needs, provide information and coordinate your care. The CCI does not have an emergency department.

### **BONE MARROW/STEM CELL TRANSPLANT OFFICE**

Patients from northern Alberta who have received allogeneic (unrelated or related donor) stem cell transplants at the Tom Baker Cancer Centre will receive follow up care at the Cross Cancer Institute. There is a monthly clinic hosted by the Cross Cancer Institute with colleagues from the Tom Baker Cancer Centre participating.

Phone: 432-8677

## **INPATIENT DEPARTMENT**

The inpatient unit of 44 beds is for patients requiring specific care.

Location: Third Floor

Phone: Station 30 - 432-8581 or 432 - 8787

Station 31 - 432-8579 or 432 - 8789

Please note: Electrical or electronic equipment is not permitted on Inpatient Units. Cell phones may be used but they cannot be plugged in to be recharged.

## **LABORATORY MEDICINE**

Location: Main Floor

Phone: 432-8597

Laboratory Medicine collects blood and other patient specimens and provides additional testing services as required.

## **MEDICAL DAYCARE UNIT/CHEMOTHERAPY ASSESSMENT ROOM/STATION 40 DAY CARE UNIT**

Location: Main Floor and 4th Floor

Phone: 432-8715 (Main Floor) and 432-8954 (Fourth Floor)

The Medical Day Care Unit operates from Monday to Friday for patients who require chemotherapy and other day procedures.

## **ONCOLOGIC IMAGING - Radiology (X-ray) & Nuclear Medicine**

Location: Main Floor

Radiology Phone: 432-8550

Nuclear Medicine: 432-8472

This department provides all medical imaging services for Cross Cancer Institute patients. This includes Radiology & Nuclear Medicine diagnostic, therapeutic & interventional imaging procedures.

## **OPERATING ROOM**

Location: Lower Level

Phone: 432 8504 or 432 8470

The Operating Room provides surgical services for patients in northern Alberta.

## **OUTPATIENT DEPARTMENT (OPD)**

OPD clinics assist patients and their families as they go through the planning, treatment and follow-up stages of their cancer care. The OPD staff provides ongoing patient education and symptom management. Chemotherapy and other treatments are also given in this area.

## **RADIATION ONCOLOGY**

Location: Lower Level

Phone: 432-8532

This department provides all Radiation Oncology services for northern Alberta.

## **TELEPHONE NURSING SERVICE (TRIAGE):**

A telephone triage nursing support service is available for patients and their families who have a serious health concern related to your cancer between visits. A registered nurse will respond to your call and provide advice.

Weekdays (8:30 AM - 4:30 PM)

Weekends and Holidays (8:30 AM - 4:30 PM)

**Telephone Triage: (780) 432-8919**

**Toll Free: 1-877-707-4848**

Evenings, Weekends and Holidays (4:30 PM - 11:00 PM)

Phone: **(780) 432-8771** and ask for the Nursing Supervisor.

Nights (11:00 PM - 08:30 AM)

Phone: **(780) 432-8771** and follow the prompt as directed

## OUTPATIENT MEDICATION COSTS

Most medications for the **DIRECT** treatment of cancer are provided at no cost to the patient by the Alberta Cancer Board Outpatient Cancer Drug Benefit Program. Medications used to treat side effects, control pain, treat infections or other symptoms related to the cancer **are not provided** by the Alberta Cancer Board Drug Benefit Program. They must be purchased at your retail pharmacy. The cost of these drugs can vary widely and can be very expensive. Therefore, it may be in your best interest to apply for drug insurance. For example: Alberta Blue Cross, Non-Group coverage through Alberta Health (427-1432).

For additional information regarding medications, please contact **PHARMACY** at 432-8710. For information regarding third party insurance coverage, please contact **SOCIAL WORK** at 432-8704.

## SUPPORT SERVICES

### **ALBERTA CANCER REGISTRY** Phone: 432-8662

The Alberta Cancer Registry is a population-based registry that records and maintains data on all new cases and cancer deaths occurring in the province. Information on all cancer cases and cancer-related deaths is recorded in the Cancer Registry. The Registry also records information about the type of cancer in addition to personal information such as gender, age, provincial health care number and postal code. Data on new cancer cases and cancer-related deaths is collected and published annually and is used to compare cancer rates in Alberta.

### **CANCER INFORMATION CENTRE** Phone: 432-8456

Library and information services are provided for patients, families and friends. Books, DVD's, videos, audiotapes and CD's may be borrowed Monday to Friday, 9:00 a.m. - 4:00 p.m. The Centre is located on the main floor near the escalators.

## **CLINICAL NUTRITION** Phone: 432-8782

Nutrition is an important factor in cancer care, in providing optimal energy levels, managing a healthy weight, minimizing treatment side effects and assisting with proper healing and tissue repair during the cancer treatment process. A Registered Dietitian is available by appointment for counseling Monday - Friday. Advice can also be given by telephone. Nutrition classes may also be available and can be an opportunity to meet and share information.

## **CLINICAL PRACTICE ETHICS ADVISORY COMMITTEE (CPEAC)**

CPEAC provides a confidential service for patients, families and hospital staff who wish to address concerns. To access this committee, call the Patient Representative office at 432-8585.

## **COMMUNITY LIAISON NURSE** Phone: 432-8887

The Community Liaison nurse is available to assist patients who require community resources during palliative phases of cancer.

## **FATIGUE MANAGEMENT COORDINATOR**

Phone: 432-8223

Many people living with cancer experience fatigue before, during, and after treatment. It is very important to let your oncologist or clinic nurse know if you are feeling tired. The Fatigue Management Coordinator is available to help patients cope with fatigue.

## **INTERPRETER SERVICES** Phone: 432-8585

Interpreter Services, including sign language, are available to patients at no cost. To access this service, please call the office of the Patient Representative. 48 hours advance notice is required to arrange this service.

## **PAIN & SYMPTOM CONSULT TEAM** Phone: 432-8350

You should inform any member of your healthcare team if you are experiencing pain and/or other symptoms. The Pain and Symptom Consult Team is available by referral from your oncologist to assist

with pain control and/or other symptoms related to cancer and cancer treatments.

## **PATIENT EDUCATION SPECIALIST** Phone: 432 8236

The Patient Education Specialist is responsible for helping patients learn what they need to know about their cancer and treatments. Print materials and educational presentations are made available to patients and their families through the office of patient education.

## **PATIENT REPRESENTATIVE** Phone: 432-8585

The Patient Representative is a non-medical, neutral person who will help patients/families understand their rights and responsibilities and provide them with a process to seek information and solutions to problems concerning their care at the Cross Cancer Institute and the northern Associate and Community Cancer Centres.

## **PHARMACY SERVICES** Phone: 432-8710

The Pharmacy Department at the Cross Cancer Institute provides selected medications at no cost for the direct treatment of cancer. Other services available include individual patient medication counseling and drug information.

## **REHABILITATION MEDICINE**

### **OCCUPATIONAL THERAPY** Phone: 432-8798

Occupational therapy is available to both inpatients and outpatients. Occupational therapy assists patients to achieve goals related to independence, productivity and quality of life. They may provide assessment and treatment for a wide range of problem areas including energy conservation, cognition and swallowing.

Occupational therapy may assess for and loan specialized equipment such as raised toilet seats, tub seats, grab bars, etc. that may make everyday activities easier for the patient. Equipment is loaned to assist either with a home discharge or keeping a patient in their own home. Additionally, various types of splinting may be used to improve function or for symptom management.

## **PHYSICAL THERAPY** Phone: 432-8716.

Physical therapy is available to both inpatients and outpatients. Physical therapy services assist patients to maximize their functional ability and minimize physical problems that may arise as a result of cancer or cancer treatments. Physical therapy assessment and treatment may be provided for such things as strengthening, increasing mobility, restoring function, pain management and control of swelling. Outpatients requiring physical therapy services need a doctor's referral.

Physical therapy may assess for and loan a variety of mobility aids such as wheelchairs and walkers.

## **SPEECH-LANGUAGE PATHOLOGY**

Phone: 432-8288

Speech-language pathology services assist patients to maximize their communication and swallowing abilities. Assessment and treatment may be provided for swallowing, speech, language, voice, or cognitive disorders that arise as a result of cancer or cancer treatments. Speech-Language Pathology is available to both inpatients and outpatients. Patients do not need a referral but they do need to call for an appointment.

## **REHABILITATION MEDICINE CLASSES**

- **Breast Class:** An education class held every Thursday at noon for all breast cancer patients receiving radiation therapy.
- **Lymphedema Education Class:** A one hour class, held every two weeks, outlining the causes, treatment and risk reduction guidelines for lymphedema.
- **Energize:** A monthly class taught by an occupational therapist, physical therapist and clinical nutritionist. This class provides information and tips for managing fatigue.

Dates and times of these and other educational classes, such as “Mind Your Memory” sessions, are posted in patient areas throughout the Institute.



## **RESPIRATORY THERAPY** Phone: 432-8580

Respiratory therapy is available Monday to Friday. While specific testing requires physician referral, we are also able to answer related questions and to provide resources for patients and families. Respiratory Therapists are available for pulmonary function testing, oxygen assessments and patient teaching.

## **VOLUNTEER SERVICES** Phone: 432-8334

Volunteers provide a variety of services for patients and their families. These include, but are not limited to, escorting patients to appointments, providing refreshments to patients and family members in a variety of areas within the facility, facilitating the New Patient Information Sessions, assisting patients to access information and resources at the Cancer Information Centre, staffing the Gift Shop, Sun Room, Café and Wig Salon. For more information or assistance, call or stop by the Volunteer office located beside the Gift Shop.

## **PSYCHOSOCIAL AND SPIRITUAL RESOURCES**

The diagnosis and treatment of cancer disrupts the lives of patients and their loved ones in a variety of ways. Our multidisciplinary team offers support to patients and their families, serving the full range of their spiritual, psychological, emotional, and social needs throughout their care at the Cross Cancer Institute.

You can book an appointment with a social worker, a psychologist, a spiritual counsellor, or an art therapist or find out information about our support groups and schedules by phoning 780-432-8703 or 8704, at this time.

The Psychosocial and Spiritual Resources Department will be moving out of the Cross Cancer Institute to the Westmount Shopping Centre this year. The exact date of the move is still to be determined. Please check with the Cross Cancer Institute main reception or

your health care provider for information on how to access our Department services.

## INDIVIDUAL COUNSELLING

Individual service is provided by a psychologist, social worker, art therapist or spiritual counsellor, depending on the nature of the concern presented. Guidance and supportive counselling are frequently the services provided. Individual counselling is available year round.

**The Chaplain/Spiritual Counsellor** responds to patients of all faiths by helping individuals use their resources of faith and spirituality. Support groups, sacramental and prayer intervention are offered. Religious, spiritual and emotional counselling is available by appointment for individuals, couples and families. The Multi Faith Prayer Centre is located by the lobby on Main Level of the Cross Cancer Institute, and is open 24 hours.

**Psychologists** offer psychological counselling to patients and family members in an effort to reduce emotional distress and to explore coping techniques. Counseling can help deal with special concerns related to cancer and its treatment such as, communication within the family, stress, coping with treatment side-effects, mood changes, quality of life, body image, loneliness, to name just a few concerns.

**Social Workers** provide information on available resources related to discharge planning, finance, personal affairs, transportation, patient/ visitor accommodation, long-term placement and other non-medical concerns. They can assist with difficult decisions and practical concerns.

**Art Therapists** offer psychological counselling together with opportunities to clarify and express emotions through creative expression (e.g., drawing or creative writing).

## GROUP SUPPORT

Group support is available in the Department. Sessions are offered on a scheduled basis during fall, winter and spring.

Based upon sufficient enrolment, some of the groups offered are:

- Stress Management and Relaxation Training
- Spouse or Significant Other Support
- Family Support
- Hope/Spiritual Support
- Bereaved Spouse Support
- Grief Support
- Managing Anxiety and Depression with Cognitive Strategies

In addition, patients may also wish to attend tumour-specific groups, such as:

- Metastatic Cancer Support Group
- Breast Cancer Support Group
- Brain Tumour Patient and Caregiver Support

## **ARTS IN MEDICINE**

As an alternative to support groups, patients and family members may enroll in classes with such activities as soapstone carving, painting, fibre arts, quilting, journal writing, sculpting and music. Additionally, one-day Arts in Medicine retreats are offered throughout the year for people with specific types of cancer.

## **OTHER SUPPORTIVE SERVICES**

- Learning through Love - A Children's Tour of the Cross Cancer Institute.
- Mind Your Memory - Interdisciplinary group education session on how cancer and cancer treatments may affect memory, and strategies to maximize memory..
- Look Good...Feel Better Program – certified volunteer cosmetologists will show you how to manage appearance changes from cancer therapy.
- Tapestry Retreats – a five-day residential retreat program is available to all Alberta and NWT residents who have had a cancer diagnosis.

## NEW PATIENT INFORMATION SESSIONS

### New Patient Information Sessions

Monday, Wednesday, Thursday

10:00 – 11:30 am

**Zane Feldman Auditorium (2nd Floor CCI)**

The New Patient Information Session is an important orientation to the CCI for all new patients, their families and friends. This informative session will help prepare you and your family for your care experience at the Cross Cancer Institute. The presentation includes the following:

- An overview of services and resources available to you and your family
- Suggestions for dealing with the emotional challenges of living with cancer
- Encouragement to participate actively in your care
- An orientation to the facility and process of care

*We strongly recommend that you and/or members of your family attend a New Patient Information Session before your first appointment with the oncologist. You are not usually scheduled to see an oncologist on the day you register and participate in the New Patient Information Session.*

### TO REGISTER

Register for the session that is most convenient for you at the Cancer Information Centre in person or call (780) 432-8456.

## **AMENITIES**

### **BANK MACHINE**

An Automated Teller Machine (ATM) and change dispenser are in the main lobby.

### **BUS SERVICE**

Edmonton Transit buses stop in front of the Institute. Please phone Edmonton Transit at 496-1611 for a detailed service schedule. Transit maps are available at the front reception desk or visit the ETS website <http://www.edmonton.ca>. The CCI bus stop number is 2971.

### **CAFETERIA**

The cafeteria is located on the third floor and is open to patients and visitors Monday to Friday from 8:30 am – 2:00 pm.

### **CROSSWINDS CAFÉ**

The Crosswinds Café is located on the main level and is open to patients and visitors Monday to Thursday from 7:30 am – 4:45 pm and Friday from 7:30 am – 3:45 pm.

### **GIFT SHOP & BOOKSTORE**

Located in the Main Lobby and open Monday to Friday, 9:00 a.m. to 4:00 p.m. All proceeds are used by the Volunteer Association to purchase items/equipment for patient comfort.

### **PUBLIC TELEPHONES**

A house phone and several pay phones are in the main lobby for patient and visitor use.

### **SUN ROOM CAFÉ**

Located in the main lobby near the main entrance to the CCI, the Sun Room Café is open for service Monday to Friday 9:00 am – 4:00 pm. It may be used as a lounge on evenings and weekends. The Sun Room Café is staffed by volunteers and all proceeds go to the Volunteer Association for the purchase of items/equipment for patient comfort.

## **TAXI SERVICE**

There is a direct taxi phone line in the main lobby.

## **VENDING MACHINES**

Vending machines located by the front entrance provide hot and cold drinks. All proceeds go the Volunteer Association for the purchase of items/equipment for patient comfort.

The vending machine, located on the 3rd floor inpatient unit, is operated by Food Services and provides a variety of sandwiches, nourishing snacks and drinks.

## **WHEELCHAIRS**

Wheelchairs are available from the front reception area and are for use within the facility. Patients who have a doctor's referral can also arrange long term loans of wheelchairs and other aids to daily living from the Department of Rehabilitation Medicine.

## **FIRE SAFETY**

To ensure the continued safety of patients and staff, the Institute regularly holds fire drills, which may occur at any time of the day or night. If you hear the fire alarm, listen for instructions or information from staff.

## **INFECTION PREVENTION AND CONTROL**

Hand hygiene (hand washing) is the single most important procedure for reducing the risk of transmitting infections. You will find hand hygiene dispensers (waterless hand sanitizers) located throughout the Cross Cancer Institute and we ask that you use these products upon

entering the Institute and as required throughout your visit.

Patients and visitors should not enter the Institute if they are ill. Please contact the Triage Office (432-8919) if you are a patient and have any of the following symptoms or illnesses:

- Fever
- Vomiting and/or diarrhea
- A new cough
- A communicable disease eg., shingles, MRSA, VRE or TB.

Family members and friends who have any of the above symptoms should not accompany you to your appointments at the Cross Cancer Institute.

Infection control within a healthcare facility requires the participation of all staff, patients and visitors to be successful. We appreciate your cooperation in this regard.

## **ALBERTA CANCER FOUNDATION**

The Alberta Cancer Foundation is the fundraising arm of the Alberta Cancer Board, and raises funds in support of all of Alberta's Cancer Centres, including the **Cross Cancer Institute in Edmonton** and the Tom Baker Cancer Centre in Calgary.

**100% of funds donated to our Foundation stay locally** and go directly where they are needed most—to help cancer patients and families through the following programs:

- **Cancer Research & Prevention Initiatives:** Contributing to the understanding of cancer, and the development of new and more effectively targeted cancer therapies.
- **Patient Needs & New Equipment:** Helping to provide the extra comforts for patients and their families during their stay at the Cross, and improving our ability to diagnose, monitor and treat cancer with leading edge technology.

- **Patient Financial Assistance Program:** Working to relieve the financial burden and added stress that patients and their families may face during treatment.

The Cross Cancer Institute is a world leader in cancer research and patient care. This is not only a testament to our Alberta Cancer Board staff and volunteers, but also to our donors who help provide us with the best equipment and research facilities possible. Every donation makes a difference and is very much appreciated.

You may designate your gift to a specific fund or to the “Area of Greatest Need”. An official tax receipt, with our sincere thanks, is provided for donations of \$15.00 or more. Contact the Alberta Cancer Foundation office at the Cross Cancer Institute 780-432-8500 with any questions you might have. Our office is located on the Main Floor, near the Volunteer Gift Shop.

Charitable Registration Number: 11878-0477-RR0001



## **GIFTS OF ARTWORK, FURNITURE , ETC**

The Arts & Environment Committee reviews all gifts for suitability, maintenance costs and placement within the Cross Cancer Institute. Gifts are appreciated; however, for practical reasons, it is not always possible to accept all contributions.



## PROVINCIAL CANCER SERVICES

### ALBERTA CANCER BOARD – COMMUNITY CANCER NETWORK

Your first visit for assessment and treatment planning is made to the Cross Cancer Institute; however, some treatments and supportive services may be provided in or near your home community. Listed below are the Alberta Cancer Centres located throughout the province. Ask your nurse or oncologist at the Cross Cancer Institute whether you are able to receive the services you need at your preferred location. You may also inquire at the locations listed.

#### \* NORTHERN ALBERTA

Barrhead Community Cancer Centre .....	780-674-2221
Bonnyville Community Cancer Centre .....	780-826-3311
Camrose Community Cancer Centre.....	780-679-2822
Central Alberta Cancer Centre (Red Deer) .....	403-343-4526
Drayton Valley Community Cancer Centre .....	780-621-4888
Fort McMurray Community Cancer Centre .....	780-791-6126
Fort McMurray Chemo Room .....	780-791-6126
	780-791-6217
Grande Prairie Cancer Centre .....	780-538-7588
Hinton Community Cancer Centre .....	780-865-3333
Lloydminster Community Cancer Centre .....	306-820-6144
Peace River Community Cancer Centre .....	780-624-7500

#### \*\*SOUTHERN ALBERTA

Canmore Community Cancer Centre .....	403-678-7226
Drumheller Community Cancer Centre .....	403-820-7985
High River Community Cancer Centre .....	403-652-0139
Lethbridge Cancer Centre.....	403-382-6344
Medicine Hat Cancer Centre .....	403-529-8817

\* under the umbrella of the Cross Cancer Institute 780-432-8771

\*\*under the umbrella of the Tom Baker Cancer Centre 403-521-3723



## **ACRONYMS AND DEFINITIONS**

### **ACRONYMS**

ACB – Alberta Cancer Board

ACC – Associate Cancer Centres (located throughout northern and southern Alberta)

ACF – Alberta Cancer Foundation

CCC – Community Cancer Centres (located throughout northern and southern Alberta)

CCI – Cross Cancer Institute (Edmonton, Alberta)

CCN – Community Cancer Network

CIC – Cancer Information Centre

DCU – Daycare Unit

OPD – Outpatient Department

RT – Radiation Therapy

TBCC – Tom Baker Cancer Centre (Calgary, Alberta)

### **DEFINITIONS**

#### **Alternative Therapies**

Treatment used instead of standard medicine. An example is using herbal medications and homeopathy.

#### **Associate Cancer Centres in central and northern Alberta**

Alberta Cancer Board facilities located in Red Deer and Grande Prairie. At these Centres, chemotherapy treatments are provided. Radiation therapy is not provided at these Centres. If your oncologist prescribes radiation therapy, you would need to come to Edmonton for these treatments.

#### **Biopsy**

Removal of a small piece of tissue for examination under the microscope to help detect or rule out cancer.

#### **Bone Marrow Transplant**

A process that adds a donor's bone marrow into a patient whose own bone marrow can no longer make normal blood cells.

## **Chemotherapy**

The use of drugs to treat cancer.

## **Community Cancer Centres**

There are eleven Community Cancer Centres in the province and these are partnership programs between the Alberta Cancer Board and a Regional Health Authority. New cancer patients are first seen at the Cross Cancer Institute (CCI) or possibly an Associate Cancer Centre, for assessment and development of a treatment plan for their care. Then, when certain criteria are met, many cancer patients are able to receive their chemotherapy treatments at a Community Cancer Centre closer to their home communities. They return to an ACC periodically for evaluation. The staff at the Centres have been specially trained to provide this service and they have ongoing support from the larger cancer centres (CCI and TBCC).

## **Complementary Therapy**

Treatment used together with standard medicine. An example is the use of other kinds of therapy such as massage to lessen the side effects of chemotherapy.

## **CT Scan**

An abbreviation for computerized (axial) tomography, a CT scan is a type of x-ray which uses a computer to produce a three dimensional picture of the exact size and location of a tumour.

## **Hormones**

Natural substances in the body that help regulate body function such as growth, metabolism and reproduction.

## **Intravenous (IV)**

When fluids or drugs are put directly into a vein, the term used is intravenous. ("Venous" means vein.) Anti-cancer drugs are often given by IV injection.

## **Medical Physics**

The department that supports treatment, preparation and delivery for patients undergoing radiation therapy. Medical physicists and physics staff acquire and use patients' data for the planning and treatment of their disease.

## **MRI (Magnetic Resonance Imaging)**

A diagnostic technique that uses a magnetic field to produce the image of an internal organ on a computer.

## **Nuclear Medicine**

The diagnosis and/or treatment of disease, including cancer, using radioactive chemical substances.

## **Oncology**

The study and treatment of cancer. Doctors who specialize in oncology are called oncologists.

## **Personal Directive**

A legal document that you have written to help your family or caregiver make decisions for you when illness or injury prevents you from looking after yourself. A personal directive also lets you choose another person to act on your behalf and make decisions for you when you cannot make them yourself. We highly recommend that you have one.

## **PET (Positron Emission Tomography)**

A specialized imaging technique which is used to locate cancer in the body following an injection of a small amount of radioactive sugar.

## **Prognosis**

A prediction of the outcome of a disease.

## **Radiation Therapy**

The use of high energy x-rays and other types of radiation (radiotherapy) in the treatment of cancer.

## **Screening**

Checking or testing for disease in a group of people who don't show any symptoms of the disease. Screening programs are directed to entire populations or to large and easily identifiable groups within the population. For example, breast cancer screening guidelines recommend that women between the ages of 50 and 69 have a mammogram every two years.

Not all diseases can be screened. The decision to screen healthy people for a disease depends on many factors including the test's ability to accurately detect or rule out cancer, the nature of the disease, and the characteristics of the population.

## **Tumour**

A mass of abnormally growing cells. Tumours can be either benign or malignant. A benign tumour means there are no cancer cells present. Cancer cells are present in a malignant tumour.

## **Ultrasound**

The use of high-frequency sound waves to create an image of the inside of the body.

## **X-rays**

X-rays produce images of the body, bones and organs on film for diagnostic purposes.

# **FREQUENTLY ASKED QUESTIONS**

## **I have received a letter stating that I have an appointment at the CCI. What should I do to prepare for my first visit to the Institute?**

With this letter, you should also receive information about the New Patient Information Sessions, an important orientation to the CCI for all new patients, their families and friends. This informative session will help prepare you and your family for your care experience at the Cross Cancer Institute. The presentation includes the following:

- an overview of services and resources available to you and your family
- suggestions for dealing with the emotional challenges of living with cancer
- encouragement to participate actively in your care
- an orientation to the facility and process of care

We strongly recommend that you and/or members of your family attend before your first appointment. New Patient Information Sessions are scheduled on Monday, Wednesday and Thursday from 10:00 – 11:30 am in Zane Feldman Auditorium (2nd Floor CCI). To register, call (780) 432-8456.

**Optional Presentations:** If you are unable to attend the session, the New Patient Information Session is available to borrow in video or DVD format. Please call the Cancer Information Centre (CIC) at (780) 432-8456 to request that a copy be sent to you.

You may also arrange to attend a New Patient Information Session closer to your home. A form of video conferencing called **TELEHEALTH**, uses computer and telecommunications technology to bring people in different locations together to learn. The **TELEHEALTH** equipment is located in a specific room in the health facility in your region. Monitors, similar to televisions, show a live presentation from the Cross Cancer Institute. Patients and family members are given the opportunity to ask questions at the end of the session. These sessions can be provided at the Community Cancer Centres in Fort McMurray, Hinton, and Peace River. Please call the Cancer Information Centre at (780) 432-8456 to register.

## **What do I do on my first visit to the CCI?**

On arrival at the CCI, you should proceed to the registration desk located in the front lobby of the Institute. You will be asked to produce two pieces of identification and to register as a patient. You will receive a CCI identification card which you should bring with you on each visit. You will also use this card to identify yourself to the Telephone Triage Nurse if you were to phone the CCI for assistance.

## **What happens to my personal information?**

Confidentiality and security of personal information are protected by the Cancer Programs Act and the Health Information Act. Rigorous confidentiality and security practices are required for access to CCI databases.

## **Why am I asked to produce two pieces of identification on every visit to the CCI?**

Patient safety is a concern for all of the staff at the CCI. In order to confirm that you are who you say you are, and that you are in fact, a registered patient, we require two pieces of identification each time you

come to the CCI. We want to ensure that you receive the treatment and medications that have been prescribed for you.

## **What happens if I need cancer treatments?**

The main types of treatment available at the Cross Cancer Institute are chemotherapy and radiation therapy. If you require chemotherapy and live outside the Edmonton area, it may be possible for you to receive treatments at a cancer centre near your home. Your oncologist will be able to advise you. Radiation therapy is available only at the CCI and the Tom Baker Cancer Centre in Calgary.

## **Whom do I call between appointments if I have questions or concerns?**

A Telephone Triage Nurse is available to answer your questions and/or to help you deal with your concerns daily 8:30 – 4:30 pm. Please call 780-432-8919 or long distance toll free 1-877-707-4848.

Between the hours of 4:30 pm. and 11:00 pm., please call 780-432-8771 and ask to speak to the Nursing Supervisor.

The nurse will ask you for your CCI ID number and will use it to locate your file. You may be advised about how to treat your symptoms, you may be instructed to come to the CCI or you may be advised to go to your family physician or a local emergency department.

Between the hours of 11:00 pm. and 8:30 am. please call 780-432-8771 and follow the prompt as directed.

## **How will I pay for cancer treatment and care?**

If you are an Alberta resident, the cost of most of your examinations and cancer treatments will be paid for by Alberta Health Care. The cost of direct cancer treatment drugs will be paid for as outlined by the ACB Outpatient Cancer Drug Benefit Program. However, drugs used in the treatment of nausea, pain or for hormone replacement are not covered by Alberta Health Care. These must be purchased at a community pharmacy and can be very expensive.



You are encouraged to discuss the need for financial assistance for the purchase of some drugs with a social worker at the CCI. He/she can assist you with applying for Alberta Blue Cross Non-Group coverage. This needs to be done at least three months before coverage begins. Brochures, which explain various insurance options, are available at the Cancer Information Centre or from a social worker.

## **What happens when I am finished my treatments?**

Follow up appointments may be scheduled at the CCI Outpatient Department or with your family physician. These will vary depending on your diagnosis and treatment. Your oncologist will discuss the schedule with you.

## **How can I find out more about my cancer and treatments?**

Your oncologist is your primary source of information about your cancer and treatments. However, the CCI offers a wide range of support to patients and family members who wish to know more about their cancer and treatments.

**Cross Cancer Institute Staff** are available to help you understand your cancer and the tests and treatments you may need. You are encouraged to ask all the questions you need to ask in order to better understand your disease and the care you will receive at the CCI. It may be helpful to write down your questions and to bring them to your appointments with your oncologist.

- **The Cancer Information Centre**, located on the main floor near the escalator, is stocked with books, brochures, audio-cassettes and DVD/s for the use of patients and their family members. Materials may be borrowed at no charge and volunteers will help you locate information to meet your needs.
- **The Internet** is a source of a great deal of information. It should be used with caution as some information may not be accurate or current. The Cancer Information Centre carries lists of reliable websites on specific cancer topics. You are encouraged to ask members of your healthcare team for guidance.

## **FINDING RELIABLE CANCER INFORMATION ON THE INTERNET**

Before you begin an internet search, ask yourself if you have examined other options of finding information (e.g., your oncologist, clinic nurse, family physician, the CCI Cancer Patient Information Centre or the Canadian Cancer Society).

The Internet can be a good choice because it contains current, up to date information from a wide variety of sources. However, it is important **NOT** to trust everything you read.

The following sites are recommended for your use because they contain accurate, reliable patient information.

### **Alberta Cancer Board**

<http://www.cancerboard.ab.ca>

Our website provides general information about cancer and an overview of Alberta Cancer Board programs and activities as well as personal stories of Alberta cancer patients.

### **Medical Affairs and Community Oncology (MACO)**

<http://www.cancerboard.ab.ca/maco>

This site provides function, location and contact information on the Community Cancer Centre Network.

### **Northern Alberta Breast Cancer Program**

<http://www.albertabreast.com>

The Northern Alberta Breast Cancer Program, based out of the Cross Cancer Institute in Edmonton, delivers treatment programs to women with breast cancer living in northern Alberta. This website promotes prevention, breast health, education and also has information on clinical trials underway at the Cross Cancer Institute for breast cancer treatment.

## **SCREEN TEST: Alberta Program for the Early Detection of Breast Cancer**

<http://www.cancerboard.ab.ca/screentest/>

Screen Test: Alberta Program for the Early Detection of Breast Cancer is a screening program of the Alberta Cancer Board dedicated to reducing the number of deaths among Alberta women from breast cancer. Information on Screen Test's screening mammography and breast health education is on this website.

## **Canadian Cancer Society (CCS)**

<http://www.cancer.ca>

This Canadian site offers general information about cancer and the Cancer Information Service toll-free number: 1-888-939-3333.

## **National Cancer Institute (U.S.)**

<http://cancer.gov>

This site provides excellent, up-to-date information that is reliable and approved by medical experts. Coping with cancer, clinical trials, new cancer drugs, alternative therapy warnings and announcements are posted here.

## **OncoLink®**

<http://oncolink.upenn.edu>

Regularly reviewed by health care experts, this American website offers helpful medical information.

## **American Cancer Society**

<http://www.cancer.org>





**Alberta Health  
Services**  
Alberta Cancer Board