Your Guide to the Cross Cancer Institute
My Health Care Team

Medical Oncologist

Radiation Oncologist

Surgical Oncologist

Other Physicians

Primary Nurse

Dietitian

Social Worker

Psychologist

Other

CancerControl Alberta uses a team approach to your healthcare. This means you may be cared for by a number of healthcare professionals after you choose a treatment plan.
Welcome to the Cross Cancer Institute

A cancer diagnosis can be a difficult time for everyone involved. We want your first visit at the cancer centre to be as stress-free as possible.

This guide will help answer questions like what you need to bring, where to park, what services are available and will give you other useful information.

We, at CancerControl Alberta, want to provide you with the best care possible. We encourage you to ask your healthcare team any questions you may have and take advantage of available supports and classes so we can work together to achieve this goal.
Phone Numbers

If you have questions or concerns related to your treatment, call:

Days 8:30 am - 4:00 pm  
Telephone Triage Nurse  
780-432-8919  
Toll Free 1-877-707-4848

Evenings and Nights 4:00 pm - 8:30 am  
HEALTHLink Alberta  
811

Main Switchboard .......................... 780-432-8771
Patient Registration ....................... 780-432-8779
Cancer Information Centre (patient library) 780-432-8456
Community Liaison Nurse .................. 780-432-8887
Drug Access Coordinator .................... 780-432-8799
Patient Information (Health Records) ....... 780-432-8573
Inpatient Care
  Station 30 .................................. 780-432-8581
  Station 31 .................................. 780-432-8579
  Station 40 .................................. 780-432-8234
Interpreter Services ....................... 780-432-8585
Laboratory Medicine ....................... 780-432-8597
Medical Daycare Unit
  Main Floor .................................. 780-432-8715
  Station 40 .................................. 780-432-8954
Nutrition Counselling (dietitian)............. 780-432-8782

Oncologic Imaging
   Radiology/X-ray ........................................... 780-432-8494
   Nuclear Medicine ........................................... 780-432-8472

Pain and Symptom Consult Team .......... 780-432-8350

Patient Relations Department .......... 780-342-8080
   Long Distance ........................................ 1-855-550-2555

Pharmacy ...................................................... 780-432-8710

Psychosocial and Spiritual Resources
   Psychology.................................................. 780-643-4303
   Social Work................................................ 780-643-4304
   Spiritual Care.............................................. 780-643-4304

Radiation Oncology ......................... 780-432-8532

Rehabilitation Medicine
   Occupational Therapy................................. 780-432-8798
   Physiotherapy ............................................. 780-432-8716
   Speech Language Pathology......................... 780-432-8288

Respiratory Therapy ............................ 780-432-8580

Security.......................................................... 780-432-8866

Surgical Oncology .................................... 780-432-8337

Volunteer Resources ............................. 780-432-8334

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Cancer Education

Your Rights and Responsibilities
Planning Your First Visit

Cross Cancer Institute (CCI)

11560 University Avenue
Edmonton, Alberta
T6G 1Z2

Driving:

We are on the Southwest corner of the University of Alberta campus. It is on University Avenue between 117th and 115th street.

Public Transportation

The Edmonton transit stops at 114 Street NW, and an LRT station is located North East of the Kaye Edmonton Clinic along 114 Street NW.
Parking

Parking for patients and visitors is available on surface lots or underground parking.

- **Surface lots** are found on the east side or front side of CCI (P2 and P3 in the map). Please buy a ticket from the ticket dispensers found around the parking lots and place the ticket on your dashboard.

- You can access the **underground parkade** entrance by turning off of University Avenue onto 117th Street. It is located behind the facility. You will take a ticket when you enter the parkade. Keep your ticket with you so you can pay on the way out, by cash or credit card.

Where do I park if I have an oversize or propane vehicle?

If you own an oversized or propane vehicle, you must park in one of the surface lots.
Where can I get a parking pass?
You can get a monthly patient/visitor parking pass through the CCI Billing Office.

You can only use the parking passes on the surface lots marked “CCI Patient and Visitor Parking.” You cannot use them in the underground parkade.

Are there patient drop off and pick up areas?
There are 2 drop off and pickup areas at CCI:
• The main entrance (on the south side).
• In the underground parkade - use the “Patient Drop-off only” lane.

Places to eat at the CCI
• The cafeteria is on the third floor and is open Monday to Friday from 8:30 am – 2:00 pm.
• The Trendz Café is on the main floor and is open Monday to Friday from 7:30 am – 3:30 pm.
• The Sun Room Café is near the CCI main entrance and Bookstore. It is open for service Monday to Friday 9:00 am – 4:00 pm. It may also 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 to support patient comfort.
• Vending machines are available.
• Volunteers also offer beverages and cookies throughout the day.
Places to stay near the CCI

If you live outside of the Edmonton area and need a place to stay during your treatments, call the Cancer Information Centre at 780-432-8456 to get a list of nearby accommodations.

Volunteer Shuttle Service

CCI volunteers also operate a shuttle van service to patients who are staying in nearby hotels or Bed and Breakfasts. For more information call the Cancer Information Centre at 780-432-8456.

What you will find

Outpatient treatment areas are located on the lower, main and fourth floors. Inpatients are treated on the third and fourth floors. (See floor maps pages 10-13).
You’ll see overhead signs posted throughout the CCI to guide you. The volunteers in burgundy are happy to help you if you’re lost.

Bone Marrow/Stem Cell Transplant Office 780-432-8677
• Patients from northern Alberta who had stem cell transplants at the Tom Baker Cancer Centre will receive follow up care at the Cross Cancer Institute.
Inpatient Department

- 56 beds for patients who need specific care.
- Located on the 3rd floor.
- Phone:
  Station 30 - 780-432-8581 or 780-432-8787
  Station 31 - 780-432-8579 or 780-432-8789
  Station 40 - 780-432-8234 or 780-432-8258
- Electrical or electronic equipment is not allowed on Inpatient Units. You may use your cell phone, but please do not plug it in to recharge.

Laboratory Medicine 780-432-8597

- Collects blood and other samples from patients and offers other testing services when needed.
- Located on the main floor.

Medical Daycare Unit/Chemotherapy Assessment Room/Station 40 Day Care Unit

- Open Monday - Saturday for patients who need chemotherapy and other day procedures.
- Located on the main floor and 4th floor.
- Phone: 780-432-8715 (Main Floor)
  780-432-8954 (4th Floor)

Oncologic Imaging - Radiology (X-ray) and Nuclear Medicine

- Provides all medical imaging services for Cross Cancer Institute patients.
- Located on the main floor.
- Phone: 780-432-8550 (Radiology)
  780-432-8472 (Nuclear Medicine)
Operating Room
• Provides surgical services for patients in northern Alberta.
• Located on the lower level.
• Phone: 780-432 8504 or 780-432 8470

Outpatient Department (OPD)
• Help patients and their families as they go through the planning, treatment and follow-up stages of their cancer care.
• Educates patients and helps them manage their symptoms.

Pharmacy Services 780-432-8710
• Fills prescriptions for cancer treatment drugs only.
• Located on the main floor.

You need to fill your prescriptions for side effects and other medicines at your local pharmacy.

Radiation Oncology 780-432-8532
• Provides all Radiation Oncology services for patients in northern Alberta.
• Located on the lower level.
Your First Appointment

What should I bring to my first appointment?

☐ Alberta healthcare card and photo I.D.

☐ A list of the medicines you are currently taking including vitamins and natural health products.

☐ Your pain medicines (if you are taking any).

☐ A list of questions you may have (for ideas go to page 20).

☐ Something to read or a portable device to watch or listen to. Please bring earphones.

☐ Bring something to eat or drink or money to buy something if you prefer.

☐ A support person such as a family member or friend. It may be helpful to have them take notes during your appointment.

☐ If you have a smartphone or tablet you may want to use it to record what is said during your appointment. Make sure you ask for your healthcare providers’ permission.
Arriving for your appointment

Please check in at the registration desk at the main entrance when you arrive at the CCI. If you park underground, you will need to take the elevators up to the first floor to get to the main entrance.

When you check in, you will receive an identification card, and a handbook outlining the services available to you as a patient. A volunteer will then take you to your first appointment.

Are there wheelchairs available?
Yes, there are wheelchairs located at the front entrance of the CCI next to the registration desk.

How long will my first appointment take?
You should plan to spend 2 to 4 hours for your first visit.
Meeting Your Healthcare Team

Our doctors, nurses, and other healthcare providers work together as a team to care for you. You may have more than just one doctor or nurse caring for your needs. The members of your team may change during the course of your care if your needs change. Your healthcare team may include some of the people below:

Cancer doctors:
There are different types of cancer doctors. You may see a:

- Medical Oncologist (chemotherapy doctor)
- Radiation Oncologist (radiation doctor)
- Surgical Oncologist (surgeon)
- Hematologist Oncologist (blood cancer doctor)

They will tell you your treatment options and the risks and benefits. The doctor makes the treatment plan with you.

Nurse Practitioners:
Are advanced practice registered nurses who have specialized education and experience and may manage your care.

Nurses:
Coordinate your care, teach you about cancer, tests, treatments and will work with you to manage your concerns. They will direct and connect you to other members of your healthcare team as needed.
**Radiation Therapists:**
Plan your radiation treatments with the radiation doctor. They will also teach about what to expect, administer the radiation treatments and help you manage your concerns.

**Pharmacists:**
Fill your cancer medicine prescriptions, answer questions about your current medications and provide information about your cancer medicines and their effects.

**Supportive Care Professionals:**
Cancer and cancer treatments can impact your quality of life in many ways. A team of supportive care professionals is available to help you throughout your cancer journey. This may include professionals such as:
- Doctors who specialize in managing pain and symptoms
- Cancer rehabilitation professionals: physiotherapists, occupational therapists, speech-language pathologists
- Psychosocial professionals such as psychologists or social workers

**Clerk:**
Greet and direct you to where you need to go. They will also book your appointments, notify you of any changes and check you in when you arrive.

The Cross Cancer Institute is a teaching facility. Students, interns and residents may be involved in your care. Please ask the healthcare team questions if you are unclear about who people are and what their responsibilities are.
Questions about your Cancer Care

Your cancer doctor will answer most of your questions while you are talking about your cancer care. Listen carefully and be clear with your doctor about your concerns.

If you wish, you can use these questions to guide you when you are talking with your doctor. Make sure you get all the answers you need during your appointment.

1. What kind of cancer do I have, and where did it start? What is the name of my cancer?
2. Has the cancer spread to other parts of my body? If it has, where?
3. How advanced is my cancer?
4. What treatment option or options do you recommend for me?
5. What are the goals of the treatment you recommend?
6. If I choose not to have treatment what will happen?
Things to Know About Treatment

Covering the Costs of Your Cancer Care
Alberta Health Care pays for the costs of chemotherapy and radiation therapy in most cases. However, it does not cover pain and anti-nausea medications. These medications can be very expensive, so it’s important to have extra coverage.

How can I cover these other medications?
You can use a private or provincial health insurance to cover the costs not covered by Alberta Health Care.

If you have private or public insurance call and ask your insurance company:
• Do I have a yearly maximum for prescriptions? If yes, what is it?
• What is my co-pay portion?
• Is my plan a direct bill plan or a reimbursement plan?
• What level of coverage do I have? For example, is it full or partial coverage?
What if I have no drug coverage?
• You can still apply even with a pre-existing illness.
• If you have no drug coverage, we encourage you to apply for Alberta Blue Cross Non-Group as soon as possible. It will take about 3 months before Alberta Blue Cross starts covering your medicines. For example, if you apply in March you will not get drug coverage until July 1.
• You can find information and application forms for Alberta Blue Cross Non-Group at: http://www.health.alberta.ca/services/drugs-non-group.html

What if I need more help?
If you want help with filling out the paperwork, have more questions or need more information, call the Drug Access Coordinator at 780-432-8799 or one of our Social Workers at 780-643-4304.

Treatments:
You may need one of the treatments below, or a combination of them. The main treatments we offer include:
• Surgery: Certain types of day surgeries to treat cancer are performed at the Cross Cancer Institute, but most surgeries take place in hospital operating rooms.
• Radiation Therapy: Radiation therapy uses radiation to treat your cancer. You will get information about what to expect with the treatment and side effects, and have the opportunity to take classes that may help you manage during your treatment.
• **Chemotherapy:** These are drugs designed to destroy or target your cancer cells. You may get these drugs by intravenous (IV), injections or by pill depending on the type of drugs you need and the best way to get them into your system. We offer classes and information about chemotherapy and how to manage the side effects you may have.

**Transportation during your treatment:**
We recommend you arrange a ride for your first treatment. For future treatment appointments, if you need help travelling to and from your cancer treatment appointments, the Canadian Cancer Society offers a volunteer driver program. Call 780-455-7181 for more information.

If you are an out of town patient staying at a hotel or Bed and Breakfast close to the CCI, you may be able to access the CCI Van Shuttle Service. For more information call the Cancer Information Centre at 780-432-8456.
What to bring to your treatment and followup appointments:

☐ Your CancerControl Identification card.

☐ A list of questions you want to ask staff.

☐ A list of medicines you need renewed by your oncologist.

☐ Alberta health care card and photo I.D.

☐ A list of the medicines you are currently taking including vitamins and natural health products.

☐ Your pain medicines (if you are taking any).

☐ Something to read or a portable device to watch or listen to. Please bring earphones.

☐ Bring something to eat or drink or money to buy something if you prefer.

☐ A support person such as a family member or friend. It may be helpful to have them take notes during your appointment.

☐ If you have a smartphone or tablet you may want to use it to record what is said during your appointment. Make sure you ask for your healthcare providers’ permission.

☐ Ask staff to arrange for an interpreter, if you have trouble understanding English.
Clinical and Supportive Care Services

Cancer Information Centre 780-432-8456
The centre provides library and information services for patients, families and friends. You may borrow books, DVD’s, videos and CD’s Monday to Friday, 9:00 a.m. - 4:00 p.m. The Centre is on the main floor near the escalators. The Cancer Information Centre also operates the computer learning centre called the “Patient and Family Learning Kiosk”, and information on credible websites is available.

Dietitians (Nutrition Services) 780-432-8782
Registered Dietitians can help you eat well during your treatments. You can see a dietitian by attending one of the the classes they offer, or call for advice or book an appointment. Nutrition is important in cancer care. Registered Dietitians are available Monday - Friday from 8:00 a.m. to 4:15 p.m.

Drug Access Coordinator 780-432-8799
The Drug Access Coordinator can help you understand how your medication coverage works and what options may be available to you during your cancer treatments. Please call if you would like information about programs that can help with the cost.

Interpreter Services 780-432-8585
If you need a sign language interpreter or other language interpreter, call the Outpatient Department at least 48 hours before your appointment. This is a free service.
Pharmacy Services 780-432-8710

The CCI Pharmacy is located on the main floor close to the Trendz Cafe. Cancer centre pharmacies provide your cancer treatment drugs that you may receive in clinic or take at home. These medicines are covered by your provincial healthcare insurance. You will need to fill your prescriptions for other medicines at your regular pharmacy. Our pharmacists review your current medication and provide information about your cancer medicines and their effects. Make sure you have a list of all current prescription and non-prescription medications including vitamins and herbal products.

Rehabilitation Medicine Services

• Occupational Therapy Phone: 780-432-8798
  Cancer and cancer treatment can disrupt your lifestyle. Everyday activities, such as feeding or dressing yourself may become difficult. Occupational therapists are skilled professionals who work with you to set and work towards therapy goals to help improve your independence and quality of life. This service is available for both inpatients and outpatients.

• Physical Therapy: Phone 780-432-8716
  Cancer and cancer treatments may cause physical problems that can affect how well your body functions and performs. Physical therapy can help you manage and improve the physical impairments that may happen as a result of cancer.
This service is available to both inpatients and outpatients but outpatients will need to ask their doctor for a referral.

- **Speech Language Pathology**: Phone 780-432-8288
  
  Cancer and cancer treatments can cause a wide variety of disorders that affect people’s ability to communicate or swallow effectively. If you are having difficulties with speaking or swallowing, a Speech Language Pathologist may help you. This service is available for both inpatients and outpatients. You do not need a doctor’s referral, but please call for an appointment.

**Volunteer Resources** 780-432-8334

Volunteers provide many services for patients and their families such as:

- Escorting patients to appointments
- Providing refreshments in areas around the facility
- Teaching the New Patient Information Sessions
- Helping patients get information and resources at the Cancer Information Centre
- Staffing the Gift Shop, Bookstore, Sun Room Café and Wig Salon

For more information or help, call or stop by the Volunteer office located beside the Gift Shop on the main floor.

**Wig Services** 780-432-8334

The Wig Service is on the Lower Level, Room 0102, by the elevators.
Psychosocial and Spiritual Resources

Westmount Shopping Centre
Suite 432, 111 Avenue and Groat Road
Edmonton, Alberta, T5M 3L7

You can reach the office through the southwest entrance (Coronation entrance) of the mall.

Call 780-643-4303 or 780-643-4304 to book an appointment with a social worker, a psychologist, a spiritual counsellor, an art therapist, or for information about our support groups.

Spiritual Care Provider/Counsellor:
• helps patients and families explore their beliefs, values and emotions, keeping the feelings of hope and purpose strong in their lives;
• offers support to all, whether religious or non-religious;
• individual counselling is available by appointment;
• there is a Multi Faith Prayer Centre open 24 hours which is located by the Gift Shop on the main floor of the Cross Cancer Institute.
Psychologists:
• offer counselling to patients and family members to help reduce emotional distress and to explore coping techniques;
• can help with things such as communication, stress, coping with treatment side effects, mood changes, quality of life, body image, or loneliness.

Social Workers:
• provide information on resources related to discharge planning, finance, personal affairs, transportation, accommodations, long-term placement and other non-medical concerns;
• can help with difficult decisions and practical concerns.

Art Therapists:
• helps patients explore their emotions with counselling and creative expression such as drawing, painting, or writing.
Cancer Education

New Patient Information Sessions

Every Monday, Wednesday, Thursday (except on holidays) 10:00 – 11:30 am
This session will help prepare you for your medical care and give you information about the centre. Family and friends are welcome!

• If you are unwell, physically unable, or staying in hospital, please do not come to the class. You will get the information you need at your clinic visit instead.
• If you live out of town, you may attend if you like. If not, you will get information at your clinic visit instead.

To Register
Register in person at the Cancer Information Centre or call 780-432-8456.

We also offer other classes on chemotherapy, radiation, nutrition, and lifestyle classes. For all of the details, pick up the brochure: “Classes for Patients and Families”.
Useful Websites
Your healthcare team is happy to answer your questions. But if you’d like to do some of your own research, the internet can have a lot of good, and up-to-date information. Remember that not all sites are reliable.

The Cancer Information Centre carries topic specific, credible website sheets, or you can visit these websites to help get you started:

**Alberta Health Services**
http://www.albertahealthservices.ca/cancer.asp

**Canadian Cancer Society (CCS)**
http://www.cancer.ca
toll-free number: 1-888-939-3333.

**Canadian Cancer Trials**
canadiancancertrials.ca

**My Health Alberta**
https://myhealth.alberta.ca

**National Cancer Institute (U.S.)**
http://cancer.gov

**OncoLink®**
http://oncolink.upenn.edu

**American Cancer Society**
http://www.cancer.org

**Cancer View Canada**
http://www.cancerview.ca
Your Rights and Responsibilities

Your Health Information

We collect only what we need to do our job. When possible, we work with information that doesn’t include your name or other information that could identify you. Your health information may be used to:

• Provide you with the best possible health services.
• Determine what health services you’re eligible for.
• Evaluate your care.
• Gather statistics on cancer and help in cancer prevention.
• Conduct research if approved by an ethics committee.

Patient Rights—What You Can Expect From Us

As a patient, you have a right to:

• Be treated with care, dignity and respect.
• Expect that your medical records be kept confidential. Review your health records.
• Have your diagnosis, treatment options, prognosis and other information explained in clear and understandable terms (with the help of a medical interpreter for another language, when needed).
• Know the benefits and risks of a procedure or treatment offered to you.
• Decide whether you wish to be treated or not. If you
refuse treatment, you will be told of the likely medical results of your decision.

- Refuse to sign a consent form (agreement) if you feel everything has not been clearly explained. You can cross out any part of a consent form that you do not want applied to your care.
- Change your mind about any treatment or procedure for which you have given your consent (agreement).
- Agree or refuse to take part in medical training and research programs.
- Voice comments and concerns regarding the quality of the care and service you receive, and know that this will not have a negative effect on your care. If you have something you would like us to know, please feel free to talk with our staff, ask for the Manager of the area or inform the Patient Feedback Line at Alberta Health Services by calling 1-855-550-2555 or emailing patientfeedback@albertahealthservices.ca.

Patient Responsibilities - help us help you

Appointments
It is very important that you come to all your appointments, and diagnostic tests. If you cannot come to an appointment, please call us as soon as possible to reschedule. Keep in mind that if you need to reschedule an appointment, it may cause a delay in your care.
If You are Sick
Call the Cancer Centre if you have an appointment and have any of these symptoms:

- Fever
- New Rash
- New Cough
- Any other cold symptoms
- Sore Throat
- Diarrhea
- Runny Nose

Cancer treatments can weaken your immune system, which makes it easier for you to get sick while you are on treatment. If we know that you are sick before your appointment, we can better protect your health and the health of others.

Please Don’t Wear Scents
Many patients and staff members are allergic to perfumes, colognes or lotions. Please don’t put on any scented products such as body sprays, scented deodorant, or hairspray, on days you are coming to the Cancer Centre. If you forget, do your best to wash it off.
Be Active in Your Care

• We encourage you to participate in your care. Speak up if you have any questions or concerns. You are the most important member of your care team.
• Attend our classes. There are many presentations for patients each week that are free of charge. Knowing what to expect and how to manage your treatments and symptoms is important.
• Use the many supportive services the Cancer Centre offers for you.

Respect the Privacy of Others

• If another patient is talking with a staff member, give them privacy.
• Keep a respectful distance from reception desks when staff are serving other patients.
• Don’t share the identity of other patients with people outside the cancer centre, unless they give their consent.