

Find out more details about services and spaces including locations and opening hours at: [ahs.ca/CCI](https://ahs.ca/CCI)



## Patient services

### Filling prescriptions



The cancer centre pharmacy provides **cancer treatment prescriptions** only. It is on the main floor. Fill any other prescriptions at your regular pharmacy.

Mon – Fri 9am – 4pm	Main Floor	Phone: 780-432-8710
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### Blood work



Have your blood work done at your local lab. To book an appointment, go to [albertaprecisionlabs.ca](https://albertaprecisionlabs.ca). If you need to have blood work at the cancer centre, a lab is available. Talk to your healthcare provider.

### Supportive care services

Services like psychology, social work, physical therapy, and more are available. To find out more visit [ahs.ca/cancersupportivecare](https://ahs.ca/cancersupportivecare) or scan the QR code.



### Interpreters

Language translation is available. Ask your care team for more information.

## Where to eat and shop

- Cafeteria (Floor 3).
- Trendz Cafe (Main Floor).
- Sun Room Cafe (Main Floor).
- Gift Shop and Bookstore (Main Floor).

## Refreshment Cart

Volunteers offer a beverage and cookie service weekdays in various waiting room areas. Donations to support the service are appreciated.

## Patient and family spaces

Here are some areas in the cancer centre for patients, family, and friends:

- Patient and Family Resource Centre (Main Floor).
- Prayer and Reflection Room (Main Floor).
- Dorothy Triffo Atrium (Main Floor).

## Patient and Family Resource Centre

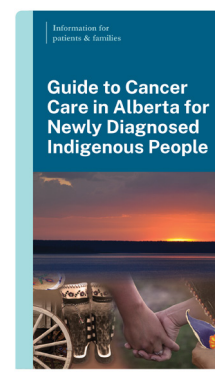
The centre offers information and support resources about the cancer journey including community resources, referrals, and library services. If you are new to CCI, they can also arrange a personalized patient orientation.

Monday -Friday 9:00 am – 4:00pm	Main Floor	Phone: 780-432-8456
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## At CCI, we are here to support you.

In addition to what you find in this brochure, other patient education resources can be found at [cancercarealberta.ca](https://cancercarealberta.ca).

For indigenous resources visit [ahs.ca/cancerindigenous](https://ahs.ca/cancerindigenous) or scan the QR code.



If you have recently received a cancer diagnosis, you may find the **Newly Diagnosed With Cancer** book helpful.

Get a printed copy from your care team, or scan the QR code.



Gen Info | Getting to Know | CCI | 2025-07 | CPE-P0064



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Information for  
patients & families

## Getting to Know Your Cancer Centre Cross Cancer Institute (CCI)



11560 University Avenue  
Edmonton, Alberta T6G 1Z2

780-432-8771 (main switchboard)

General Information



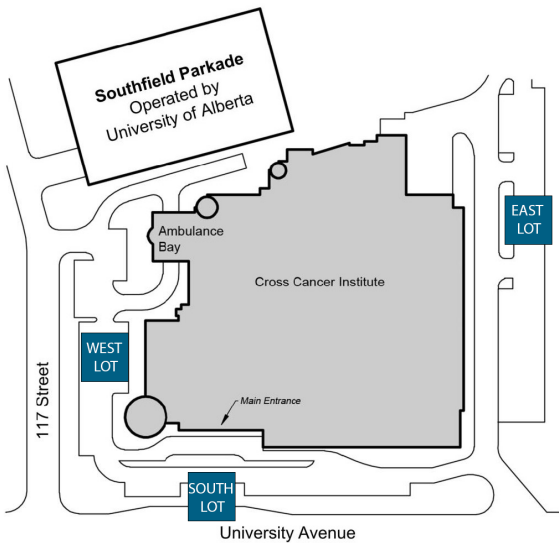
## Welcome to CCI

### Patients are the heart of the cancer centre.

To learn more about the cancer centre scan the QR code or visit [ahs.ca/CCI](https://ahs.ca/CCI)



## Getting here



Visit [bit.ly/cci\\_parking](https://bit.ly/cci_parking) or scan QR code for more information on how to get here:



## Drop off and pick up

There are 2 drop off and pick up areas at CCI. The main entrance (south side) and in the Southfield parkade.

## Volunteer drivers

If you need a ride to your treatment appointment, the Canadian Cancer Society has volunteers that can help. Ask your healthcare team for more information.

## Volunteer shuttle service

CCI Volunteers operate a shuttle service for patients staying at approved, nearby hotels or Bed and Breakfasts to help them get to their appointments. Contact Volunteer Resources for the current accommodation list and to book the shuttle. ☎ 780-432-8334

## Edmonton Transit

You can also use public transportation to get to the cancer centre. Plan your trip:

- Visit [edmonton.ca/transit](https://edmonton.ca/transit) or
- Call 780-442-5311

## Parking

**P** Surface lots or underground parking is available. Surface lots are found on the east, west and front side of CCI. The Southfield Parkade is underground. The entrance is located on 117th Street, behind the centre. This parkade is operated by the University of Alberta, not Alberta Health Services. For information on the underground parkade, please call 780-492-7275.

## How do I pay for parking?



For **AHS surface parking**, you can pay or add extra time using:

- Any pay station machine, located at the main entrance
- The free app “**AHS Parking**” (available on the App Store or Google Play)

Weekly and monthly parking passes are available at the **CCI Billing Office**.

For **underground parking**, payment can be made at the pay stations located in the parkade. Underground parking cannot be paid for at any other location.

## Finding your way

Volunteers wearing burgundy vests are available throughout the building to help with wayfinding. If you need a wheelchair during your visit, they are available for your use.

## Staying connected

Free Wi-Fi is available. Use network: **healthspot** to get connected.

If you need to charge your devices, there are plug-ins in the waiting spaces on each level and in each patient room.

## Checking in

Go to the area listed on your appointment letter. Your treatment appointments may be in a different location from your clinic appointments.

## What to bring:

- ☐ Photo ID and health care card.
- ☐ List of your medications.
- ☐ Any medications you might need to take during your visit.

## Other helpful things to bring:

- ☐ Something to do like a book, phone, or tablet.
- ☐ Something to eat and drink or money to buy something.
- ☐ Your Newly Diagnosed book. If you don't have one, you'll get one at your first appointment.
- ☐ List of questions.
- ☐ Family member or friend if possible. There is a lot of information at your appointments. It helps to have someone else listen.
- ☐ Something to record what is said during your appointment like a notebook or your smartphone with the **My Care Conversations** app.



### My Care Conversations App

A safe way of recording conversations with your healthcare team. Download it free from the App Store or Google Play.