

St. Michael's Hospital Medical Daycare Unit

A guide for hematology and oncology patients

A Message from Medical Leadership

Welcome to the Medical Daycare Unit!

We understand that you are coming to our Medical Daycare Unit during a difficult time in your life that may be filled uncertainty and anxiety.

We would like to assure you and your loved ones that we, as a team will do our best to guide and care for you.

This booklet will provide you with some resources which will help navigate our hospital and more importantly, to help you direct your questions to the right people.

Sincerely,

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A Message from the Clinical Leader Manager

Allow me to take this opportunity to welcome you to the Medical Daycare Unit at St. Michael's Hospital. We pride ourselves on providing the best possible care and support to our patients.

As the Clinical Leader Manager, it is my role to identify and resolve issues and gaps in the patient care process. I focus on the most important steps in improving patient care. Whether it is identifying barriers to chemotherapy delivery or patient wait times, it is my ultimate goal to make the best use of our resources and strategies when it comes to meeting the needs of our patients.

If you have any questions or concerns regarding the patient care process, please do not hesitate to contact me directly.

With thanks,

Charmaine Mothersill, MN

Clinical Leader Manager

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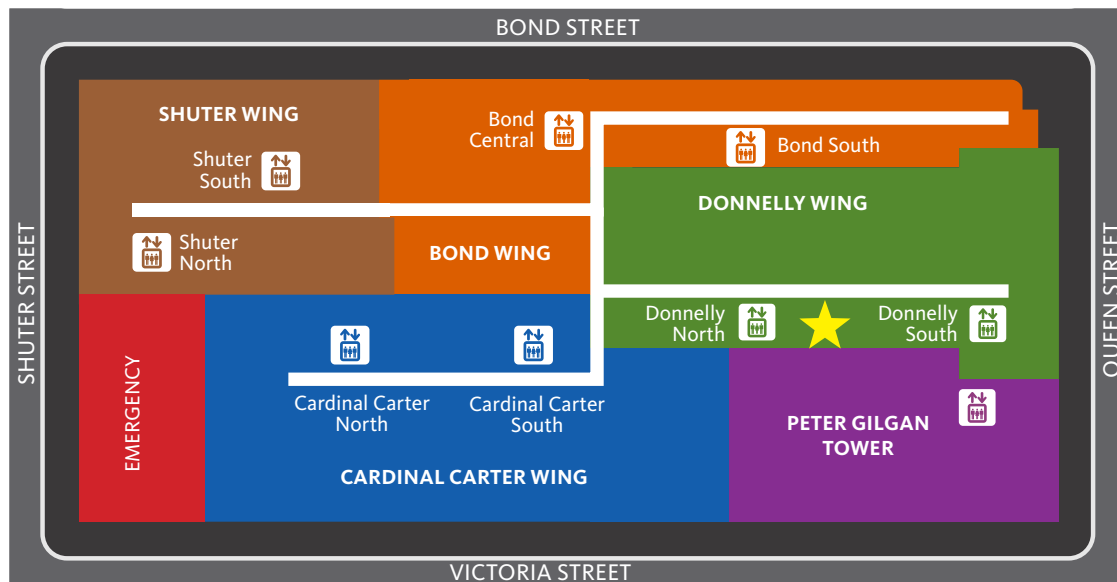
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Getting around St. Michael's

Where is the Medical Daycare Unit?

The Medical Daycare Unit is located on 2 Donnelly. This is on the 2nd floor of the hospital, near the elevators in Donnelly Wing. It is marked by a star below. Use the hospital entrance on Queen Street.



I'm looking for...

The Prescription Care Centre (pharmacy)

The pharmacy is on B1, in the Donnelly Wing.

The Imaging Department

X-rays, ultrasound, or other imaging procedures are on the 3rd floor, Cardinal Carter Wing.

The MRI Department

The MRI Department is located on level B2 (basement), in the Cardinal Carter Wing.

Somewhere to eat

The hospital's cafeteria (the Marketeria), is located on the 6th floor of the Cardinal Carter Wing. You can also find a Tim Horton's on the 6th floor of the Cardinal Carter Wing and a Second Cup on the B1/G level by the Queen Street entrance.

Your first visit

What to bring

- A list of your current medicines, and herbals/vitamin supplements. The pharmacist may review your medicines.
- Imaging from other hospitals, such as mammograms, ultrasounds, CT scans, MRIs or x-rays.
- Contact information of your family doctor or any specialists.
- Drug store name, address, and phone number.
- A notepad and pen to take notes. This can help you remember everything your health care team tells you when you go home.
- OHIP card, drug insurance card, or any other method of payment for possible prescriptions.
- You may want to bring a water bottle, snack and/or lunch.
- You may also bring a tablet, iPad, or laptop. **Please ask staff for the instructions to the free WiFi network.**
- You may find it helpful to bring a friend or family member with you for support. Please check our website for our current visitor policy.
- Something to pass time if you have to wait long.

What to expect

Your first visit to the Medical Daycare Unit will likely be a consultation with an oncologist or hematologist. These are doctors who specialize in treating cancer.

- First, you will see a nurse who will take your blood pressure and heart rate. They will also ask you some initial questions.
- Then, you will see the doctor.
- The doctor will ask you about your medical history, examine you and talk about your results from surgery or medical tests.
- You may or may not receive treatment during this first visit. This depends on the plan that is made for your care.
- Depending on your situation, you may meet with other healthcare professionals to discuss your care (for example, a pharmacist, dietitian and/or social worker)

Medical tests

Blood tests

You will have several blood tests throughout your treatment. These blood tests check if it is safe for you to continue with your chemotherapy. These blood tests will let a doctor know if you need a smaller dose or if treatment should be delayed.

Imaging

Your doctor may ask you to do more imaging tests before or during your treatment. They will explain the reason for the tests and what to expect. See the list below for examples of different imaging tests.

Magnetic Resonance Imaging (MRI)

- MRI is a test that helps doctors diagnose and treat medical conditions. It uses a powerful magnet, radio frequency pulses, and a computer. These create detailed pictures of organs, soft tissues, bone and all other body structures.

Ultrasound

- Ultrasound is a test to diagnose illness and view structures inside your body. A gel made with water is put on your skin, and then a wand is moved over the gel and skin. The wand sends sound waves of high frequency into the body. A picture is made when the waves bounce back to the wand.

X-ray

- An **x-ray** is a quick test that creates pictures of bones.

CT (computerized tomography) / CAT (computerized axial tomography) scan

- The CT scan is an x-ray test in which a computer creates cross-section pictures (slices) of your body. It can identify normal and abnormal structures, and it can be used to guide procedures.

MUGA (Multi Gated Acquisition) Scan

- A MUGA scan is a nuclear medicine test used to evaluate the function of the right and left chambers of the heart. This allows doctors to provide treatment if there are problems to the heart.

Bone scan

- A bone scan is a nuclear imaging test that helps diagnose and track several types of bone disease. Your doctor may order a bone scan if you have unexplained bone pain, bone infection or a bone injury that can't be seen on a standard x-ray.

Chemotherapy

What is chemotherapy?

Chemotherapy is the use of drugs to treat cancer. Cancer cells grow and divide in large amounts to make new cancer cells. Drugs used to treat cancer can either stop cancer cells from growing or kill them.

The type of chemotherapy you receive depends on the type and specific characteristics (pathology) of the cancer.

How is it given?

Chemotherapy may be given in three ways:

1. By mouth as a pill
2. Through a thin tube placed in your vein (IV)
3. A needle injection under the skin or muscle

If your chemotherapy is given by IV, your doctor may speak with you about vascular access devices (a tube that can stay in your body for several weeks). This depends on the type and length of treatment.

What are the common devices?

Peripherally Inserted Central Catheter (PICC)

- This tube is placed into one of your veins in your inner arm, either above or below your elbow. The end of the catheter hangs outside of your skin.

Port-a-Cath

- This device includes of a catheter (tube) and a port (a door). The entire device is placed under your skin, often into your upper chest. The catheter portion acts as a connector between the port and your vein. The port provides easy entry for drugs to be injected. The Port-a-Cath is placed by an interventional radiologist (a doctor who can read x-rays). It is a day procedure that needs to be planned ahead.

What are common side effects?

Chemotherapy is used to treat cancer cells, but sometimes it can affect healthy cells as well. As a result, you may experience side effects of your cancer treatment. Each person experiences side effects differently. Here are some of the most common side effects:

- Nausea and vomiting
- Hair loss
- Fatigue
- Loss of appetite
- Skin changes
- Diarrhea
- Constipation

Your doctor, nurse, or pharmacist will speak with you about possible side effects. Most side effects should disappear after you finish your chemotherapy. You should speak to your doctor if they continue.

Coping with a cancer diagnosis and treatment can be very hard. You may also feel side effects related to your mental health, such as anxiety or depression. Speak to your health care team if you are experiencing any changes in your mental health.

Your regular visits: what to expect

Before your visit

We will ask you some questions to see if you have any symptoms of COVID-19. This helps us to protect the safety of everyone in the hospital.

There may be times when you have a virtual visit (by phone or video call) instead of coming to the Medical Daycare Unit. We will send you more information about how to prepare for these visits.

Check-in

- Please arrive promptly at your scheduled time and check in with the receptionists at the front desk. We will do our very best to get in you and out as quickly as possible.
- If you are on a two-day model, you will visit the hospital for 2 days in a row to get your treatment. We will explain this at your first appointment.
- You will complete these screening questionnaires while you wait:
 - An online questionnaire called the Edmonton Symptom Assessment System (ESAS). It asks you about symptoms you may be experiencing. It is important to complete this even if you are managing your symptoms well.
 - A green paper questionnaire called the Patient Generated Subjective Global Assessment for Nutrition Screening. It asks you about your nutrition related symptoms to help determine if you would benefit from a dietitian follow-up.

Blood work

- Most often you will get blood work done in the clinic. Sometimes you may have to get it done in the blood lab (blue wing on the map).
- The receptionist will give you a buzzer while you wait your turn for blood work.
- You will have to wait 1 hour for your doctor to see the blood results.
- You may not always need blood work.

Before your chemotherapy

- The nurse may check your height, weight and blood pressure. The nurse will also ask you how you are feeling.
- Your doctor will meet with you to decide if you need chemotherapy. If you will get chemotherapy that day, you will have to wait for it to get prepared. This sometimes takes up to 2 hours. If you are on the two day model, you will receive your chemotherapy the next day.

When you are ready for treatment

- A nurse will call you to go to the area where patients receive treatment.
- Once you are settled in your chair, a thin tube may be inserted into your vein. This is called an IV line. It is how the chemotherapy will enter your body. Instead of an IV, you might have a peripherally inserted central catheter (PICC) or a small device placed beneath your skin called a Port-a-Cath.
- A member of your healthcare team will teach you about the chemotherapy. This includes the possible side effects. You may be given medicine to prevent side effects.

- The nurse will check on you often to make sure you are not having any reactions to the medicine.
- If you feel uncomfortable at any time during your chemotherapy, let someone on your healthcare team know.
- You are welcome to relax, read, or eat while receiving your treatment.
- During treatment, a pharmacist may also come to speak to you about any medicines you will be taking home.

After chemotherapy

- If you had an IV line, it will be removed and you will be able to go home.
- You might need to pick up your medicines from the pharmacy before you go.

Other appointments may also be scheduled for you on the same day as your visit. This includes any imaging or visits with a social worker, dietitian or psychologist/psychiatrist.

When you go home

What if I feel unwell?

- If you are feeling unwell or have any questions regarding your treatment, you can call your doctor's office. You will receive this number at your first appointment.

For any concerns regarding your appointment please call the Medical Daycare Unit at **416-864-5222** to leave a message.

- After hours, you can contact the After-Hours Symptom Management Telephone Line at **1-877-681-3057**. This service will help you manage your symptoms at home and avoid a visit to the Emergency Department. You will receive more information regarding this service at your first appointment.
- There may be times when you need to go to the Emergency Department.
- For minor injuries or sickness that is not related to your cancer or chemotherapy, call your family doctor or visit a walk in clinic.

Symptom management consultations

The Medical Daycare Program offers consultations with our palliative care team to help patients and their families to manage symptoms.

The goal of palliative care is to improve quality of life and manage symptoms for patients with serious illness, including patients at the end of life. It is care that focuses on the concerns of you and your family.

In these consultations we will:

- Talk about your concerns
- Talk about ways to prevent or improve physical symptoms such as pain, nausea, loss of appetite and confusion
- Talk about your emotional, spiritual, social and cultural needs
- Make a plan based on your goals

Palliative care uses a team approach which may involve:

- Medical staff
- Social worker
- Volunteers
- Dietitian
- Pharmacist
- Resources in the community

Please talk to a member of your healthcare team for more information on palliative care.

Your healthcare team

At St. Michael's Hospital, professionals from many different disciplines work together. This will help you get the best care and support possible. During your visits to the Medical Daycare, you may see many members of this team.

Doctors

Medical oncologists and hematologists

- These are doctors that focus on treating cancer with medicines. Medical oncologists treat cancers affecting various organs and tissues. Hematologists treat cancers that affect the blood, lymph nodes, or bone marrow. You may meet with an oncologist or hematologist to discuss your chemotherapy or hormonal therapy options.

Surgical oncologists

- These are doctors that are specially trained to perform cancer-related surgeries. You may see a surgical oncologist to have a biopsy of your cancer or have your cancerous tumour taken out. You will also see them in follow-up visits after your surgery.

Radiation oncologists

- These are doctors that specialize in treating your tumour with radiation. If you need radiation, you will be referred to another hospital. Your radiation oncologist will often talk with your doctor at St. Michael's Hospital. Not all patients need radiation.

Psychiatrists

- These doctors may help you with any emotional stress you may be experiencing after your cancer diagnosis. This includes difficulty coping with your diagnosis, worries about family members, and changes in relationships.

Residents and medical students

- St. Michael's Hospital is a teaching hospital joined with the University of Toronto. You may meet with residents and medical students. They work with your healthcare team.

Nurses

Clinic nurse

- The Clinic Nurse (CN) is your main point of contact at your clinic appointments. The CN works closely with your oncologist or hematologist, healthcare team at St. Michael's Hospital and other organizations that are involved in your treatment plan. You will see your CN to assess your symptoms before you see your doctor. During some appointments, you may see your CN instead of your doctor.

Chemotherapy nurses

- Chemotherapy nurses are specially trained to give you chemotherapy. They can help explain or answer any questions you have.

Pharmacists

Pharmacists working in the Medical Daycare Unit are familiar with any chemotherapy drugs you may be taking. They will meet with you to talk about the chemotherapy. They will also make sure you are getting the right medicine. You can also ask them about your other medicines.

Drug access navigators

A drug access navigator can help you apply for special programs to help with the costs of your cancer drugs. They will review your drug coverage, explore options and help you access any programs you qualify for.

Social workers

Having cancer can affect many aspects of your life. Social workers are here to support you manage these changes as well as provide community resources. For example, social workers can help with financial resources, body image, sexual health, depression, anxiety and other challenges of living with cancer. They can also talk to your children and other family about cancer.

Registered dietitians

Cancer and cancer treatments can often cause a change in your eating habits. **Registered dietitians** are available to help you cope with any eating issues, special diets or weight changes. They can help ensure you get good nutrition to support your body throughout treatment.

Research studies

Clinical research coordinators

St. Michael's Hospital is actively involved in research on cancer. Clinical research coordinators are responsible for these research studies. They may ask you if you would like to be a part of a research study. If you do not wish to participate in clinical trials or studies, please let the research coordinators know.

What is a clinical trial?

A clinical trial is research done to discover or improve cancer drugs, treatment plans, surgical procedures, and/or quality of life. Clinical trials are an important part of finding new and better ways to treat cancer. Participation is not required. The quality of care you receive will not change if you do not participate.

There are posters in the Medical Daycare Unit which list the studies that are recruiting participants. If you would like to be a part of a clinical research study, please speak with your doctor. Your doctor may also suggest clinical trials that could benefit you.

Do I qualify?

The requirements for each study are different. Participation in a research study may depend on your age, gender, type of cancer, general health, and other factors. Please speak with your doctor to find out if a study is the right fit for you.

Hematology/Oncology Clinical Research Group

If your doctor suggests a research study, you may be approached by a member of the Hematology/Oncology Clinical Research Group (HOORG). They will explain the study to you. Then a research coordinator will talk to you after your visit. Research coordinators will explain the study in more detail and if you want to participate, get your consent. You may be seen by the research coordinator during every visit or only some visits. This depends on the study.

Resources

There are a wide range of resources that can help you manage your symptoms during and after your cancer. Your health care team can help connect you with the organizations listed below or any other support services you require.

Transportation

At times, getting to treatment can be a hard task, especially if the hospital is far away. If you need help with transportation, speak with your social worker.

Financial help

When dealing with a cancer diagnosis, finances can be an added stress. Your social worker can assist you with this.

Community support services

Patient Family Learning Centre

The Patient Family Learning Centre has a lot of information available to help you manage your care. To learn more, visit:

www.stmichaelshospital.com/learn or
email patientandfamilylearning@smh.ca

Local Health Integration Networks

The Local Health Integration Network (LHIN) connects patients with the right health care services and information to support staying independent and active in the community. The services are provided at no cost to people of any age. Care coordinators can arrange healthcare services, discuss care options, as well as check your progress. If you would like more information, please contact the LHIN at the number below or alternatively, speak to a social worker who will better assist you.

Toronto Central LHIN

Website: www.torontocentrallhin.on.ca

Toll free: 1-866-243-0061

All cancers

Canadian Cancer Society

The Canadian Cancer Society has answers to questions about all types of cancers, diagnostic tests, treatments and many other topics. Their peer support services connect you with other people living with cancer. They can share ideas for how to cope. Other resources available are: financial aid questions, travel and accommodations, and an online cancer community.

Canadian Cancer Society

Website: www.cancer.ca

Phone: 1-888-939-3333

Wellspring: A Lifeline to Cancer Support

Wellspring programs are open to individuals diagnosed with any type of cancer and caregivers who are coping at any stage in the cancer journey. There are many programs available including individual and group support, coping skills, expressive therapies, educational workshops and presentations, and cancer rehab programs. Wellspring Centres offer services at no cost.

Wellspring

Website: www.wellspring.ca

Phone: 416-961-1928

Gilda's Club Greater Toronto

Gilda's Club Greater Toronto provides support, networking, educational and arts sessions.

- **Networking groups** provide the opportunity to bring together participants who have different interests to share experiences.
- **Educational sessions** help participants to learn new skills, tools, information and techniques in order to guide them through their cancer journey.
- **Support groups** are available for the entire family. They are for parents, youth, children, cancer survivors and individuals who are coping with the loss of someone due to cancer.
- **Arts programming** encourages personal expression, self reflection and promotes attendance at arts and cultural events in Toronto.

Gilda's Club

Website: www.gildasclubtoronto.org

Phone: 416-214-9898

Wig Salon & Accessories Boutique

The Wig salon offers a large selection of wigs and hair alternatives to men, women and children with cancer. It also provides special undergarments for mastectomy patients, as well as special purses for people with lymphedema or post-surgical edema. They provide a relaxed, private environment, and take the time to find products that meet your needs.

Wig Salon & Accessories Boutique Location: Princess Margaret
Cancer Centre, 3rd floor, Room 3-642

Hours: Monday to Friday, 9 a.m. to 4 p.m.

Phone: 416-946-6596

Nanny Angel Network

For mothers diagnosed with cancer, in treatment or in the early stages of recovery, a group of professional female care providers are available to provide child care at no cost. Nanny Angel volunteers offer assistance while mothers attend appointments or simply choose to rest. This organization also offers grief and bereavement support. Patients can apply directly for support via the website or by speaking with your social worker in the MDCU.

Nanny Angel Network

1000 Sheppard Ave. West, Suite 100

Website: www.nannyangelnetwork.com

Phone: 416-730-0025

Look Good, Feel Better

This program offers a free hands-on workshop (2 hours). It is for women whose appearance has been affected by cancer to learn how to look and a feel a little more like themselves again. Experts through the “Signature Steps” can help women learn simple cosmetic techniques, explore hair alternatives, and learn about cosmetic hygiene, nail and skin care.

Look Good, Feel Better

Website: www.lgfb.com

Phone: 1-800-914-5665

Cottage Dreams

Cottage Dreams is a program to help families touched by cancer to reconnect and rejuvenate at a private, donated cottage. Families only pay \$100.00 non-refundable application fee for a one-week get-away. The program is offered from June to December of every year.

Cottage Dreams

Website: www.cottagedreams.ca

Phone: 705-734-2737

Breast cancer

Rethink Breast Cancer

The mission of Rethink Breast Cancer is to provide educational materials, support and research that cater to young people under the age of 40.

Rethink Breast Cancer

Website: www.rethinkbreastcancer.com

Phone: 416-220-0700

Colorectal cancer

Colorectal Cancer Canada

Colorectal Cancer Canada raises awareness and provides education and support for patients and their caregivers.

Colorectal Cancer Canada

Website: www.colorectalcancercanada.com

Phone: 416-785-0450

Colorectal Cancer Resource & Action Network

This is an advocacy network for Canadians with colorectal cancer. All are welcome including people newly diagnosed, survivors, caregivers, or anyone looking for information about colorectal cancer. The network offers caring support and evidence-based information on how to manage the disease. It also offers one on one support from world-renowned experts.

Colorectal Cancer Resource & Action Network

Website: www.CCRAN.org

Phone: 416-809-2889

Stomach cancer

My Gut Feeling – Stomach Cancer Foundation of Canada

My Gut Feeling is a stomach cancer support network for patients, survivors and caregivers to provide peer-to-peer support, education, awareness and advocacy as they go through their cancer journey

My Gut Feeling

Website: www.mygutfeeling.ca

Phone: (647) 478-5414

Lymphoma, Leukemia, Myeloma

Leukemia & Lymphoma Society of Canada

This organization promotes research on leukemia and offers a variety of support programs for patients and their families. This includes First Connections, which matches you to someone who has been through treatment.

Leukemia & Lymphoma Society of Canada

Website: www.llscanada.org

Phone: 1-833-222-4884

Toronto and District Multiple Myeloma Support Group

The Toronto and District Multiple Myeloma Support Group has served the myeloma patient and caregiver community for 20 years. The support group was founded in 1997 by a myeloma patient who is also a nurse.

Toronto and District Multiple Myeloma Support Group

Website: www.myelomatoronto.ca

Phone: 905-648-5146 (Dave McMullen)

Pancreatic cancer

Pancreatic Cancer Action Network

This is a large network providing resources and direct supports to pancreatic cancer patients and caregivers.

Pancreatic Cancer Action Network

Website: www.pancan.org

Phone: 877-435-8650 (toll free)

Medical Day Care Website

For more information and resources, see the Medical Day Care website at www.stmichaelshospital.com/programs/medical-daycare

Understanding medical terms

adjuvant therapy: treatment given after, and in addition to, surgery to remove your tumour

alopecia: hair loss that may result from chemotherapy treatment

anemia: having low red blood cells or hemoglobin (part of your red blood cells)

anti-emetics: drugs that are used to treat nausea and vomiting

biopsy: a procedure in which doctors remove a sample, or small part, of your tissue to test it for cancer cells

CBC (Complete Blood Count): gives information about the kinds and number of cells in your blood; it may help doctors identify problems with your health

combination therapy: when more than one therapy is used to treat a disease (for example, getting radiation and chemotherapy)

fatigue: feeling weak and tired

febrile: having a fever

genetic testing: a DNA test to see if your children have an increased risk of developing cancer; a genetic counselor can help you with decisions relating to your test results

hemoglobin: part of your red blood cells that carry oxygen around the body; oxygen is needed for your body to produce energy

intravenous: injected into a vein

lymph nodes: part of your immune system; if your cancer has spread to your lymph nodes, this may affect your treatment plan

lumpectomy: surgery to remove a breast cancer lump

mastectomy: surgery to remove the breast, either partially or completely

metastasis: when the cancer spreads from one part of your body to another

neoadjuvant therapy: treatment given before surgery, often to shrink the tumour

neutropenia: having low neutrophils, which help fight infection; if you are neutropenic you are at a higher risk of developing an infection

Oncotype testing: a test for ER+ breast cancer that determines the risk of the cancer coming back and the benefits of chemotherapy

pathology: the characteristics of a tumour or tissue sample; the pathology helps determine your cancer diagnosis and treatment plan

platelets: small cell fragments that help with blood clotting; if your platelet count is low, you are at risk of excessive bleeding

prognosis: a prediction of the likely outcome of your disease

prophylactic: a procedure that aims to prevent a disease, rather than to treat or cure it

remission: when your cancer is no longer active; there is still a chance your cancer will come back

subcutaneous: below the skin; some chemotherapy/ treatments are given with a subcutaneous injection

Your health care team's contact information

My hematologist

Name: _____

Contact Info: _____

My surgical oncologist

Name: _____

Contact Info: _____

My radiation oncologist

Name: _____

Contact Info: _____

My medical oncologist

Name: _____

Contact Info: _____

My pharmacist

Name: _____

Contact Info: _____

My clinic nurse

Name: _____

Contact Info: _____

My social worker

Name: _____

Contact Info: _____

My dietitian

Name: _____

Contact Info: _____

Unity Health Toronto cares about your health. For health information you can trust, visit us online at **unityhealth.to/learn**.

This information does not replace the advice you receive from your health care provider. If you have questions, ask your health care team.

