

Your First Day of Chemotherapy or Biotherapy Treatment

- Come directly to the chemotherapy clinic and check-in with the secretary.
- eCheck-In is available in MyChart and can be completed 7 days prior and up to the time of your appointment.

What to bring:

Medications

- Bring all medications on your first day of treatment.
- Supportive medications for chemotherapy (medications ordered to be taken before your chemotherapy).
- Home medications used throughout the day (puffers, nitro spray, insulin, pain medications, etc.) or vitamins and herbal remedies.

Laptop, Paper and Pen

- Bring your chemotherapy/biotherapy folder and electronic devices. Inform us of your questions (It is best to write them down).
- Bring something to keep yourself occupied. Electronic devices, i.e. laptop with headphones (Free Wi-Fi is available).

Foods

- Bring your own foods or drinks.

What to wear:

- Dress comfortably – loose sleeves, button-down shirt if you have a port; dress in layers.
- Do not wear scented products or perfume.

Accompany:

- Limit to having **One** family member or friend per person in the Oncology Clinic.
- Children under 16 are not allowed in the chemotherapy suite.

Things to Remember:

- Eat a light breakfast prior to treatment (avoid gassy foods).
- Take anti-nausea and other medications as directed.
- Please arrive on time.
- Have flexible transportation arrangements because delays can occur.
- Put cell phones on silent/vibrate.
- Bring your appointment card with you for your next visit.

Upon each visit...

Tell us how you are feeling today by completing:

- The Edmonton Symptom Assessment System - revised (ESAS-r) screening tool prior to each chemotherapy treatment.
- The ESAS-r screening tool asks about common symptoms such as pain, fatigue, and anxiety. It takes less than 5 minutes to complete.
- Responding to ESAS-r can help your healthcare team know when you have symptoms that need support.
- The ESAS-r screening tool is available in MyChart and in paper form (upon request).
- If you (patient) are unable to complete the ESAS-r independently, a caregiver (e.g., family member, close friend) may assist in completing the ESAS-r as objectively as possible.

Your symptoms matter!

**If you have any question about ESAS-r or your symptoms,
please ask one of our oncology nurses.**

Inform us if:

- **Any of your medications change:** It is important to have the most complete and accurate current medication list possible, including over the counter medication and supplements, to screen for medication interactions and avoid medication errors such as duplications.
- You have been admitted to the hospital or have been seen at the emergency department between your chemotherapy or biotherapy cycles.

We will obtain:

- Your weight, vital signs and blood sample before each cycle of the chemotherapy or biotherapy infusion, or as ordered by oncologist.

Parking for Patients of the Oncology Clinic

- We would like to inform you of the parking options we are able to offer our patients for their chemotherapy infusions and subsequent follow ups in our clinic.
- We offer a reduced parking rate of \$ 3/per hour while receiving treatment in our clinic. This rate is valid **ONLY** on the day of your doctor's appointment prior to your infusion, as well as the day of your infusion.
- Reduced parking stamps are limited to one per patient, per day, with no in and out privileges.

How to validate your parking ticket

- Bring your parking ticket to the Oncology Clinic front desk at the end of your appointment to have your parking ticket stamped.



Once the ticket has been validated in the oncology clinic, you have 15 minutes to exit the parking lot before the cost of your stay begins to increase.

Payment Methods

- **Paying by Credit or Debit card.** The validated ticket can be paid for at the gate.
- **Paying by cash.** A pay station is available in Level 2 D-Wing by the Emergency Entrance.

Getting Dropped Off (Drop-Off Pass)



Please speak to the secretary to determine eligibility for a pass to use the 20-minute drop off spot for family members who dropped patients off for their chemotherapy.

Additional questions: Please contact Parking Office

Please address parking questions or concerns to the secretary and **not your physician.**

Getting to Mackenzie Health Oncology Clinic

Transportation Services

- **Wheels of Hope**- Canadian Cancer Society volunteer driving program.
 - Provides rides to and from cancer treatment appointments for people living with cancer.
 - Service may be limited based on driver availability.
 - There is an annual fee for this service
- **Transportation Services** -Community & Home Assistance to Seniors (CHATS)
 - Provides local and long-distance rides to medical appointments
- **Mobility Plus** – York Region Transit (YRT)
 - Provides a transit option for people with disabilities who are unable to use conventional transit
- **Wheel-Trans Service** – Toronto Transit Commission (TTC)
 - Provides a transit option for people with disabilities who are unable to use conventional transit

How do I get more information?

- For more information, please speak to our social worker.

Cancer medications – Precautions to consider:

Some cancer medications are strong drugs that help kill cancer cells in your body. These drugs may be given to you intravenously, orally or via injections.



Cancer medications leave your body through blood, urine, bowel movements, vomit, and sweat. On average, cancer medications remain in your body system up to 5 days.

How do I protect myself and my family?

- Wear nitrile gloves when handling body fluids or soiled items.
- Gloves should be discarded after each use and wash your hands with soap and water.
- All pregnant women, breast-feeding mothers, and children should avoid contact with cancer medications and bodily fluids or wastes.

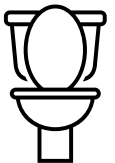


Contaminated linen and clothing

- Clothing, sheets and towels contaminated with body fluids should be handled with gloves.
- Wash contaminated in hot water using regular laundry detergent (x2 washes).
- Place all contaminated clothing and/or linen in a sealed double plastic bag until it can be washed.

Using the bathroom

- Sit on the toilet to urinate to avoid splash risk.
- Before flushing the toilet, close the lid. One flush is sufficient.
- Wash your hands with soap and water.
- If there are any splashes or spills, use soapy water or a bleach solution and paper towels to clean the area. Wear gloves while cleaning!
- You may use the same toilet and bathroom as others if you ensure that any splashes or spills are cleaned up.



Intimacy and sex

- It is safe to eat together, enjoy favorite activities, and hug and kiss your loved ones (including children) while taking cancer medications.
- Cancer medications may be present in vaginal fluid and semen.
- During your cancer treatment you and your sexual partner may have to do things differently or not have sex for a short period of time.
- It is possible to become pregnant while receiving cancer treatment. It is important to use 2 sources of reliable birth control method.
- Talk to your healthcare team for more information about how your treatment may affect your sexual health and fertility.



Spills

- If you are receiving chemotherapy treatments at home, you will be provided with a spill kit, verbal and written instruction of what to do if you have a spill of the chemotherapy at home.
- You will require detergent or soap solution and paper towel roll in addition to the spill kit, which you can purchase from the same place where you buy your other home cleaning supplies.

If one teaspoon or more cancer medication is spilled, it is considered a spill.

A chemotherapy spill requires immediate attention and must be contained to prevent further environmental contamination.

Step 1: Ensure that people and pets are moved away from the spill.

Step 2: Take all the items out from the spill kits (two pairs of nitrile or latex gloves, a mask, 2 blue plastic pad and 2 plastic bags).

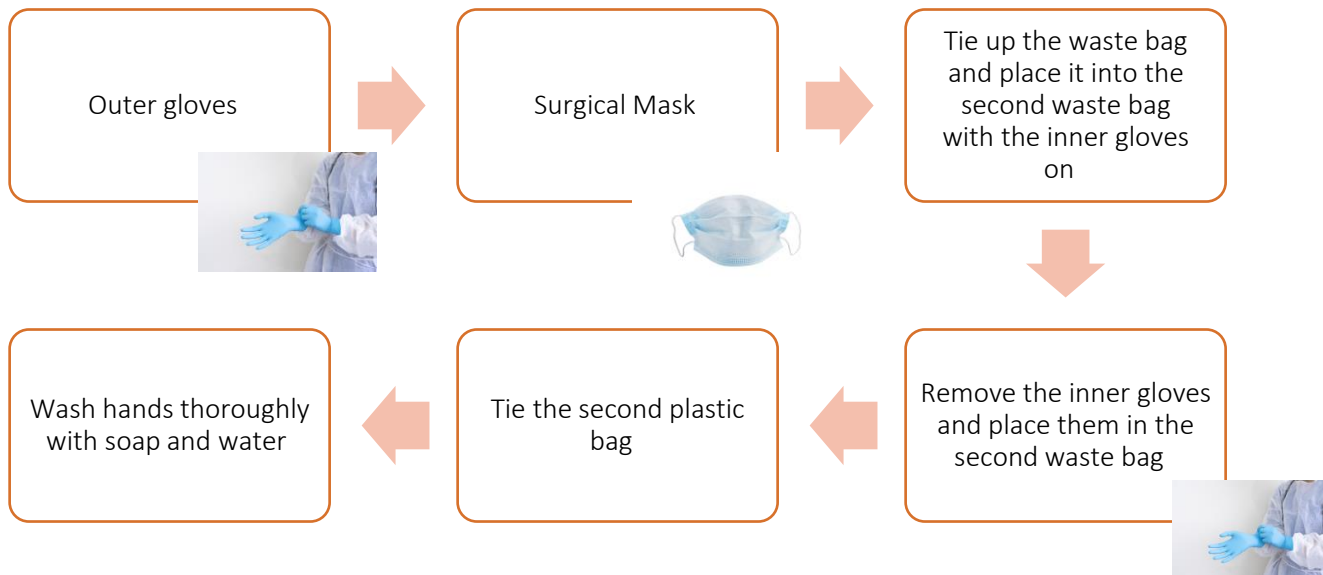
Step 3: Put on 2 pairs of gloves and mask. Clamp the catheter shut. Unscrew the Infuser pump tubing from the catheter.

Step 4: Place the blue pad(s) on the spill area, allowing time for the drug to be absorbed (avoid wiping).

Step 5: Clean the contaminated area with disposable cloths or paper towels and detergent three times, followed by two rinses with water. Clean from the least contaminated area to the most contaminated area.

Step 6: Dispose all materials used to clean the spill into the waste bag.

Step 7: Remove your gloves and masks in the following order and place them in the waste bag:



What to do if cancer medication gets on your skin or in your eyes?

If cancer medication gets on your skin:

- Immediately wash the area with soap and water, repeating the process at least once.
- Should your skin become red or irritated, consult your healthcare team.

If cancer medication gets in your eyes:

- If you wear contact lenses, immediately remove and discard them.
- Rinse your eyes with running water immediately. Ensuring water flows over your open eyes for at least 15 minutes.
- Contact your healthcare team.
- If your symptoms are severe, seek medical attention at the nearest emergency department.



Things to remember:

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- | | |
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| <ul style="list-style-type: none">• Always wear gloves when touching cancer medications.• Wash your hands before putting on your gloves and after taking them off. | <ul style="list-style-type: none">• Do not re-use gloves.• Do not crush or chew cancer medication.• Do not flush cancer medications down the toilet. |
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Call the number that was given to you by your oncology team and let them know your chemotherapy spilled.

Fever

If your temperature is:

38.3°C (100.9°F) or more, or
38.0°C (100.4°F) for over an hour.

Go to your nearest **Emergency Department**. Make sure to bring your most recent After Visit Summary (AVS), the Fever Card and a list of all your medications with you.

How to Manage Your Symptoms

What is cancer-related [Pain](#)?

This guide is for adults who have pain before, during or after cancer treatment and their family, friends or caregivers.

What is cancer-related [Diarrhea](#)?

This guide is for adults who have diarrhea before, during or after cancer treatment and their family, friends or caregivers.

Diarrhea can be a sign of a serious problem when you are on immunotherapy.

What is cancer-related [Constipation](#)?

This guide is for adults who have constipation before, during or after cancer treatment and their family, friends or caregivers.

What is cancer-related [Nausea and Vomiting](#)?

This guide is for adults who have cancer related nausea and vomiting before, during or after cancer treatment and their family, friends or caregivers.

How to Manage Your Symptoms

What is cancer-related [Fatigue](#)?

This guide is for adults who have cancer related Fatigue before, during or after cancer treatment and their family, friends or caregivers.

What is cancer-related [Anxiety](#)?

This guide is for adults who have Anxiety before, during or after cancer treatment and their family, friends or caregivers.

What is cancer-related [Loss of Appetite](#)?

This guide is for adults who have Loss of Appetite before, during or after cancer treatment and their family, friends or caregivers.

What is cancer-related [Depression](#)?

This guide is for adults who have cancer-related Depression before, during or after cancer treatment and their family, friends or caregivers.

What are cancer-related [Mouth Problems](#)?

This guide is for adults who have cancer-related mouth problems before, during or after cancer treatment and their family, friends or caregivers.

What is [Hand-foot Syndrome](#)?

This guide is for adults who have cancer-related mouth problems before, during or after cancer treatment and their family, friends or caregivers.

Monday to Friday, 8:00 am to 4:00 pm

Call if you have a concern about your cancer treatment related symptoms. You will be given the number of the oncology clinic on your first visit. You can leave a message on the answering machine from Monday to Friday, 8:00am to 03:30 pm. Leave the following information on the machine:

- Your full name.
- Your phone number.
- Details about your concern.

After Hours Telephone Symptom Management

- Mackenzie Health, in partnership with CareChart, offers an after-hours telephone service to support you in managing your cancer treatment related symptoms.
- CareChart is available after-hours, when hospital clinic is closed
- Call CareChart at **1-877-681-3057** for cancer treatment related symptoms
 - An operator will answer your call and forward your call to a specialized oncology nurse who will assist you.
 - If the nurse is not immediately available a Registered Nurse will call you back within 15-20 minutes.

How will my oncology team know what happened?

A nursing note will be sent to your oncology team immediately after telephone contact.

You may be asked to follow up with your clinic oncology nurse the next day. If so, the clinic will have received the information about the telephone call from the night before.

For other issues relating to your cancer center experience; for example:

- Checking or changing appointment times
- Renewing prescriptions

Please call the oncology clinic the next business day during regular office hours.

After-Hours Symptom Management: Patient Information Sheet

You will be given a one-page document with your diagnosis and treatment details. Have the information sheet with you during your call, the nurse may ask you for information from this document when assessing the symptoms.



[Video: Your voice matters. We are listening](#)

Your Voice Matters

Your Voice Matter is a set of questions that gives you a chance to share about your recent cancer center visit.

Your Voice Matters is confidential, meaning your answers will not be seen by your health care team.

You will be able to complete [Your Voice Matter](#) after you have completed [Your Symptoms matter](#).

You are helping Cancer Care Ontario to improve the experience of other patients across the province by sharing your thoughts.

If you need any assistance, ask one of our volunteer or staff.



Smoking Cessation

Quitting smoking is not easy, but it can help your cancer treatment work better. It is never too late to quit smoking. According to Cancer Care Ontario, quitting smoking at the point of cancer diagnosis can lower the risk of death and the chance of the cancer returning.

Please let our health care team know about your smoking status or if you would like to get support on quitting smoking.

What is Immunotherapy/Biotherapy?

- The term Immunotherapy and Biotherapy is being used interchangeably.
- Immunotherapy/Biotherapy uses your body's immune system to fight cancer.

Chemotherapy	Immunotherapy/Biotherapy
<ul style="list-style-type: none"> • Attacks cancer cell • Damages Healthy Cell as well 	<ul style="list-style-type: none"> • Tells your body's immune system to attack the cancer cell • Usually causes fewer side effects

Lungs

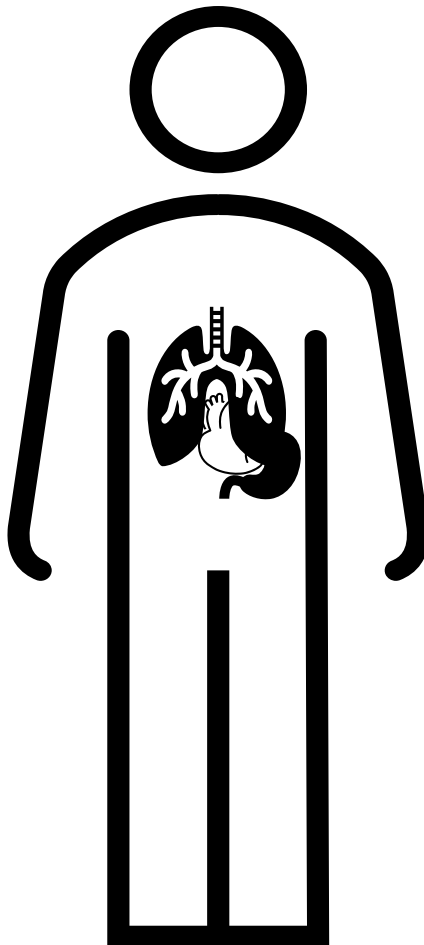
- New or worsening cough
- Shortness of breath
- Chest pain

Hormones

- Headache/dizziness
- Fatigue
- Weight changes
- Heat intolerance
- Heart irregularities

Others

- Fever
- Swelling
- Muscle or joint pain
- Muscle weakness



Liver

- Dark urine
- Easy bleeding/bruising
- Right-sided abdominal pain

Digestion

- Diarrhea
- Nausea/vomiting
- Dark stools

Skin

- Rash
- Redness
- Blister
- Itching
- Skin peeling
- Mouth sores



View [What is immunotherapy](#) by Dr. Parneet Cheema and RN Massey Nematollah

Cancer Care Ontario (CCO). [Immunotherapy Medications: What you need to know.](#)

Community immuno-oncology support kit (CIOSK). Urgent side effects of cancer immunotherapy.