

YOUR GUIDE TO ST THOMAS ELGIN GENERAL HOSPITAL

YOUR FIRST VISIT

Welcome to STEGH

The Systemic Therapy Clinic (Drug Therapy) is located on the ground floor of the South building. Now that you have checked in for your first visit, a clerk will kindly ask you to complete a short survey at one of the Symptom Screening kiosks. *Note: Due to COVID-19, some services in this guide may not be available. Ask your health care team if you have questions about information in this guide.*



Your Appointment

You may meet with several members of your health care team during your visit, like your Doctor, Resident, and Nurse. *This can take some time and your total time in the centre may be longer than your actual appointment. Thank you for your patience.*

While you Wait

There is a waiting room with a Patient & Family Resource Centre, free refreshments and snacks available.

Free wi-fi is available on "SE-guest" if you would like to access the internet with your mobile device.

Bloodwork

Your doctor may order bloodwork or a urine sample. You will have this done right in the treatment suite. Your healthcare team may need these results before your appointment. *This could add to your time spent waiting for your appointment.*



Parking

When visiting STEGH you will park in the South Parking Lot. You can pay by credit card or coin at the gate. The cost of parking is a \$5.00 flat fee.

My Care Guide

The My Care Guide will help answer many of your questions about your cancer care. You will find information on:

- Parking
- When to call for help
- Understanding your diagnosis
- Financial support
- Side effects
- Drug therapy
- Radiation therapy
- Counselling
- Nutrition and healthy living
- Community support
- After treatment

To access the guide, please visit www.lhsc.on.ca/lrcp. If you do not have access to the internet or a mobile device, talk to your healthcare provider.

AFTER YOUR FIRST VISIT

During your clinic visit, you will receive a “Clinic Appointment” information sheet that will tell you about:



- Who your healthcare providers are
- What your chart number is
- Who to call for help (LRCP telephone triage nursing and CAREChart@home after-hours nursing line)
- What you need to know for your follow-up visit
- Where you can go for more information

Please make sure that you receive this information sheet from your nurse before leaving the centre.

RESOURCES

Managing your Symptoms

Please visit the kiosk to do your symptom screen at each visit. This will help your care team manage your symptoms. More information on how to manage your symptoms is available from your care team and in the Patient and Family Resource Centre.

Resources at London Regional Cancer Program (LRCP)

Ask your care team or visit the LRCP website for more information about who to call for support at the cancer centre.

- Drug Access Facilitator (519-685-8600 ext. 54519)
- Indigenous Patient Navigator (519-685-8600 ext. 75471)
- Supportive Care (Social Work, Dietitian, Financial Assistance) (519-685-8608; your health care provider can refer you or you can call to book an appointment yourself)
- Telephone Triage Nursing (TTN) line (519-685-8600; press '1' for patient then '3' to speak to a nurse)
- CAREChart@home after-hours nursing line (1-866-681-3057)



Community Resources

Some people choose to access resources and support in their community. Check out some of the resources available through the organizations listed below:



- Wellspring (519-438-7379 or <https://wellspring.ca/london-region/>)
- Wheels of Hope - volunteer drivers (1-800-263-6750)
- CancerChatCanada (<https://cancerchat.desouzainstitute.com/about>)
- Canadian Cancer Information Service (1-888-939-3333 or e-mail info@cis.cancer.ca)
- Canadian Cancer Society Peer Support and Community Groups