

Grandmother
Chickadee's
Medicine Altar



FIRST NATIONS Patient Guide



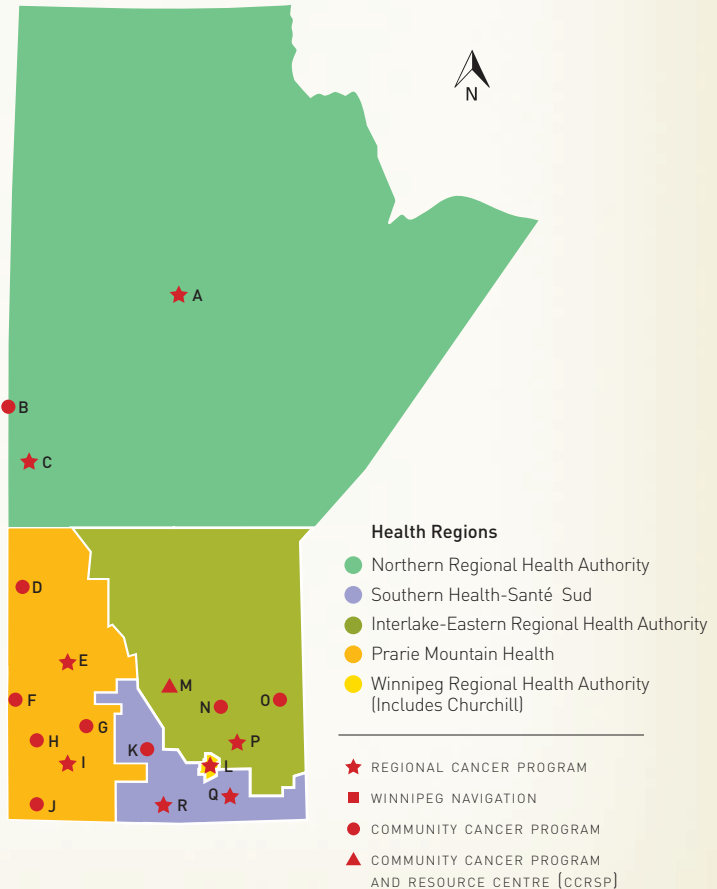
Do you live outside of Winnipeg?

Ask your health care team if there is treatment closer to home.
 Ask if you can see your cancer doctor by **Manitoba Telehealth**
 [a private video conference at a health facility closer to home].

COMMUNITY CANCER PROGRAMS IN MANITOBA

Bringing Cancer Care Closer to Home

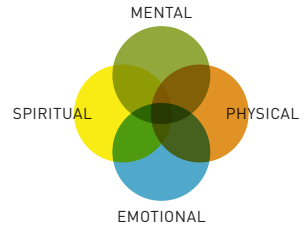
- A THOMPSON
- B FLIN FLON
- C THE PAS
- D SWAN RIVER
- E DAUPHIN
- F RUSSELL
- G NEEPAWA
- H HAMIOTA
- I BRANDON
WESTERN
MANITOBA CANCER
CENTRE
- J DELORAINE
- K PORTAGE
LA PRAIRIE
- L WINNIPEG
- M ERIKSDALE
- N GIMLI
- O PINAWA
- P SELKIRK
- Q STEINBACH
- R BOUNDARY TRAILS



Introduction

Boozhoo, Wotziye, Tansi, Salut and Welcome to CancerCare Manitoba.

The health care team at CancerCare Manitoba is here to help you with your cancer journey. We encourage you to ask questions to help us provide you with the best possible care.



Cancer affects your physical body, and it touches the mental, emotional and spiritual parts too. CancerCare Manitoba believes in a balanced patient, family and community-centred focus where care is provided with compassion and sensitivity.

The purpose of this Patient Guide is to:

- explain cancer
- introduce the people on your health care team
- list the many services that are available to support you
- help you get ready for your first appointment at CancerCare Manitoba

Underserved Populations Program

Education & Liaison Nurse

204-799-0971 or toll free **1-855-881-4395**

changingthepath@cancercare.mb.ca

The education and liaison nurse can link you to interpreters, spiritual/cultural care, resources and support. Call if you need assistance or have:

- questions about your treatment plan or delays
- difficulties accessing benefits from FNIHB
- challenges because you must travel for treatment

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Pain and discomfort

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Need help quitting smoking?

Contact numbers and information about the Quit Smoking Program.



Please tell us if you have First Nations Status because we want to make sure you receive appropriate resources.

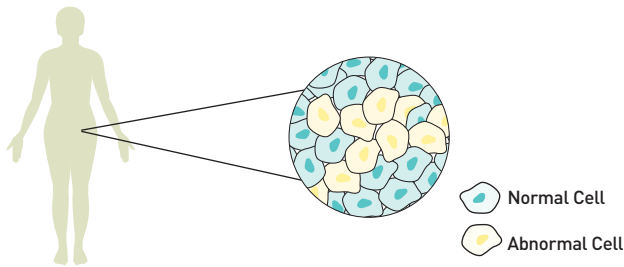
If your medicine is provided by Non-Insured Health Benefits (NIHB) tell the clinic nurse. The health care team will ensure you get the medicine you need and prevent delays.

Basic Cancer Information

What is cancer?

Cancer is not just one disease.

- There are more than 200 types.
- The human body has billions of cells. All the cells grow and work together in a certain way so that the body works. Sometimes cells change. These cells are abnormal. The abnormal cells grow out of control and cause a tumour (lump) or fluid to form. Sometimes cancer cells simply interfere with your body making you sick.



What causes cancer?

There might be more than one cause. Often we don't know what caused the cancer.

- Some of the causes of cancer we can control such as diet and lifestyle.
- Some causes of cancer can't be controlled.

Talk to your doctor or nurse if you have more questions about what caused your cancer.

How does the doctor know you have cancer?

Your doctor uses the information from tests such as blood work, scopes and scans to get your diagnosis.

Words you may hear

Words	Meaning
diagnosis	Describes your tumour (lump) or illness. The diagnosis tells us if you have cancer and what type it is.
biopsy	A doctor takes a small piece of your tissue or body fluid to test it.
tissue	Tissue can be anything your body is made of such as skin, an organ, muscle or any other body part. Your tissue is sent to the pathology lab for testing.
benign	Benign means it is not cancer. A benign tumour does not spread to other body parts.
malignant	Malignant means it is cancer. The tumour (lump) or disease has the ability to spread and move to other body parts.
grade	The grade of cancer tells your doctor how abnormal the cancer cells look under a microscope. The grade helps us to know how fast the cancer cells might grow and spread.

cont'd on page 6

In many First Nations languages there is no word for cancer. The disease has been described as “a bug eating your insides” – *Manichos* in Cree and *Manichosh* in Ojibway. It is also known as “the great sickness” – *Kitchi-akoosowin* in Oji-Cree.

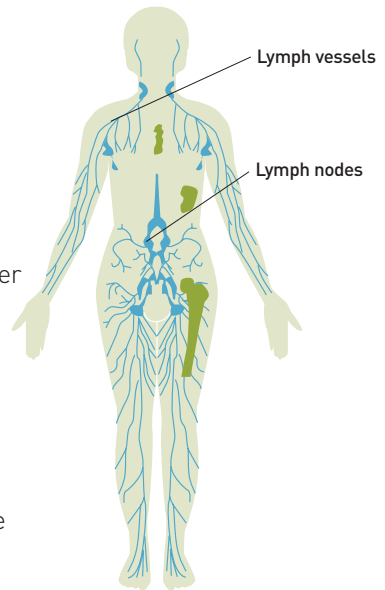
Basic Cancer Information (cont'd)

lymph nodes	Lymph nodes are small round organs found in your body that help you to stay healthy (see the picture below). Lymph nodes are part of the lymphatic system. The lymphatic system carries a clear, colourless fluid called lymph. The lymphatic system can carry cancer cells to other body parts.
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How is cancer treated?

Your treatment will depend on:

1. the type of cancer
 2. stage or whether it has spread
 3. your overall health
 4. your choice
- More than half of all people with cancer will have surgery (an operation)
 - Almost one third will have radiation therapy (special x-rays used to kill cancer cells)
 - One third will get chemotherapy (medicine either given using a needle or in a pill that kills cancer cells).



Oral anti-cancer medicine:

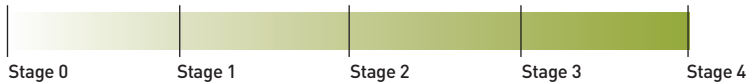
Chemotherapy and other medicine you can take in a pill

Some patients will take pills instead of medicine through a needle (intravenous medication). This does not mean that the medicine is weaker or less effective. Please ask your nurse about how to safely store and take these pills at home.

There are teaching sessions available for you and your family.

What is a stage?

Stage is a word used to describe how much the cancer has grown and spread. All cancers are staged a little differently. Cancers are usually staged as Stage 0, Stage 1, Stage 2, Stage 3 or Stage 4.



Stage 0

Means some cancer cells were found but not a tumour (lump).

Stage 1

Means that the cancer is only growing in one place.

Stage 2 & 3

Means the cancer is bigger than Stage 1 and/or it has spread to the lymph nodes.

Stage 4

Means the cancer has spread to other parts in the body. Stage 4 cancer usually can't be cured but often we can control the growth of cancer with treatment.

Receiving tomorrow's treatment today: Clinical trials

A clinical trial is research involving people. Clinical trials can test new medicine, new ways to do surgery, or new ways to give radiation.



By enrolling in a clinical trial you are helping researchers uncover better ways to treat, prevent, diagnose and understand cancer. Ask your doctor if there is a clinical trial that you might be able to participate in.

Your first appointment

As you get ready to come to CancerCare Manitoba, please bring these items with you:



- list of your medications**
(or bring the bottles the medicine came in).

- Tell the health care team about any herbs, vitamins and supplements you take, including any drops or lotions you use.



- Manitoba Health Card** (purple and white card).

- If you don't have a Manitoba Health Card, call 204-786-7101 or toll free 1-800-392-1207 to get one.



- forms that you have that need to be filled out by the doctor or nurse.**

- You might not have any.



- your health history**, including:

- major illnesses
- past surgeries
- allergies



- other important papers you may want to show the health care team (eg. Advanced Care Plan)**

An Advanced Care prepares you and your family for the unexpected. If you have one please bring it with you.



- bring family member or friend**

What is a Living Will or Advance Care Plan?

A paper that you have filled out to tell us what kind of care you would like to have if you find yourself in a hospital and you can't speak for yourself. The Winnipeg Regional Health Authority offers the Advanced Care Plan to all patients regardless of their illness or how serious it is. Please ask your health care team if you want to learn more about this.

First Appointment at CancerCare Manitoba

What will happen at your first appointment?

1. You may be asked to change into a hospital gown. Your height and weight will be recorded.
2. You will be asked many questions. More than one member of the health care team will be asking questions and different people might ask the same questions. We need this information to give you the best possible care.

Examples of common questions:

- What brought you here today?
 - What is your usual health?
 - What are your past illnesses or surgeries?
 - What is your family's health history?
 - Do you work outside of the home?
Where do you work?
 - Who lives with you?
3. The health care team will ask to look at the area of your body related to your illness.
 4. We will talk about your choices for treatment.
 5. We tell you what is going to happen next.

Before you leave, ask the nurse or clerk about your next appointment.

- Ask your health care team questions
- Tell us if your medicine is paid for by Non-Insured Health Benefits (NIHB). We can help with delays or denials.

How do we contact you?

- Make sure your health care team knows your phone number and home mailing address.
- Do you live in a different community but are staying here for treatment? Share your contact information with your health care team in case we have to contact you between appointments.



Are you running late?

Please try to call the clinic if you are going to be late. Come to your appointment even if you are late. We will do our best to fit you in.

Questions for your Health Care Team

What questions do you want to ask the health care team?

It's a good idea to write questions down before your appointment so you don't forget to ask something.

Example:

- What is the goal of treatment?
- What should I do if I feel sick or in pain at home?
- If I'm not feeling well, when should I call the nurse?

Other questions:

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A question for you

What does the team at CancerCare Manitoba need to know about you as a person to give you the best care possible? Tell us.

Leaving the province for care?

Manitoba Health will only cover services that you can't get in Manitoba. First Nations and Inuit Health Branch of Health Canada will also need to be notified if you have First Nations Status. Please talk to your doctor and/or the Patient Representative before you leave the province for health care. You don't want to get a medical bill you didn't expect.

Patient Representative 204-787-2065 or toll free 1-866-561-1026

Getting to CancerCare Manitoba

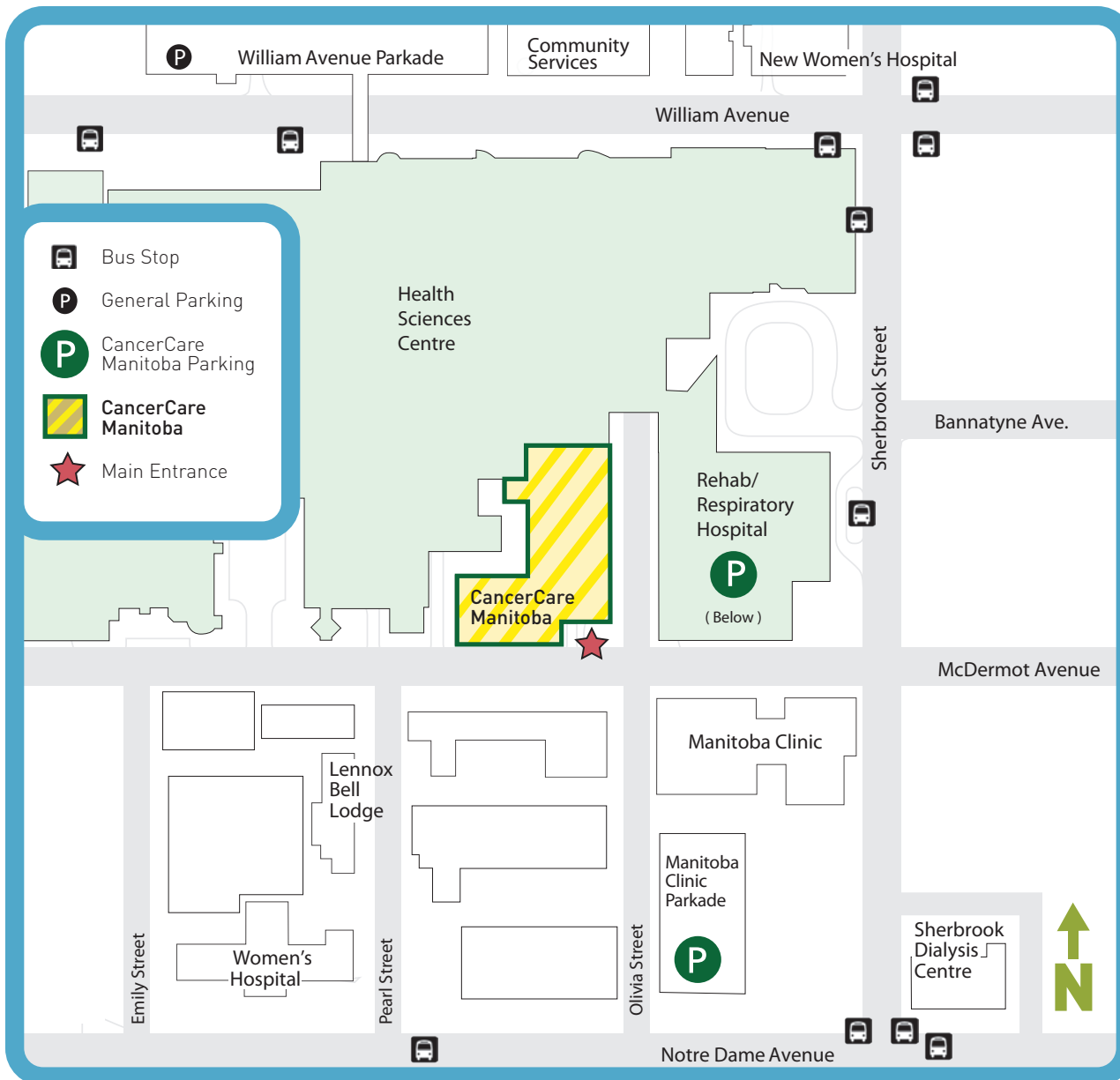
Site	Location	Hours	Contact
CancerCare Manitoba on McDermot Avenue (beside Health Sciences Centre)	675 McDermot Avenue Winnipeg, MB	8:00am to 4:00pm Monday to Friday	204-787-2197 Toll-free: 1-866-561-1026 hsc.mb.ca
St. Boniface CancerCare Manitoba (in St. Boniface Hospital)	409 Tache Ave. O Block (near south entrance) Winnipeg, MB	8:00am to 4:00pm Monday to Friday	204-237-2033 Toll-free: 1-866-561-1026 sbgh.mb.ca
Victoria General Hospital Site	2340 Pembina Hwy. Winnipeg, MB	8:00am to 4:00pm Monday to Friday	204-477-3328 vgh.mb.ca
Grace Hospital	400 Booth Drive Winnipeg MB	Hours vary	204-837-0246 gracehospital.ca
Western Manitoba Cancer Centre	300 McTavish Ave. East Brandon, MB Enter the metered parking lot from McTavish Avenue.	8:00am to 4:00pm Monday to Friday	204-578-2222 brandonrha.mb.ca/en/Cancer_Resources/

For more information on CancerCare Manitoba (CCMB) sites call toll-free 1-866-561-1026

Community Cancer Programs Network (CCPN) Sites

You may be able to have care for your cancer closer to home. The Community Cancer Programs Network (CCPN) is a CancerCare Manitoba program for patients living outside of Winnipeg. The CCPN works with the Health Regions in Manitoba to provide care closer to home.

For more information visit cancercare.mb.ca/ccpn or call 204-784-0224.



CancerCare Manitoba

675 McDermot Avenue

(Beside Health Sciences Centre)

- All parking in front of the CCMB building is pre-pay handicapped parking.
- There is a drop-off /pick-up zone at the main entrance.

For more information on current parking rates and directions see the Health Sciences Centre Website

www.hsc.mb.ca

* parking fees vary

Getting to CancerCare Manitoba



CancerCare Manitoba St. Boniface Hospital Site 409 Taché Avenue

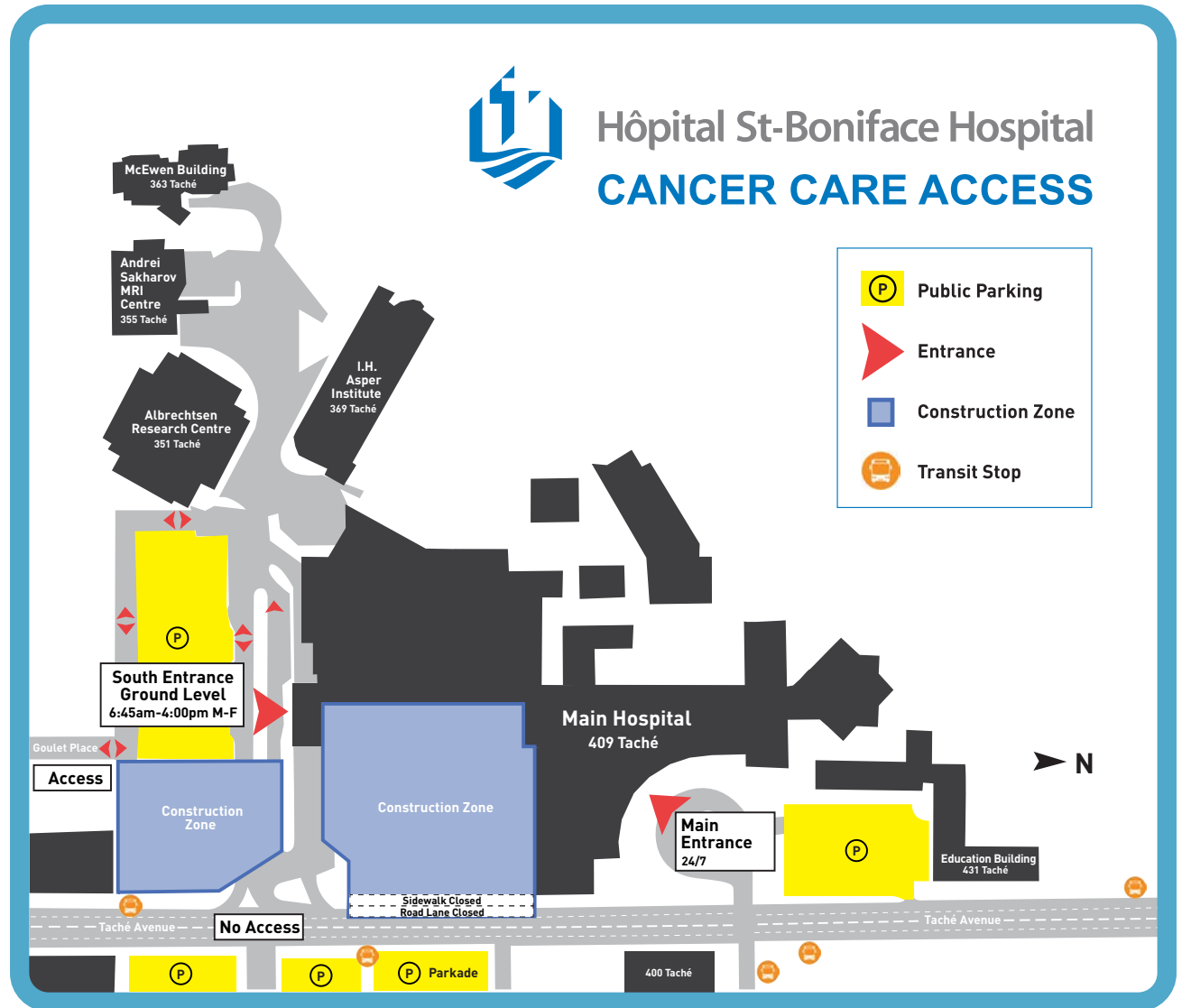
Enter at the **South** Entrance.

The entrance to CancerCare Manitoba's St. Boniface unit is on the south side of the hospital just past the emergency room entrance. CancerCare Manitoba is in the O Block, the southwest wing of the hospital.

For more information on current parking rates and directions see the St. Boniface Hospital website: www.sbgh.mb.ca.

Do you have an appointment at another hospital or clinic?

Please call the number provided with your appointment to ask for directions to these hospitals.



* parking fees vary



Don't forget...

- Give yourself extra time.
- Plan your parking and bring money for the parking meter or pay station or download the PayByPhone App.



Parking lots near the hospital charge \$4-5 per hour. If your appointments take several hours, you might be paying \$20 or more. For long stays, street parking can be more expensive.



Sometimes we have unexpected delays. If you are waiting and your parking is going to run out, tell us you are leaving the clinic area to extend your parking. Your health care team will make sure you don't lose your turn.



Ask about our Consultation Recording Service

CancerCare Manitoba offers an audio recording of the conversation you have with your cancer doctor at important appointments. You can listen to it again by yourself or share it with others.

The Health Care Team



Your health care team

Your health care team may include some of the people below:



1. Oncologist (cancer doctor)

The doctor will look at the areas of your body related to your tumour (lump) or illness and ask you questions. They will explain treatment options. They will talk about the risks and benefits of each option. The doctor makes the treatment plan. Your cancer doctor will give you advice and medicine when you have pain or discomfort from the cancer or the treatment.



There are three different types of cancer doctor:

- **Medical Oncologist**

This doctor treats cancer with medicine (chemotherapy, hormones or other anti-cancer drugs).



- **Radiation Oncologist**

This doctor treats cancer using radiation therapy.



- **Surgical Oncologist**

This doctor treats cancer with surgery. The surgical oncologist may also be the person who takes a small sample of your lump or a small sample of your body part affected by the illness for testing. This sample (biopsy) can help us determine if you have cancer or what kind of cancer it is.



2. Family Practice Physician in Oncology (FPO)

A family doctor who has extra training and experience with caring for people with cancer. At CancerCare Manitoba, many patients see an FPO instead of an oncologist while they are taking chemotherapy. The FPO has the expertise and time to give you relief from any sickness or discomfort the medicine might cause. The FPO works closely with the oncologist to ensure you get the best possible care.



3. Physician Assistant (PA)

This person has special training who works very closely with your cancer doctor. They might see you at some appointments instead of your cancer doctor. They can examine you and do procedures without the doctor being there.



4. Nurse Practitioner

This nurse has extra education and can take the place of the doctor in your clinic. They work closely with your cancer doctor.



5. Nurse

This person manages your care. The nurse knows everything about your care plan. Call the nurse if you have questions about your illness, treatments, pain or discomfort.

What is “Watchful Waiting”?

For some people the best treatment is to **watch** carefully and **wait** for a change.

The cancer doctor will tell you if this is a safe option.

If you choose **watchful waiting** your health care team will tell you a plan for regular tests, scans or other appointments where there is a cancer check-up. If your cancer changes other treatments might be recommended.

The Health Care Team (cont'd)



6. Clerk

This person books your appointments. Call the clerk if you need to change an appointment.



7. Unit Assistant

This person may take your height and weight. They may take you to the exam room and help you as needed.



8. Pharmacist

This person is an expert on the medicines you are taking. The pharmacist works closely with the cancer doctor to make sure you take the right medicine. They can tell you about your medicine and available financial coverage.



9. Radiation Therapist

This person gives radiation treatments. Ask your radiation therapist any questions about your treatment, or about treatment effects such as changes to your skin or if you feel unwell.

CancerCare Manitoba is a teaching facility.

Students, interns and residents may be involved in your care. They are supervised and you can be confident they work closely with your health care team members.

Some clinics at CancerCare Manitoba work in a team model.

This means you could see any of the doctors on the team. Just because your appointment names a doctor, that does not guarantee that is the doctor you will see. When the doctors work as a team, all the doctors on the team are involved in your care.



10. Resident

A doctor who works with your cancer doctor to get specialized training.



11. Medical Student

A person in medical school.



12. Other Professionals, Students and Visiting Doctors

Please ask the health care team questions if you are unclear about who people are and what their responsibilities are.



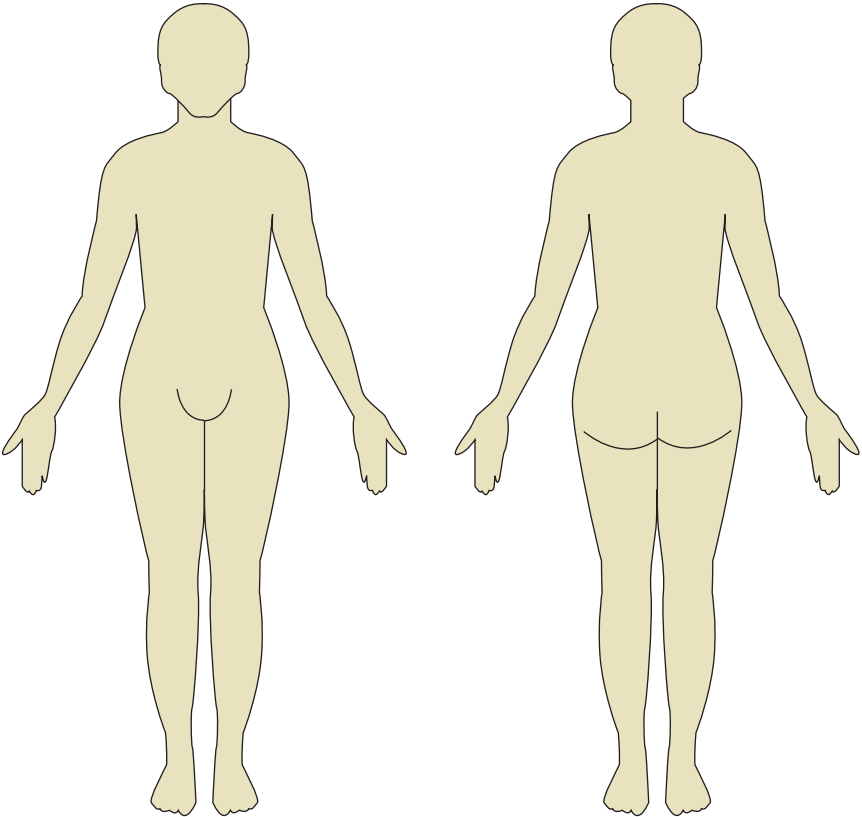
Treatment Plan: What is your treatment plan?

Diagnosis:

Name of your tumour/lump or illness:

Treatment Options:

- | | |
|--|---|
| <input type="checkbox"/> Surgery | <input type="checkbox"/> Other Anti-cancer medicine |
| <input type="checkbox"/> Chemotherapy | <input type="checkbox"/> Watchful Waiting |
| <input type="checkbox"/> Radiation Therapy | |



You can take notes here:

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There may be unexpected changes in appointments for surgery and biopsies due to emergencies at the hospital.

Please call the clerk to report a cancellation or change of appointment outside of CancerCareManitoba.

Patient and Family Support Services

Skilled professionals can help and support you or your family if you have cancer.

For more information about these programs and services please call 204-787-2109 or Toll-free 1-866-561-1026



Psychosocial Oncology: 204-787-2109

Cancer affects not only the physical body, but also the emotional, social and spiritual aspects of a person and their family or loved ones.

- CancerCare Manitoba counselors have experience, training and knowledge to help you and your family cope with cancer and its treatments.
- A Spiritual Health Specialist is also available.

Ask about:

- Information sessions.
- Support groups.
- Special programs like Yoga & Cancer, Art Therapy, Mindfulness Practice and more

For support groups and programs go to www.cancercare.mb.ca under Patient & Family, click on Current Program listing.



Nutrition Services 204-787-2109

Clinical Dietitians can help with nutrition before, during and after treatment. Call to arrange an appointment or ask your nurse to arrange one for you, if you have:

- questions about what to eat during treatment
- problems with eating or a poor appetite
- unexpected weight loss
- questions about supplements or alternative therapies



Breast & Gyne Centre of Hope
204-787-2970 or toll free at 1-866-561-1026
1018-675 McDermot Avenue
(First Floor in CancerCare Manitoba)

Looking for information on breast cancer?

CancerCare Manitoba's Breast & Gyne Cancer Centre of Hope provides information and support to help understand breast cancer, make treatment decisions and find resources. Call and make an appointment with our Breast & Gyne Cancer Patient and Family Educators.

Are you from rural or northern Manitoba?

Call us and we will mail information to you. We can connect you with a community contact volunteer closer to home.



Patient and Family Resource Centre
204-787-4357

CancerCare Manitoba at 675 McDermot Avenue
located on the main floor in Room #1016

A quiet place to relax and find information.

You are welcome to:

- Relax with a cup of coffee, tea or juice
- Borrow a book from the lending library
- Use the public computer
- Make local phone calls

**All support services are available
at no cost to you and your family.**

Phone 204-787-2109
Or toll free 1-866-561-1026

Patient and Family Support Services (cont'd)



Speech Language Pathology

204-787-2109

Speech language pathologists help patients having problems with speech, voice, eating and swallowing. Call to arrange an appointment or ask your primary nurse to call for you.



Guardian Angel Caring Room: Wigs and Headwear

204-787-4180 or 1-866-561-1026 toll-free.

You can borrow wigs, scarves, turbans and hats for free. Fitting appointments are recommended.

Look Good Feel Better Program

These workshops will teach you about skin care, make-up and how to wear wigs/head coverings.

Call 1-800-914-5665 to register.

The Navigator Newsletter

The Navigator is monthly newsletter and calendar of cancer related support groups, information sessions and other programs. The Navigator newsletter can be found online.

Visit cancercare.mb.ca

Click on the **Patient and Family** tab, then click on **Support Services**.

If you would like to receive the Navigator Newsletter by mail, please call 204-787-2970.



What is Palliative Care?

Care that makes patients feel better, but doesn't cure the cancer itself is often called palliative care.

All patients have a right to comfort and quality of life throughout their care. It includes stopping or preventing cancer symptoms and the unwanted effects of treatment. The goal of palliative care is comfort.

Palliative care can also mean getting social, emotional and spiritual support during and after cancer treatment.

Some cancer treatments may be given to help relieve pain and other discomfort. This is called palliative radiation or palliative chemotherapy. The treatments may be given to shrink a tumor or slow down a tumor's spread. The treatments may make you feel better but they don't cure the cancer.

Support and Assistance

Toll free number for CancerCare Manitoba **1-866-561-1026**

Sexuality Counsellor:
Dr. Anne Katz
204-787-4495 (direct line)

Many people with cancer experience problems with body image, sexuality or sexual functioning. A certified sexuality counselor is available to help you with any concerns you may have. You can call her directly to set up an appointment or the primary nurse can send a request for an appointment.

Patient Representative
204-787-2065 or 204-235-3445
Toll-free 1-866-561-1026

Talk to the Patient Representative if you have questions, complaints, concerns or compliments about your care. We are working to make the cancer journey better. Share your:

- Complaints
- Inquiries
- Compliments

Education and Liaison Nurse
204-799-0971

Toll free 1-855-881-4395

The education and liaison nurse can link you to interpreters, spiritual/cultural care, resources and support. Call if you need assistance or have:

- Questions about your treatment plan or delays
- Difficulties accessing benefits from FNIHB

Challenges because you must travel for treatment.

WRHA Indigenous Health - Patient Services

204-940-8881

Toll free 1-877-940-8880

Provides interpreters, spiritual/cultural care, discharge planning, advocacy.



Please ask us to direct you if you can't find a suitable washroom.

CancerCare Manitoba's MyCare Patient App (Noona)

The MyCare Patient App (Noona) is an app designed for patients to virtually and securely connect with their CancerCare Manitoba care team. This can help with symptom tracking and ongoing assessment over the course of the patient journey.



Download
the app
by scanning
the code.

Get Started with Noona

1. **Download** the app if you will be using a smartphone/tablet to communicate.
2. Contact your care team to **request** your Noona account activation link.
3. Your care team will send you an email and/or text with the **account activation link**.
4. **Activate your account and start connecting** with your team via Noona!

Note: If you do not have a smartphone/tablet you can use a computer and skip Step-1.

Visit cancercare.mb.ca/Patient-Family/noona for more information.

Cancer Navigation Services

Works closely with you, your family, your primary care and cancer care team to help and support you during your cancer journey.

They help with timely and appropriate access to the cancer care system.

Any health care professional can refer you to the Nurse Navigators or you can contact the Navigation office near you toll free.

See next page for more information.

Traditional Medicine

Do you have questions about using Traditional Medicine when you have cancer?

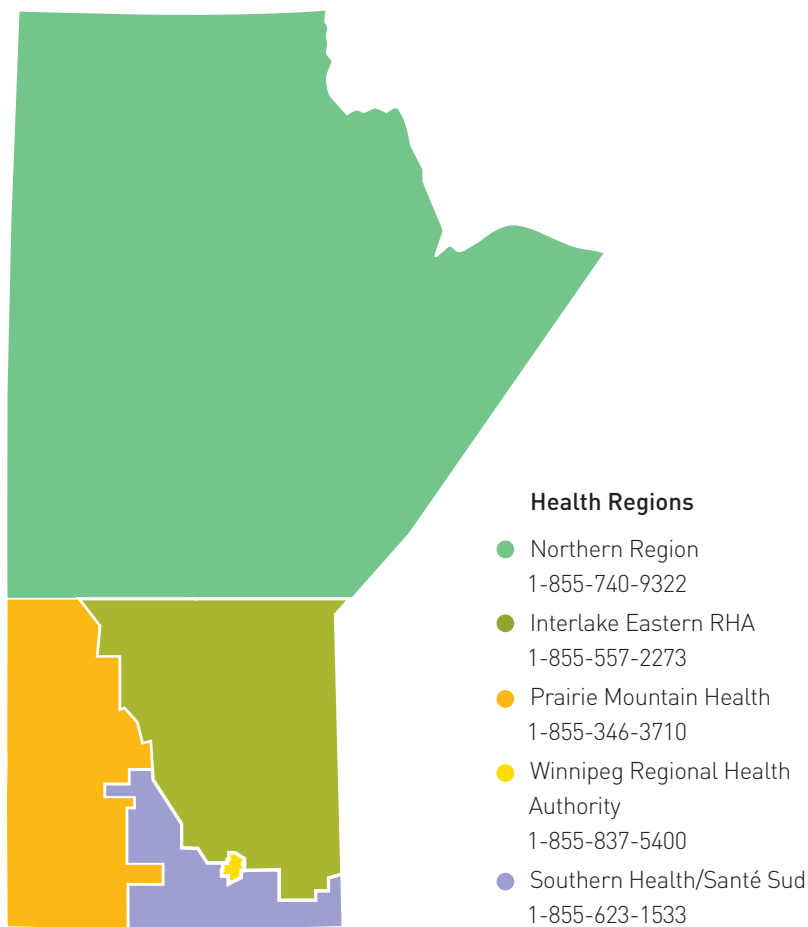
- Talk to your health care team.
- Talk to the Education and Liaison Nurse at the Underserved Populations Program

Education & Liaison Nurse
204-799-0971
Toll free 1-855-881-4395

We will work together in a respectful way.

Support and Assistance (cont'd)

Manitoba Cancer Navigation Services



Underserved Populations Program can also help you access CancerCare Manitoba services. Call the *Education & Liaison Nurse* (204)-799-0971 or toll free at 1-855-881-4395

Other Services

Patient Assistance Coordinator

204-260-9644

Volunteers are ready with a smile and a guiding hand to make your visit easier.

- Call ahead to register and we will meet you when you arrive.
- We can meet you at the door with a wheelchair.
- We will help you find your clinic.
- We can help you find a taxi.

Northern Patient Transportation Program

1-800-290-1098

Transportation costs to patients, who are not already covered by Non-Insured Health Benefits, are reimbursed through this program for patients who live North of 53 degrees on the west side of Lake Winnipeg or North of 51 degrees on the east side of Lake Winnipeg. You may need to get a doctor's note.

The Canadian Cancer Society Wheels of Hope

The Canadian Cancer Society Wheels of Hope provides safe, reliable, and subsidized transportation services for cancer patients. A volunteer driver can pick you up and take you to your appointments and take you back home.

Who can use the service?

- Must live within one of the Canadian Cancer Society service areas.
- Have a cancer diagnosis and receiving treatment, or have received treatment, within the last 12 months.
- Able to walk to and from an automobile.
- Able to travel without supplementary oxygen (not using oxygen).

How do I register?

You will need a referral to Wheels of Hope from a health care professional on your clinic team (e.g. Oncologist, Nurse, Social Worker). Note: Patients are registered for one year at a time. A fee is charged for this service. Call 1-888-939-3333.

Support and Assistance (cont'd)



CancerCare Manitoba Medical Legal Department (Medical Records)

204-787-2266

Do you want copies of your CancerCare Manitoba chart?
Fee may be charged.



Health
Canada

Santé
Canada

Non-Insured Health Benefits (Manitoba) First Nations & Inuit Health Branch, Health Canada

1-800-665-8507

Pharmacy/Medical Supplies & Equipment/Vision

1-877-983-0911 fax (toll free) 204-984-7834 or 204-984-7458

Medical Transportation

1-877-505-0835

Dental

All numbers are toll free.



Need an interpreter?

When arranging an appointment at CancerCare Manitoba, please tell us if you need a sign language interpreter or other language interpreter. We will arrange for an interpreter to be present at all your appointments free of charge.



Your Family Doctor/Nursing Station: Everyone needs a local health care provider such as a family doctor, nurse practitioner or a nursing station to help with their care. The doctors at CancerCare Manitoba work with your family doctor, nurse practitioner or nursing station to provide you with the best care possible.

- The family doctor, nurse practitioner or nurse is a great person to ask for help managing pain or discomfort.
- A family doctor, nurse practitioner or a nursing station is needed to take care of your health care issues not related to cancer.
- The family doctor, nurse practitioner or nursing station might be asked to follow you with a special plan when it is time to discharge you from CancerCare Manitoba.

What if I don't have a family doctor?

Contact the Family Doctor Finder

204-786-7111 or toll free 1-866-690-8260

If you can't find a doctor with the Family Doctor Finder please tell your Primary Nurse at CancerCare Manitoba.

Manitoba Home Cancer Drug Program

Is there help to pay for my medication?

The Manitoba Home Cancer Drug Program is for Manitobans with cancer. The program pays the cost of approved oral cancer medications (those in pill form) and some specific support drugs (like medicines to help with nausea) which are purchased in a Manitoba pharmacy.

What do I need to do ensure that I have coverage through the Manitoba Home Cancer Drug program?

- Sign up for Pharmacare (applications are available at Manitoba pharmacies).
- Ensure you file any income taxes that may be required for the Pharmacare application.
- Ensure Pharmacare is in place prior to your appointment, as much as you possibly can.
- At your first appointment, the clinic staff will send in a registration form for the Home Cancer Drug program. If Pharmacare is in place, the registration should take 1 to 2 business days to become active.
- Once Home Cancer Drug program coverage is in place, there should not be a cost for the eligible prescriptions picked up at a Manitoba pharmacy. If there is a cost being charged by the pharmacy, please do not pay for the prescription but rather contact the Manitoba Pharmacare Program to ask about any coverage issues.

What if I am not eligible?

If you are not eligible for Pharmacare (and therefore the Home Cancer Drug Program), please tell your clinic nurse or doctor which drug plan (if any) provides coverage for your medications.

For information on the Manitoba Home Cancer Drug Program call:

The Manitoba Pharmacare Program
Phone: 204-786-7141 or Toll-free at
1-800-297-8099 Monday to Friday
8:30 a.m. to 4:30 p.m.

Non-Insured Health Benefits (Manitoba) First Nations & Inuit Health Branch, Health Canada

Pharmacy/Medical Supplies & Equipment 1-800-665-8507

Other Contact Numbers:

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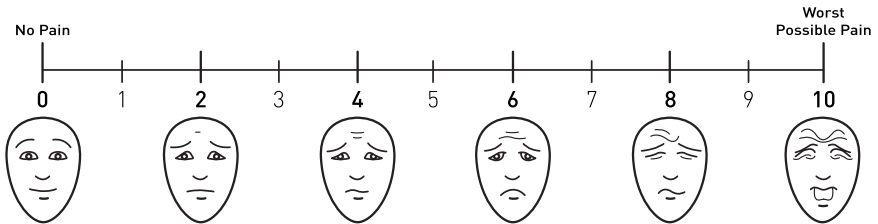


Five ways to stop the spread of germs.

1. Wash your hands.
2. Cover your cough or sneeze with a tissue or your sleeve at the elbow.
3. Don't bring a friend or family member who is sick to CancerCare Manitoba
4. Tell us if you have a rash.
5. Call us if you have any questions.

Pain and Discomfort

Pain Scale: Rate your pain on a scale of 1 to 10.



Are you having pain or other discomfort related to your cancer? Please call:

**During regular business hours
(Monday –Friday during the day)**

1. Your clinic nurse at CancerCare Manitoba
2. Cancer Helpline **(204-787-8900)**

After hours, on weekends and on holidays

1. Health Sciences Centre Paging **204-787-2071**

**Tell them you are a CancerCare Manitoba patient
and you want to speak to:**

Medical Oncology, Radiation Oncology, D6, Hematology,
Gyne Oncology or Surgical Oncology

**as directed by your health care team.*

2. St. Boniface Hospital Paging **(204-237-2053)**

Ask for the oncologist or hematologist on-call

**as directed by your health care team.*

Pain and Symptom Clinic

A group of health care providers with the expertise and time to devote to managing your cancer related pain or discomfort. If you are struggling with pain or discomfort ask your clinic nurse to arrange an appointment with the Pain and Symptom Clinic.

Quitting Smoking

Need help quitting smoking?



What is a Quit Smoking Program?

A personalized plan to help you quit smoking. It may include:

- Individual counseling
- On-going support
- Stop smoking aids such as medicine at no charge



Who is the Quit Smoking Program for?

All CancerCare Manitoba patients and their family members can join.

How do I join?

- Call 204-787-1202 or toll free 1-888-775-9899 and leave a message.
- Ask a member of the CancerCare Manitoba health care team to call the Quit Team.

A Quit Team Member will call you to discuss the program and set up an appointment.

What is Screening for Distress (COMPASS)?

In most clinics you will be asked to complete a short questionnaire that will help to identify your concerns and needs. The members of your health care team may want to talk with you about your answers.

CONTACT NUMBERS YOU NEED TO KNOW

CancerCare Manitoba toll free number for all departments:
1-866-561-1026

ONCOLOGIST (CANCER DOCTOR):

PHYSICIAN ASSISTANT (PA):

Please call the primary nurse. The primary nurse will either answer your questions or arrange a time to talk with the doctor/PA if needed.

PRIMARY NURSE:

PHONE NUMBER:

The main nurse in your clinic, can answer questions about your care. The primary nurse can help with symptoms or concerns such as pain, nausea, diarrhea, constipation and many others.

NURSE PRACTITIONER:

PHONE NUMBER:

Nurse who works closely with the doctor to plan your care.

CLERK:

PHONE NUMBER:

Call the clerk for booking appointments.

YOUR FAMILY DOCTOR/NURSING STATION/WALK-IN CLINIC

NAME:

PHONE NUMBER:

DON'T HAVE A FAMILY DOCTOR?

Call the Family Doctor Finder **204-786-7111** or toll free **1-866-690-8260**

CANCER HELPLINE AND URGENT CANCER CARE

When should I call the Cancer Helpline?

Call the **Cancer Helpline** if you have symptoms from your cancer or blood disorder, or your treatments. You can talk to a registered nurse and ask questions about your health condition. The nurse can give you advice on how to take care of your symptoms at home, or advise whether you should go to the Urgent Cancer Care Clinic or to an Emergency Department.

Cancer Helpline:

Phone: 204-787-8900 or call Toll-free at 1-866-561-1026 and ask for the Cancer Helpline

Hours Open: Monday to Friday from 8:00 a.m. to 5:00 p.m.

When should I go to the Urgent Cancer Care Clinic?

The Urgent Cancer Care Clinic is for CancerCare Manitoba patients experiencing new symptoms that may be related to cancer or blood disorders, or for side effects from treatment for cancer or blood disorders. Call the Cancer Helpline if you are not sure if you should go to the Urgent Cancer Care Clinic.

Call the Cancer Helpline 204-787-8900 to book an appointment for the Urgent Cancer Care Clinic.

Urgent Cancer Care Clinic at CancerCare Manitoba:

675 McDermot Avenue, 1st Floor

Hours Open: Monday to Friday from 8:00 a.m. to 4:00 p.m.

For additional information that may be helpful for your cancer journey, please visit the **Helpful Resources** page on the CancerCare Manitoba website: cancercare.mb.ca/Patient-Family/planning-your-first-visit/helpful-resources.



CancerCare Manitoba
ActionCancerManitoba

CancerCare Manitoba Foundation provides funding for clinical trials, research and other programs that support our patients.