

A guide to cancer and blood disorder services in Manitoba

FOR HEALTH CARE
PROFESSIONALS

www.cancercare.mb.ca/servicesguide

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Questions of an EMERGENT nature about the care of a cancer patient should be directed to the medical/radiation oncologist or hematologist on call 24 hours a day at the two Winnipeg teaching hospitals:

HSC 204-787-2071 or St. Boniface 204-237-2053

RESOURCES FOR PRIMARY CARE

CancerQuestion Helpline for Primary Care

Call/Text: 204-226-2262

Online form: www.cancercare.mb.ca/cancerquestion

E: cancerquestion@cancercare.mb.ca

Monday–Friday, 8:00 a.m.–4:00 p.m.

Contact the CancerQuestion Helpline for questions and consults about any aspect of cancer/blood disorders, shared care of patients or how to navigate the cancer system. Responses within two days from CCMB clinicians or program staff.

ONLINE ONCOLOGY RESOURCES

Primary Care and Cancer Page, MB Primary Health Care Branch

www.gov.mb.ca/health/primarycare/providers/cancer.html

CancerCare Manitoba website:

www.cancercare.mb.ca > health care provider section

www.cancercare.mb.ca/diagnosis—work-up of suspected cancers and blood disorders

CCMB—UNITING PRIMARY CARE AND ONCOLOGY



www.cancercare.mb.ca/home/health_care_professionals/information_for_health_care_professionals/upcon

T: 204-784-0218

Monday–Friday, 8:00 a.m.–4:00 p.m.

Education and Professional Development: www.cancercare.mb.ca/cpd

UPwords Monthly e-bulletin Registration: <http://eepurl.com/Chy01>

CancerTalk Publication Online: www.cancercare.mb.ca/cancertalk

CCMB Program aimed at improving collaboration between primary care providers and the cancer system. UPCON supports primary care providers with programs and services that educate, build collaborative relationships and provide clinical support.

Network of over 50 rural and urban clinics with a lead family physician or nurse practitioner interested in cancer and being a resource to their colleagues PLUS access to the cancer system EMR.

Providers can access education events, newsletters, funded professional development opportunities, office practice support to improve referrals and more.

PROVINCIAL SCREENING PROGRAMS

Breast Cancer Screening



GetCheckedManitoba.ca

BreastCheck Office: 204-788-8633
Appointment Bookings (patients call): 1-800-903-9290 or contact individual sites
204-788-8000

SCREENING SITES

Winnipeg: 5-25 Sherbrook Street

Brandon: 620 Frederick Street

Thompson: Thompson General Hospital

Morden/Winkler: Boundary Trails Health Centre

Two mobile screening vans travel to 90 sites across Manitoba every two years.

Patient and clinician resources available to order online:

<https://forms.manitoba-ehealth.ca/getcheckedmb/resources/html>

BREASTCHECK MANITOBA PROGRAM INFORMATION

Provincial, population-based screening program for asymptomatic women 50 years of age to 74.

Invites and recalls women age 50-74 years of age for screening mammograms. Women who chose to attend phone to book their own appointment.

Primary Care providers do not send referrals to program, nor does the patient require an invitation letter to attend.

Screening results: letter sent to women and their primary care provider.

Abnormal results: Further testing coordinated by BreastCheck program for women with an abnormal (positive) screening mammogram, as recommended by the radiologist.

Recalls: Women recalled for screening every 1 or 2 years as recommended by the radiologist.

Women 40 to 49 years of age are accepted on a limited bases, at mobile sites where there is limited access to a diagnostic center. A referral from a primary care provider is required.

Women age 75 and over may still attend, but will no longer be recalled. Primary care providers should discuss the benefits and harms and women can choose to continue attending. **Discuss stopping screening** when there are comorbidities associated with a limited life expectancy, or physical limitations for mammography that prevent proper positioning.

Symptomatic women of any age, and women less than 49 years of age should be referred to a diagnostic centre using the *Manitoba Provincial Breast Imaging Consultation Request* form. See link below to check with your EMR vendor.

www.dsmanitoba.ca/wp-content/uploads/2015/07/BreastReq07-2015/pdf

BREAST CANCER SCREENING INFORMATION

Asymptomatic women of average risk age 50-74 should have a screening mammogram every two years.

Routine screening for women of average risk <49, or >74 years of age is not recommended. Discuss benefits and harms of screening with patients to support informed decision making.

Women at higher risk for breast cancer should have individualized assessment as general screening recommendations do not apply. Higher risk is based on factors such as: previous diagnoses of breast cancer, significant* family history, and/or mutations in the BRCA1/BRCA2 genes.

The balance of benefits and harms differs by age. To support decision making for women outside the recommended population refer to getcheckedmanitoba.ca, the Canadian Task Force on Preventative Health Care Recommendations (canadiantaskforce.ca), and Public Health Agency of Canada Decision Aid for Breast Cancer Screening (screeningforlife.ca/downloadable-resources).

** \geq 25% lifetime risk of developing breast cancer based on the Claus model, which takes into consideration the number of first or second degree blood relatives (male and female) diagnosed with breast cancer and/or ovarian cancer, and the age at which they were diagnosed.*

PROVINCIAL SCREENING PROGRAMS

Cervical Cancer Screening



GetCheckedManitoba.ca

CervixCheck Office: 204-788-8626 or 1-855-95CHECK

F: 204-779-5748

E: CervixCheck@cancercare.mb.ca

CONTACT US OR GO ONLINE FOR:

- Cervical screening histories of women in your care
- Free Pap test competency training, education and resources
- Questions about screening and patient management
- To host a Pap clinic in your community

CERVICAL CANCER SCREENING INFORMATION

Pap tests start at age 21 for all women who have ever been sexually active.

Screen every three years.

Screening can stop at age 70 with a history of three Negative Pap test results within the previous 10 years.

CERVIXCHECK PROGRAM INFORMATION

CervixCheck maintains a population-based registry of all Pap tests and colposcopy reports.

Sends invitation and recall letters to unscreened women and women who are overdue for a Pap test.

Abnormal Results:

- > Sends result letters to women with high-grade abnormal Pap test results four weeks after the test
- > Sends letters to providers and women for all low grade abnormal and unsatisfactory Pap tests results where follow-up has not occurred.

Develops, distributes and promotes **provincial screening guidelines.**

Facilitates **Pap test competency** with the Pap Test Learning Module and Pap Test training for health care providers.

Partners with primary care to offer enhanced access to cervical cancer screening through **Pap clinics.**

Colorectal Cancer Screening CancerCare Manitoba ColonCheck

GetCheckedManitoba.ca

ColonCheck Office: 204-788-8635 or 1-866-744-8961

F: 204-774-0341

E: ColonCheck@cancercare.mb.ca

CONTACT US OR GO ONLINE FOR:

- Colorectal cancer screening histories for patients in your care
- Patient and clinician resources, available free
- In clinic presentations with Health Educator
- Questions about colorectal cancer screening and patient management

COLORECTAL CANCER SCREENING INFORMATION

Average risk, asymptomatic patients should be screened for colorectal cancer every two years with FOBT.

FOBT screening should start at age 50 and continue every two years until age 75.

COLONCHECK PROGRAM INFORMATION

ColonCheck maintains a population based registry of all FOBT, colonoscopy and flexible sigmoidoscopy reports.

ColonCheck encourages eligible Manitobans to be screened with the Hemoccult II SENSE Fecal Occult Blood Test (FOBT).

To be eligible:

- > Men and women 50 to 74 years of age
- > Have not had an FOBT in 2 years or a colonoscopy in 5 years
- > Not current showing signs or symptoms of colorectal cancer.

Primary care can request an FOBT for their patients using the FOBT request form available on EMR or paper version.

Patients can also call ColonCheck to request a kit.

Patients mail their completed tests to Cadham Provincial Lab using the self-addressed envelope included in the FOBT kit.

Results: Provided to the primary care clinician and the patient.

Abnormal Results: Follow-up colonoscopy of abnormal ColonCheck FOBT results is coordinated by ColonCheck.

ColonCheck will recall due participants by mailing them a FOBT every 2 years until reaching 74 years of age.

CANCER/BLOOD DISORDER DIAGNOSIS

Surgeons, radiologists and other specialists are the main providers of biopsies needed to establish a tissue diagnosis for patients with suspected cancer

www.cancercare.mb.ca/diagnosis—pathways for the work-up of suspected cancer and blood disorders in Manitoba. Also linked through the MB Health-approved Primary Care EMRs

- > **Accuro:** Click on 'CDS' in top menu bar, link at bottom of list
- > **Med Access:** Click on Help icon, select 'Open Reference Material links'
- > **Jonoke:** Contact your vendor for access

Cancer Navigation Services can be consulted for advice on recommended tests and referrals for patients with suspected cancer. They can also provide education and psychosocial support directly to patients during this anxious time. Please see information on page 10.

DIAGNOSTIC BREAST IMAGING DIRECT REFERRAL IN MANITOBA

Radiologists at any of the sites performing diagnostic mammography or breast ultrasounds (+/- biopsy) will not arrange (directly refer patients) for the next needed test. This may be at the same or a different location and can happen the same day to around a week later.

Key Recommendations for Clinicians

- > Simultaneous referral to a breast surgeon is no longer recommended
- > Remember that ordering a diagnostic mammogram or breast ultrasound may trigger a direct referral—forewarn patients of the chain of events/speed of testing
- > Consider telling patients to **book with you nine days after the biopsy** is done to discuss the biopsy report
- > The direct referral process within the BreastCheck provincial screening program remains the same
- > Breast Health Centre will continue to direct refer patients for surgical consult within the centre
- > Breast imaging requests to all private and RHA sites should be done on the 'Manitoba Provincial Breast Imaging Consultation Request' form, as below.

BREAST DIAGNOSTIC IMAGING AVAILABLE BY SITE

DIAGNOSTIC CENTRE	MAMMO-GRAPHY	BREAST U/S	BIOPSIES		BREAST MRI USE MRI FORM
			U/S GUIDED	STEREOTACTIC	
MANITOBA X-RAY CLINIC	✓				
RADIOLOGY CONSULTANTS OF WPG	✓	✓			
BREAST HEALTH CENTRE		✓	✓	✓	
HSC	✓				✓
ST. BONIFACE HOSPITAL					✓
BOUNDARY TRAILS HEALTH CTR	✓	✓	✓		
BRANDON REGIONAL HEALTH CTR	✓	✓	✓	✓	✓
THOMPSON GENERAL HOSPITAL	✓	✓			

CANCER / BLOOD DISORDER DIAGNOSIS

CancerCare Manitoba Surgical Clinics

Fax Referrals to CCMB Referral Office: (204) 786-0621

T: 204-787-2176

LOCATIONS:

MacCharles Unit (675 McDermot Avenue, HSC)

St. Boniface Unit (409 Taché Avenue, St. Boniface Hospital)

GENERAL SURGICAL ONCOLOGY

GI endoscopy and lymph node (head and neck, axillary and inguinal) **biopsies** for diagnostic purposes

Assessment and discussion for **prophylactic GI surgery** (includes gastric and colon cancer)

Assessment and treatment of **soft tissue masses** (suspected sarcoma), **melanoma**, **gastric cancer** and **advanced pelvic/retroperitoneal malignancies** (including recurrent rectal cancer)

GYNECOLOGIC ONCOLOGY

For confirmed or suspected gynecologic malignancies

Staffed with gynecologic oncology surgeons, nurse practitioner and clinic nurses

Colposcopies are not performed at CCMB—are referred and done through the WRHA colposcopy clinic

HEAD AND NECK ONCOLOGY

For suspicious head and neck masses or symptoms

CTs on HSC machine preferred if ordered at time of referral

Multidisciplinary clinics include ENT / head and neck surgeons, radiation oncologists, speech language pathologist, dentists and dietitians

PLASTIC SURGERY

Breast Reconstruction (immediate [with primary surgery] or delayed)

Long waits for delayed reconstruction

Reconstruction for other malignancies such as sarcomas and melanoma that required deep excisions

DR. ERNEST W. RAMSEY

Manitoba Prostate Centre (CancerCare Manitoba)

T: 204-787-4461

F: 204-786-0637

ON3200—675 McDermot Ave, Winnipeg MB R3E 0V9

Monday—Friday: 8:00 a.m. - 4:15 p.m.

Accepts referrals for diagnosis and treatment of men with benign and malignant prostate disease.

Staff include: urologists*, radiation oncologists, nurses, clinical nurse specialist, social worker

Services on site: cystoscopy; prostate brachytherapy; treatment decision making; sexuality counseling; cryotherapy; transrectal ultrasound (TRUS) and transrectal ultrasound guided prostate biopsy (TURSPBx)

**Urologists are for prostate referrals only. For urologic consults or referrals pertaining to non-prostate/genitourinary issues, please direct to private urology clinics.*

CANCER / BLOOD DISORDER DIAGNOSIS

WRHA Breast Health Centre

wrha.mb.ca/bhc

T: 204-235-3906

F: 204-231-3839

Toll-free: 888-501-5219

100-400 Taché Avenue, Winnipeg MB

Monday—Friday 8:00 a.m.—4:30 p.m.

BHC REFERRAL GUIDELINES AND PDF FORMS

wrha.mb.ca/community/bhc/referral-forms.php

Breast Imaging/Biopsy: Use 'Manitoba Provincial Breast Imaging Consultation Request' form

Surgical Consult: Use 'BHC Referral for Surgical Consult' form

Lymphedema Consult: Use 'BHC Lymphedema Referral' form

BREAST HEALTH CENTRE INFORMATION

Breast Health Centre is a provincial rapid diagnostic and surgical consultation treatment option facility providing comprehensive breast health care.

Accepts referrals for diagnosis and treatment of women and men with breast abnormalities from anywhere in Manitoba.

Referrals accepted from:

- > Primary care practitioners
- > Self-referrals
- > BreastCheck (direct referral based on radiologist findings)
- > Radiologists and breast imaging sites (direct referral based on radiologist findings).

Staff on site include: surgeons, radiologists, clinical nurse specialist, nurses, technologists, social worker, dietitian, lymphedema therapists and support staff.

Services on site include:

- > Diagnostic imaging (ultrasound, limited mammography)
- > Excisional, core needle and stereotactic biopsies
- > Surgical services, consultation and discussion of treatment
- > Comprehensive information provided on breast reconstruction
- > Nutrition and psychosocial support and resources
- > Lymphedema clinics
- > Education sessions: before and after surgery, bone health, healthy lifestyle after breast cancer.

Breast Health Centre does **NOT** perform screening mammograms.

CANCER NAVIGATION SERVICES

Regional Cancer Navigation Services

www.cancercare.mb.ca/navigation

Regional referral forms, patient information brochures and more available online
Contact your EMR vendor for form availability

REGIONAL TOLL-FREE NUMBERS:

Interlake-Eastern RHA	1-855-557-2273
Northern Health Region	1-855-740-9322
Prairie Mountain Health	1-855-346-3710
Southern Health-Santé Sud	1-855-623-1533
Winnipeg RHA	1-855-837-5400

CANCER PATIENT NAVIGATION

Ensure patients get to a **timely diagnosis** and are progressing in the system.

Referral to Navigation appropriate at point of high clinical suspicion or a diagnosis of cancer.

Patients can also **self-refer**; Navigation staff will notify the patient's primary care provider.

Can provide **support/guidance** on the **recommended tests or interventions** to be ordered by the primary care provider, according to the clinical guidance pathways

- > **Pathways available:** breast, colorectal, lung, lymphoma and high grade prostate cancer.

www.cancercare.mb.ca/diagnosis

NAVIGATION SERVICES FOR PRIMARY CARE

Nurse Navigators:

- > **Link to patients** by phone or in person to provide information, education and/or additional support services during this time of high anxiety and uncertainty
- > **Inform the ordering FP/NP** when tests, referrals or results are delayed according to the recommended timelines in the InSixty Pathways, where available.
- > **Work with the FPO-N**, provides work-up and diagnostic management of **patients without primary care providers**, while engaging the Family Doctor Finder program to ensure future primary care provision.

Family Physicians in Oncology-Navigation (FPO-N):

- > Provide expertise to referrers and navigation staff when needed and can assist in obtaining a timely diagnosis and assist in decisions on treatment/referral plans.

Psychosocial Oncology (PSO) Clinicians:

- > Can help patient and families cope with distressing feelings as well as assist with practical issues like work, finances and transportation.

Community Engagement Liaisons:

- > Work with communities to learn about cancer services and support, prevention and early detection.

FIRST NATIONS, METIS AND INUIT CANCER CONTROL

Underserved Populations Program

www.cancercare.mb.ca/home/patients_and_family/cancer_patient_journey/fnmicc/

T: 204-787-4986 or 1-855-881-4395

E: changingthepath@cancercare.mb.ca

Patient Access Coordinator: 204-799-0971

The unit's mandate is to ensure culturally responsive, equitable care for all Manitobans.

This unit works to increase cancer awareness, promote risk reduction and encourage early detection in Manitoba communities with barriers when accessing cancer services and supports.

The **Patient Access Coordinator** works with patients, families, health care providers and physicians to:

- > **Problem-solve** the unique barriers experienced by the diverse populations in Manitoba such as language, culture, poverty, geographic isolation and lack of social support
- > **Navigate the cancer system and Non-Insured Health Benefits (NIHB)** (Health benefits for Canadians with First Nations and Inuit Status)
- > Ensure individuals have **appropriate resources and support** throughout the cancer continuum.

GENETIC COUNSELING FOR INHERITED CANCER SUSCEPTIBILITY

Hereditary Cancer Clinic

wrha.mb.ca/prog/genetics/cancer-genetics.php

T: 204-474-4267

F: 204-787-1419

Genetic Counselor on Call: 204-787-8860

LOCATION:

FE229—820 Sherbrook St. (Community Service Building HSC), Winnipeg

Cancer genetics counseling services are available through the WRHA Genetics and Metabolism Program's Hereditary Cancer Clinic for those individuals with a personal and/or family history of cancer that is suggestive of an inherited predisposition.

Please see website for Hereditary Cancer Clinic referral forms.

If further clarification is required, call and ask to speak to the genetic counselor on call to discuss suitability of referral.

ONCOLOGY AND HEMATOLOGY REFERRALS

Referring Patients to CancerCare Manitoba

www.cancercare.mb.ca/referrals

Fax Referrals to CCMB Referral Office: 204-786-0621

T: 204-787-2176

Monday–Friday: 8:00 a.m.–4:00 p.m.

REFERRAL GUIDES AND FORMS

New CCMB Referral Information Form available at www.cancercare.mb.ca/referrals

- > Contact your EMR vendor for form availability
- > Referral Package should include Cover Letter, Form and all relevant diagnostic information

Updated Referral Guide with checklist available for Gastrointestinal Cancers

CCMB REFERRAL INFORMATION FOR PRIMARY CARE

FAX all referrals (Medical Oncology, Hematology, Radiology Oncology and Surgical Oncology) to CancerCare Manitoba directly to the centralized CancerCare Manitoba (CCMB) Referral Office:

- > This includes referrals for all patients who may be treated at CCMB, WRHA and CCPN (rural) oncology program sites, including the radiation oncology program at the Western Manitoba Cancer Centre (Brandon) after assessment at CCMB.
- > This includes 're-referrals' for patients with recurrence or suspected recurrence
- > **DO NOT** send referrals directly to other fax numbers at CCMB/WRHA/CCPN, as this will delay patients being scheduled for appointments.

CCMB Referral Guides (with checklist of needed test results and patient information) can be found at www.cancercare.mb.ca/referrals or on the home page under "referral" tab.

All referrals are triaged and assigned to the appropriate disease site group (DSG) cancer specialist and/or hematologist best suited to the patient's problem - no need to specify a certain physician.

CCMB Oncology Clinics are held at several sites: **MacCharles** (675 McDermot Avenue) and **Taché** (located in St. Boniface Hospital, 409 Taché Avenue). Certain Disease Site Clinics (e.g. Lymphoma, GI and Hematology) are also held at Victoria General Hospital **Buhler Cancer Centre** (2340 Pembina Highway)

- > Not all DSG services are offered at each clinic site.

CCMB UNITS AND WRHA ONCOLOGY PROGRAM

Cancer Treatment in Winnipeg

Fax ALL Referrals: 204-786-0621 T: 204-787-2176
DO NOT SENT REFERRALS DIRECTLY TO SITES (see page 11)

CCMB KEY CLINICAL CONTACTS:

All Departments and Clinics: 1-866-561-1026

Pharmacy: 204-787-1902

MacCharles Unit, Winnipeg: 204-787-2197

Taché Unit, Winnipeg: 204-237-2559 / FPO Unit: 204-237-1025

Urgent Cancer Care Clinic, 675 McDermot Ave, Winnipeg

Monday to Friday: 8:00 a.m. to 5:00 p.m.

Cancer Patient Helpline: 204-787-8900

WRHA ONCOLOGY PROGRAM:

wrha.mb.ca/prog/oncology/index.php

Program Director, via CCPN: 204-784-0225

Buhler Cancer Centre (VGH)
204-477-3328

Grace General Hospital Oncology Unit
204-837-0246

Concordia Hospital Oncology Unit
204-661-7228

Seven Oaks General Hospital Oncology
204-632-3677

CHEMOTHERAPY

Patients are treated in the WRHA community hospital sites by specially trained **Family Physicians in Oncology (FPO)**, nurses, pharmacists and other allied health professionals after initial assessment and referral by their oncologist/hematologist or urologist. Patient care is maintained through a shared care model and the electronic health record (ARIA).

Two CCMB locations: **MacCharles (HSC)** and **Taché (St. Boniface Hospital)**.

Four WRHA community hospitals oncology units: **Concordia Hospital, Grace General Hospital, Seven Oaks General Hospital**, and the **Buhler Cancer Centre (Victoria General Hospital)**.

CHEMOTHERAPY

Basement ('0') level, CCMB MacCharles site (HSC)

URGENT CANCER CARE CLINIC

Patients experiencing **acute complications** of their cancer or treatment in Winnipeg can be directed to 675 McDermot Ave, 1st floor (MacCharles Unit, HSC).

Patients with questions, needing advice or triage can call the **Cancer Helpline** (Urgent Cancer Care Clinical staff) 204-787-8900.

Staff: registered nurses, nurse practitioner, registered clinical assistant, oncologists, family physicians and support staff.

CANCERQUESTION HELPLINE > 204-226-2262

COMMUNITY CANCER PROGRAM UNITS

Cancer Treatment in Rural Manitoba

Fax ALL Referrals: 204-786-0621 T: 204-787-2176
DO NOT SENT REFERRALS DIRECTLY TO SITES (see page 11)

COMMUNITY CANCER PROGRAM NETWORK, CCMB:

www.cancercare.mb.ca/ccpn

T: 204-784-0225

CCPN UNITS / LOCATIONS:

Boundary Trails, CCP, Morden/Winkler:
204-331-8850

Dauphin CCP: 204-638-2181

Deloraine CCP: 204-747-1836

Flin Flon CCP: 204-687-9626

Gimli CCP: 204-642-4520

Hamiota CCP: 204-764-4203

Neepawa CCP: 204-746-7822

Pinawa CCP: 204-753-3153

Portage CCP: 204-239-2276

Russell CCP: 204-773-7550

Selkirk CCP: 204-785-7400

Steinbach CCP: 204-346-5160

Swan River CCP: 204-734-6671

The Pas CCP: 204-623-9241

Thompson CCP: 204-677-5397

Western Manitoba Cancer Centre,

Brandon: 204-578-2222

CHEMOTHERAPY

Patients are treated in the Community Cancer Program (CCP) sites by **Family Physicians in Oncology (FPO)**, nurses, pharmacists and other allied health professionals after initial assessment and referral by their oncologist/hematologist or urologist. Patient care is maintained through a shared care model and the electronic health record (ARIA).

16 rural and northern Manitoba hospital out-patient clinics - CCPs.

Patients are triaged by postal code and availability of treatment through CCMB oncologists and hematologists. Patients can discuss options when seen at CCMB.

RADIATION THERAPY

Western Manitoba Cancer Centre (WMCC), Brandon

SYMPTOM MANAGEMENT

CCMB Pain and Symptom Management

www.cancercare.mb.ca > Information for Health Care Professionals > Pain and Symptom Management at CCMB

CCMB Pain and Symptom Management Clinical Consultation: 204-235-2033

> Ask for pain and symptom physician on call

> Monday to Friday 8:30 a.m. to 4:30 p.m.

CCMB Pain and Symptom Clinic Referrals Fax: 204-786-0621

> Use CCMB Referral Office and Forms (see page 11)

> Clinics held at MacCharles unit (HSC) and Taché unit (St. Boniface Hospital)

Palliative Care Clinical Consultation (St. Boniface paging): 204-237-2053

> Available 24 hours a day

Supportive and Psychosocial Oncology (PSO) Care

www.cancercare.mb.ca > Information for Health Care Professionals > Patient and Family Support Services

Appointments and General Inquiry: 204-787-2109 / 1-866-561-1026

Patient and Family Resource Centre: 204-787-4357 / 1-866-561-1026

Breast & Gyne Cancer Centre of Hope: 204-788-8080 / 1-888-660-4866

691 Wolseley Avenue, Winnipeg

Support services are available for free throughout the cancer trajectory including pre-diagnosis, during treatment, post-treatment, survivorship, end of life and bereavement.

Locations: Services are available at both the MacCharles Unit (HSC) and Taché Unit (St. Boniface Hospital). Most services can also be accessed by telephone or MBTelehealth. See page 15 for services for rural patients.

Staffed by psychosocial clinicians: social workers, clinical counselors, spiritual health specialist, psychiatrist, and sexuality counselor.

Services include:

- > Individual, couple, family and group **counseling** for patients and family/significant others.
- > Variety of **support groups and programs** available (yoga, cognitive enhancement, mindfulness, and more)
- > A **Speech-Language Pathologist** to help with problems with speech, language, voice and eating/swallowing
- > **Registered Dietitians** are available to address nutrition questions and issues.

The **Breast & Gyne Cancer Centre of Hope** offers information and support for breast and gynecological health and cancer, including education support through a Breast or Gyne Cancer Patient and Family Educator. These educators are nurses who can provide support with understanding medical information, treatment, making decisions and connecting with professional and community resources.

Head coverings and wigs are for loan, free of charge from the Guardian Angel Caring Rooms, as well as other help with appearance related side effects.

The **Patient and Family Resource Centre** is a comfortable place where staff and volunteers help patients and families access information and resources. Material can be mailed.

Supportive and Psychosocial Oncology (PSO) Care

Interlake - Eastern RHA PSO Services and Navigation: 1-855-557-2273
IERHA Regional PSO: 204-785-9576
Pinawa CCP Social Worker: 204-753-3153

Northern RHA PSO Services and Navigation: 1-855-740-9322
The Pas and area Regional PSO: 204-627-6441
Thompson and area Regional PSO: 204-778-1531

Prairie Mountain Health PSO Service and Navigation: 1-855-346-3710
Brandon and area Regional PSO: 204-578-2206
Dauphin area Regional PSO: 204-638-2189
WMCC (Brandon) Dietitian: 204-578-2234

Southern Health-Santé Sud PSO Services and Navigation: 1-855-623-1533
Boundary Trails and area Regional PSO: 204-331-8849
Steinbach and area Regional PSO: 204-326-6411 Ext. 2043

WRHA PSO Services and Navigation: 1-855-837-5400
Winnipeg Hub PSO: 204-258-1392
Buhler Cancer Centre PSO: 204-477-3215
Concordia Hospital PSO: 204-661-7413
Grace Hospital PSO: 204-837-0432
Seven Oaks General Hospital PSO: 204-632-3678

Psychosocial Oncology services are free to patients, family and supporters, close to home, available pre-diagnosis, during treatment, post-treatment, end of life and bereavement

> Services are provided in-person, over the phone or via MBTelehealth.

Refer patients for counseling to cope with distressing feelings, talking to children about cancer, body image, finding hope, fatigue, poor concentration, finding the right supportive care resources, practical issues like work, transportation, accommodations and finances.

Psychosocial care can help patients adhere to treatment, enhance quality of life and maintain some control during difficult times.

PATIENT TRANSITIONS POST-TREATMENT

Follow-up Care and Survivorship

www.cancercare.mb.ca/followupcare

T: 204-784-0210

E: transitions@cancercare.mb.ca

Fax Referrals for Suspected or Diagnosed Recurrence: 204-786-0621

> Use CCMB Referral Office and Forms (see page 11)

Patients with early stage cancers will usually be **discharged** after treatment to their **primary care provider for follow-up**, along with guidelines for follow-up care.

Standardized Guidelines and Care Plans have been developed for various cancer patient groups. Please go to www.cancercare.mb.ca/followupcare for the most up to date guidelines and care plans.

Patients may continue to access psychosocial support at CCMB.

'Re-referrals' for recurrence or suspected should be sent to the **CCMB Referral Office** if problems arise. See Page 11.

Living with Advanced Cancer

www.cancercare.mb.ca/palliativecare

T: 204-784-0210

E: transitions@cancercare.mb.ca

The Changing Focus: Living with Advanced Cancer transitional appointment is working to enhance communication and assist patients and caregivers who are now living with advanced cancer to transition to palliative care.

Standardized materials and care plans have been developed for advanced cancer patients and are faxed to primary care following the patient's transitional appointment. Go to www.livingwithadvancedcancer.ca to see a sample of the care plan documents.

Monthly patient and family education sessions about living with advanced cancer are available to your patients. Please have your patient call 204-787-2109 to register for this session.

PATIENT TRANSITIONS POST-TREATMENT

Palliative Care

www.cancercare.mb.ca/palliative

CCMB Palliative Care CNS, 204-235-3363

Palliative Care Clinical Consultation (St. Boniface paging): 204-237-2053

> Available 24 hours a day

wrha.mb.ca/prog/palliative

WRHA Palliative Care Program: 204-237-2400 / F: 204-237-9162

Monday - Friday: 8:30 a.m. - 4:30 p.m

Information and Referral Forms available online (above)

CLINICAL CONSULTATION

WRHA Palliative care physicians are available for clinician-to-clinician consultation by phone 24 hours a day. Call St. Boniface Hospital Paging and ask for the Palliative Care Physician on call.

PROVINCIAL PALLIATIVE CARE PROGRAMS

Every rural regional health authority (RHA) has responsibility for providing palliative care services. Each RHA has Palliative Care Coordinators, their own referral forms and processes.

The WRHA Palliative Care Program has 45 designated palliative care beds, 16 hospice beds, and an extensive home support program. This program provides services to patients registered on the program as well as consultative services to support patients with life limiting illnesses.

PROVINCIAL AND FEDERAL BENEFIT PROGRAMS

The **Palliative Care Drug Access Program** is a provincial program that provides deductible-free drug therapy for all registered palliative care patients. Form at gov.mb.ca/health/pcdap.

The Government of Canada has a Compassionate care benefits program where **Employment Insurance (EI)** benefits are paid to people who have to be away from work temporarily to provide care or support to a family member who is gravely ill and who has significant risk of death within 26 weeks (six months). A maximum of six weeks of compassionate care benefits may be paid to eligible people.

servicecanada.gc.ca/eng/ei/types/compassionate_care.shtml

PROVINCIAL SCREENING PROGRAMS

The **Canadian Virtual Hospice** (virtualhospice.ca) is a website that provides information and support on palliative and end-of-life-care, loss and grief

> Has a section for health care professionals, includes Tools for Practice, Ask a Professional, Courses and Education and many printable pdfs for patients.

Palliative Manitoba (palliativemanitoba.ca) is a volunteer-based charitable organization which connects people with the resources they need. They provide services complementary to the formal health care system.

Advance Care Planning (advancecareplanninginoncologypractice.ca) is a website that supports health care providers in having discussions on advance care planning and goals of care with their patients. Various resources are available for use in your practice.

Resources to Recommend

www.cancercare.mb.ca/home/patients_and_family/cancer_patient_information

The Cancer Patient Information and Resource Series

Part 1: Your Guide to CancerCare Manitoba

A brochure for new cancer patients with basic information to help prepare and plan for the first appointment at CancerCare Manitoba. This brochure will be mailed out to all new patients to CancerCare Manitoba before their first appointment.

Part 2: My Cancer Notebook

A coil bound booklet with sheets where a patient can record, track and organize their cancer treatment tests and information. These pages will provide important information to all care providers, such as family doctors, Urgent Cancer Care, Emergency Rooms. This will be provided to patients through CCMB Clinics, Navigation Services in all Health Regions and Community Cancer Program Centres.

Part 3: My Cancer Handbook

A handbook with information from Part 1 and Part 2 and more on cancer, treatment, side effects, your health care team, support services and notebook worksheets. It is available on-line at the CancerCare Manitoba website for viewing, download or printing. A limited number of paper copies for those without access to a computer will be made available.

The Navigator Newsletter

Monthly newsletter that outlines all programs and services available to patients through CancerCare Manitoba. Printed copies are available at CCMB sites or online.

> Primary Care Clinics can sign up to receive mailed copies by calling 204-788-8080.

Difficult Conversations

gov.mb.ca/health/primarycare/providers/cancer.html

Communicating with Patients

Review the SPIKES Protocol

Difficult Conversations with Cancer Patients PowerPoint slide deck

PATIENT COMMUNICATION GUIDELINES

Communication with patients should:

- Be individualized
- Be truthful and transparent
- Be consistent
- Be in non-medical jargon—simple language
- Be quality information
- Be caring
- Be active, interactive and proactive
- Be ongoing, not one time
- Be done in an appropriate setting and context
- Be inclusive of patients and their families
- Be culturally competent and responsive