



Hôpital général juif  
Jewish General Hospital

**SEGAL CANCER CENTER**  
**PATIENT INFORMATION SESSIONS**



HÔPITAL D'ENSEIGNEMENT  
DE L'UNIVERSITÉ MCGILL | A MCGILL UNIVERSITY  
TEACHING HOSPITAL

# Your Segal Cancer Center Journey

## Patient Information Session:

- Who are we?
- Introduction to the Oncology Team
- Understanding your treatment
- How to care for yourself during chemotherapy treatment
- Question period
- Tour of the Segal Cancer Center

# Who are we?

- The mission of the Jewish General Hospital is to deliver expert clinical care in a compassionate manner.
- The Segal Cancer Centre is a state-of-the-art facility which provides patients with the most comprehensive approach to care, combining cancer prevention, diagnosis, treatment, psychosocial support, nutritional support and clinical and fundamental research in cancer.
- The interdisciplinary team play a central role in guiding and supporting patients and their families.

# The Oncology/Hematology Team

## Team Members

- Oncologists (pulmonary, gynecology, hematology and medical)
- Surgeons
- Radio-oncologists
- Pivot Nurses
- Primary Nurses
- Oncology Pharmacists
- Dietitians
- Social Workers
- Psychologists
- Psychiatrist
- Sexologist

## Groups

- Palliative Care Team
- Hope & Cope
- Adolescent and Young Adult Oncology program (AYA)
- Oncology and Aging
- The Cancer Nutrition-Rehabilitation Team(CNR)
- Research (McGill, NSABP, Pulmonary, Clinical Research Unit)

# Rossy Cancer Network

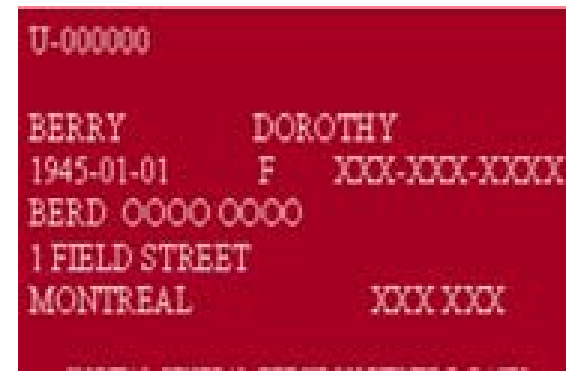
- McGill University, the McGill University Health Centre (MUHC), the Jewish General Hospital (JGH) and St. Mary's Hospital Center (SMHC) have joined forces to improve quality of care and patient satisfaction, increase survival rates and reduce the burden of cancer.
- All three affiliated McGill teaching hospitals are currently working together based on a shared mission, vision and strategic plan for improving cancer care.
- The network, which forms part of the Réseau Québécois de Cancérologie, provides an exceptional opportunity to advance care using a common framework of quality, resources and tools. Not only will it improve clinical outcomes, it will also have a positive influence on research and teaching, as well as our efficiency as a network.

# You are the most important team member

- You are our partner
- Speak Up!
- Tell us what is working and not working for you
- Together we will ensure that your experience with cancer is as much as possible adapted to your needs and expectations

# Identify yourself

- Always bring your Medicare card AND your RED hospital card
- To ensure your safety, always have it at view and make sure that the staff is checking your name and unit number prior providing you with care



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We have at heart the quality of your care



- Tumor Board
- Interdisciplinary teams revision of cases
- Satisfaction questionnaires
- Quality insurance program
- Infection prevention and control



# Oncologist

(Pulmonary, gynecology, hematology and medical)

- Will see you in consultation
- Examine you and explain the treatment
- Plan your chemotherapy
- Evaluate your progress throughout the treatment
- Follow you after the treatment is finished

# Pivot Nurse

- The IPOs are nurses assigned to a specific cancer site
- Available from 8:00 to 16:00 Monday to Friday
- Meets with you at the time of your diagnosis and assist you throughout your experience with cancer
- Assess, educate, support, and coordinate care for you and your family in order to help you navigate through the health care system

# Primary Nurse

- Available from 8:00 to 16:00 Monday to Friday
- Designated nurse assigned for the duration of your treatment
- Has knowledge concerning chemotherapy treatment administration and symptom management
- Teach you about the information you should know regarding your chemotherapy treatment
- Accompanies patient and family during their experience with cancer
- The Primary Nurses work as a team with respect to the technical aspects of treatment administration and the patient's care

# Oncology Pharmacists

- Available from 8:00 to 16:00 Monday to Friday
- Work with the oncology team members to ensure that you receive the appropriate treatment according to your specific needs
- Collaborate with the oncology team members to manage the side effects associated with cancer treatments
- May provide teaching on cancer treatments
- Analyze interactions between your cancer treatment and your other medications
- Counsel patients on complementary therapies (natural products, supplements, homeopathy...)
- Prepare your treatments

# Oncology Dietitians

- Available Monday to Friday from 8:00-16:00
- As a member of the oncology team, the dietitian will help you meet your nutritional needs during each phase of your cancer treatment.
- The dietitian will work closely with you and your caregivers to help you manage any symptoms you may have and to attain your nutrition goals.

**Good nutrition will help you tolerate the treatments better as it provides you with the energy you need to:**

- Keep your weight up
- Maintain your strength
- Lower your risk of getting an infection
- Help you stay active

Contact numbers for dietitians: 514-340-8222

Hematology Oncology: ext 23166

Pulmonary Oncology: ext 22871

Head & Neck Tumor sites: ext 24503

All other tumor sites (ex: breast, colorectal, pancreatic etc): ext 23159

# Palliative Care/Supportive care

- Palliative care/Supportive care's objectives are to meet physical, psychological, social and spiritual needs of patients and their families.
- Palliative care/Supportive care are not only involved at the end of life phase. In fact, they can be involved when patients are receiving treatments for their cancer.

# Social Worker

- Help families to adjust & cope with diagnosis and concerns before, during and after treatments
- Help families with children to understand & cope with their parent's illness
- Provide crisis interventions and treatment for distress
- Link families with resources in their communities
- Provide support for the family caregiver of the patient.
- Provide counselling



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# The Cancer Nutrition-Rehabilitation (CNR) Team

- Specialized team including a doctor, a nurse, a dietitian, and a physiotherapist
- Treatment of nutritional/functional symptoms related to cancer or cancer treatment (surgery, chemotherapy, radiotherapy, etc) including:
  - Weight loss
  - Decreased appetite
  - Loss of function
  - Fatigue or weakness
- Speak to your Oncologist or contact Mary Kanbalian (CNR clinic coordinator) at 514-340-8222 ext. 23150



# Adolescent and Young Adult Oncology Program

- To provide optimal interdisciplinary care to this unique patient population, that requires a distinctive treatment approach.
- To register more adolescents and young adults in multi-centre research protocols and projects, at the national and international levels

# Consultation Service for Senior Oncology Patients

- To address the unique needs of older persons (65 years and above) affected by cancer and those of their families
- This service combines access to oncology care with access to resources designed to meet the needs of older adults and their families.
- This service helps in addressing issues present either before, during or after treatment
- Speak to your oncologist, nurse or the CSSOP nurse at 514-340-8222 ext. 22787 if you would like more information.

# Research and Clinical Research Unit(CRU)

## Research

- JGH is affiliated with McGill Research
- **Oncology Researchers** are focused on looking for different approaches to the discovery and development of cancer therapies.
- **Research Studies** include: cancer therapy, cell and gene therapy, and psychosocial aspects of disease

## Clinical Research Unit (CRU)

- **Treatment area where Clinical Trials (early phase research)** are taking place

# Hope & Cope

**Volunteer based, professionally lead, providing support and information programs for cancer patients and their families. Programs are free of charge.**

## **Main office on the 7th floor of the E Pavilion**

- Boutique (free wigs, hats, scarves, prosthesis)
- Consultation with Hope & Cope Intake Worker
- “En Famille” Program - helping families with young children
- “Look Good Feel Better” - Makeup workshop
- Library- Books and pamphlets
- Peer Mentor/phone buddy referrals.
- Information on existing resources/referral - Community and within hospital
- Clinic Volunteers to support you while having treatment
- Hospital Visiting

# Wellness Centre

**Situated at 4635 Cote St. Catherine corner Lavoie.  
Registration and interview required.**

- Art classes
- Choir
- Coping Skill Classes  
(Think Smart...Live Well)
- Exercise
- Jewelry making
- Men's Club
- Nutrition/Cooking  
Classes
- Qi Gong
- Relaxation
- REOP Program
- Public lectures
- Support Groups
- Tai Chi
- Transitions - Take  
Charge of your life after  
Cancer
- Young Adult Programs
- Yoga

# Treatments of Cancer

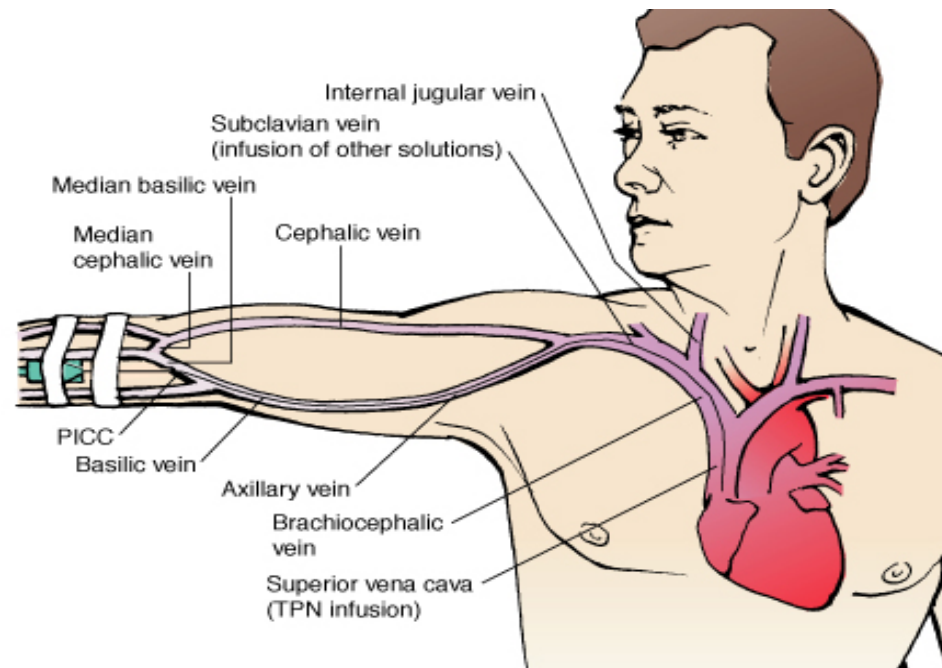
- Surgery
- Radiation Therapy
- Chemotherapy
- Targeted therapy

# Blood tests

- Needs to be done prior each treatment of chemotherapy
- To verify the counts of:
  - White blood cells (immune system)
  - Platelets (stops bleeding)
  - Red blood cells (hemoglobin)

# Central lines

- Catheter inserted in a large vein at the interventional radiology department



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# 3 main types used at the Segal cancer Center

- **Port-a-cath** - Will need to be irrigated every 4-6 weeks



- **PIIC** – Will need to be irrigated 3 times a week and dressing change will be done once a week



- **Broviac** – Dressing change and irrigation will be done once a week



# General Information Regarding Chemotherapy

## Possible Side Effects

- Hair loss
- Nausea/Vomiting
- Change in appetite
- Fatigue
- Reproductive/Hormonal changes
- Mouth Sores
- Risk of infection

# Hair Loss

## Presentation

- Hair loss can occur with certain anti-cancer treatments but not necessarily with all
- It usually occurs after 1-3 weeks and is gradual and might be partial (hair thinning)

## • Prevention

- Use mild shampoo, soft hair brush
- Do not use peroxide base hair dye while on treatment
- It is recommended to wait 3 to 6 months after new hair growth before resuming coloring

# Nausea/Vomiting

## Presentation

- May happen during treatment or later
- Depends on the treatment and the person

## Prevention

- Use anti-nausea medications
- Eat frequent small meals during the day
- Avoid food and other stimuli with strong odors
- Drink small amount of liquid regularly during the day (1-2 liters of liquid unless restrictions)
- Avoid foods that are very sweet, fatty, spicy or highly salty
- Relaxation exercises may help (ex. deep breathing, imagery, etc)
- Ask to consult with the dietician if you are losing weight or could benefit from dietary tips



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# Change in Appetite

## Presentation

- It is possible for you to have less appetite during your treatment

## Prevention

- Eat a well balanced diet by eating small meals more often
- Ask for a consultation with dietitian to elaborate strategies for sufficient food intake

# Fatigue (Feeling of Tiredness)

## Presentation

- You may feel fatigued throughout your experience with cancer.
- It can be caused by the disease, the medication or a low hemoglobin (red blood cells) level

## Prevention

- Follow an exercise program
- Plan rest periods during the day
- Maintain a good nutrition
- Conserve your energy and manage your activity level accordingly
- Practice good sleep habits (regular sleeping hours)

# Mouth sores

## Presentation

- It usually happens 7-10 days after a treatment
- You may have mouth sores, sore throat, and/or pain when swallowing.

## Prevention

- Practice good oral hygiene
- Brush your teeth 3-4 times daily with soft-bristle toothbrush. Soak toothbrush in warm water to soften bristles
- Use non abrasive, non irritative toothpaste (Biotene products are recommended)
- Avoid highly flavored and alcohol-containing mouth washes
- Gargle with baking soda and table salt (1/4 teaspoon of each in 1 cup of warm water at least 4 times daily, especially after meals)
- Avoid spicy or hot food

# Risk of infection (Neutropenia)

## Presentation

- The white blood cells that defend your body against infections, can decrease after your anti-cancer treatment
- This usually occurs 7 to 14 days after your treatment, but it might happen earlier or later
- The risk of infection depends on the treatment



# Risk of infection (Neutropenia)

## Prevention

- Avoid contact with people who are sick with something contagious
- Maintain good hygiene (hand washing, proper mouth care...)
- Avoid contact with animal feces, urine, saliva or litter box material and practice hand hygiene after any animal contact
- Wash raw fruits and vegetables thoroughly / Avoid raw meat or raw fish
- Consult a member of your treating team prior to any dental procedures
- Avoid sexual practices that can injure your tissues
- Your doctor may prescribe medication for prevention of neutropenia according to the treatment you are receiving. Consult your nursing team or the oncology pharmacy before filling your prescription
- If you are feeling unwell, monitor your temperature with a **buccal** digital thermometer and avoid medication that can reduce a fever (Tylenol, Aspirin, Motrin, Advil etc.)

# Risk of infection (Neutropenia)

## Management

- If you have an oral temperature of 38.0°C (100.4°F) for 1 hour; or your oral temperature reaches 38.3°C (101°F) once

\*Immediately call your primary nurse (Mon to Fri 8h-16h) or the doctor on call (evenings, nights and weekends)

\*Do not take acetaminophen (Atasol, Tylenol), asa (Aspirin, Entrophen), non-steroidal anti-inflammatory (Motrin, Ibuprofen, Advil, Naprossyn)

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## Reproductive/Hormonal changes

- Chemotherapy drugs can have an effect on your hormones
- Can bring on hot flashes, irregular periods, or sudden onset of menopause
- Women on chemotherapy may experience dryness of vaginal tissues
- Symptoms like fatigue, anxiety, and hormonal fluctuations may interfere with sex drive in both men and women

# Your emotions

- Anxiety
- Depression
- Caregiver strain or burden

### Symptom Management Hotline

As soon as you begin to experience symptoms, call the **Symptom Management Hotline**:

**514-340-8222 ext 25529**

- ▶ Be sure to listen carefully to the menu options and press the button for the **symptom management nurse**
- ▶ Leave you full name, hospital card number, and reason for your call.

#### **Common symptoms include:**

- Nausea and vomiting
- Fever
- Fatigue
- Shortness of breath
- Anxiety
- Sleep problems
- Bleeding
- Constipation
- Diarrhea
- Pain
- Mouth Sores
- Depression
- Appetite Loss
- Skin reactions



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## FEELING UNWELL ON CHEMO?

When in doubt, call to find out.

Call the **Symptom Management Hotline** as soon as you start experiencing symptoms.



Half of all cancer-related emergency department visits could be prevented with a phone call.

**SYMPTOM  
MANAGEMENT**



**514 340-8222, ext. 25529**

Monday to Friday, 8 AM to 4 PM

Evenings and weekends: 514 340-8232 (ask to speak to the hematologist-oncologist on call)



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# Clinic tips

- Please be punctual
- The day of your first appointment plan to be here all day. Do not make other plans
- Bring your medication
- At each visit on the 8th floor you must register at the reception
- Please respect the confidentiality of other patients
- What happens while you wait?
- We are treating patients according to their appointment times (please be punctual)
- Some unplanned situations may occur at the clinic, which may cause a delay in the time to start your treatment.

# Frequently asked questions

- Can I eat before my blood test?
- Can I eat on the day of my chemotherapy treatment?
- Is lunch being served at the clinic?
- Can I take my regular medications?
- Can I still take vitamins and supplements during my treatments?
- Will I have the same symptoms as someone I know that had chemo?
- Can I receive the flu vaccine?
- Is there Wi-fi?
- Where do I park?

# PARKING



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# Contact Phone Numbers

- **Jewish General Hospital Phone Number:  
514-340-8222**

- Departments (between 8h00-16h00):

- Oncology Clinic 8th floor # 25529

- Oncology Pharmacy # 25940

- Hope and Cope # 28255

**After 16h00 and during week-end call:  
514-340-8232**

**& ask for the Oncologist/pulmonologist/Hematologist  
on call**

## Internet sites

- Société canadienne du cancer  
[infi@sic.cancer.ca](mailto:infi@sic.cancer.ca)
- Segal cancer center  
<http://jgh.ca/fr/CentreducancerSegal>
- JGH Patient and Family Resource Center  
[JGH.ca/pfrc](http://JGH.ca/pfrc)

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- Up to Date Inc.
- Société Canadienne du Cancer
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