



Welcome leaflet Oncology day centres

Unit 616
Oncology day centre A

Unit 643
Oncology day centre B

i n f o r m a t i o n f o r p a t i e n t s

INTRODUCTION

This leaflet contains some practical details about your visit to the oncology day centre. Oncology day centre A, in Unit 616, welcomes patients from the haematology and gastrointestinal oncology departments. Oncology day centre B, in Unit 643, welcomes patients from general medical oncology, gynaecological oncology, respiratory oncology and patients for phase I studies. The procedure is the same in both day centres.

GENERAL INFORMATION

Oncology day centre A, unit 616, is on the first floor. Oncology day centre B, unit 643, is on the second floor. You should follow the beige arrows for both units.

Each time you arrive you should register at the day centre reception on the second floor. This also applies to patients for unit 616.

Bring your identity card with you when you register. The photograph on your identity card will be copied in your patient record. Make sure you also get the necessary information on your hospitalisation insurance. Every time you arrive you will be given a wristband with a bar code and your personal details (surname, first name, date of birth, sex and individual patient number). You should wear this wristband while you are at the day centre. Do not remove the wristband until you leave the hospital. It will then always be clear who you are and there can be no misunderstandings about your treatment and care. In this way you can also check whether your details are correct.

When you leave the oncology day centre, make an appointment for your next visit at reception on level 2. Make your appointment after you have seen the doctor. Appointments are available at diffe-



rent times of day, depending on the preparation time required for your treatment. You can make morning or afternoon appointments.

WHILE YOU ARE HERE

You do not need to fast before you arrive, unless you are instructed to do so. When you register, you will be allocated a bed or a chair. It may be that a space is not available immediately. If so you will need to wait in the waiting room until a space is available. We apologise for any inconvenience.

You can wear comfortable clothes while you are at the oncology day centre. If you are expecting to have an injection using your port-a-cath, it is best to wear clothing that allows easy access to the port-a-cath, such as a T-shirt with a wide neck, a shirt or cardigan with buttons or a zip. Your port-a-cath can then be kept sterile during use.

If you are unable to come for any reason, please inform us the day before. Please also inform us if you are unable to arrive in time.

Depending on the type of treatment, you will stay in the hospital for a few hours to a whole day. The preparation for your treatment, e.g. chemotherapy, takes three to four hours. The procedure is as follows:

- You register.
- The nurse takes a blood sample and sends it to the lab.
- The doctor examines you. You can help to make this process go more smoothly by preparing beforehand. For example:
 - ✗ What are my symptoms? If you are receiving chemotherapy, complete the diary. This gives the health care professional a clear view of the side-effects you are experiencing.
 - ✗ What do I want to discuss?
 - ✗ Do I need a prescription?
 - ✗ Do I need a certificate?
- The doctor checks your blood test results, prescribes your chemotherapy and discusses it with the supervisor, who is the doctor responsible for your care.
- After checking by the supervisor, the prescription is sent electronically to the pharmacy.
- Preparing the prescription takes about one hour.
- As soon as the medication is ready, it is sent through or collected from the pharmacy.
- Your treatment then begins.

Depending on the specialty, your preparation time can be reduced by having your blood sample taken at your GP or in the oncology day centre the day before. The treatment cannot begin, however, until you have been examined by the doctor. The nurse or doctor will discuss the options with you.

While you are at the oncology day centre a maximum of two people can stay with you. Depending on the type of treatment, you may leave the day centre for a short time. Discuss this beforehand with

the nurse who is looking after you, so that it does not interfere with any planned investigations or treatments.

Coffee, tea and water are available free of charge. You can also have a light meal free of charge if you wish. For those accompanying you, meals are available in the cafeteria, in the take-away area or in the coffee shop in the entrance lobby.

TELEPHONE CALLS – INTERNET

A telephone with a land line is available and you can make outside calls using your individual code. You can use your mobile phone in your room. Please do not make telephone calls while receiving nursing care or while a doctor is attending you.

Internet access

Use of the internet is free of charge and is secured against 'unauthorised' use. You must log in each time you use it. Please request your userid and password from reception. A number of laptops are available.

TRANSPORT

Discuss the most suitable means of transport with your doctor. In many cases you are advised not to drive. There is some provision for this under Belgian medical insurance. If you are receiving outpatient chemotherapy treatment you are entitled to a statutory transport allowance, which all mutual health insurers will pay on presentation of your transport receipt. You can obtain this receipt from the oncology day centre reception. Some mutual health insurers provide an additional contribution towards transport costs or organise transport using taxis for an affordable price. In many cases there is little or no reimbursement available from your mutual health insurer for transport by ambulance to the day centre. You should always ask your mutual health insurer beforehand.

PARKING DURING TREATMENT

Patients who come to the oncology day centre regularly can use Car Park 7. This is the designated car park for patients at the oncology day centre and the radiotherapy department. It is located close to the entrance to the oncology day centre.

You can obtain a certificate at the oncology day centre reception. Complete this certificate and hand it in at the counter in the entrance lobby. You will need to pay a deposit of 50 euros and you will then be given a parking badge for Car Park 7. The badge is valid for six months but it can be extended at the reception. After use the badge can be handed in at the counter or at the oncology day centre reception. The deposit will then be reimbursed directly into your bank account.

Kiss and ride area

There is a kiss and ride area for patients at the oncology day centre: the person accompanying you can drop you off in front of the day centre entrance and then park in Car Park 7. They may also wait in this area for a short time when picking you up after treatment. The kiss and ride area is accessible via Car Park 7. Please be considerate to other patients and use this area for a short time only. If it is used inappropriately UZ Leuven is entitled to withdraw your parking badge.

SMOKING AREA

Smoking is prohibited throughout UZ Leuven. Smoking is only allowed in the designated smoking areas, such as the smoking area outside the hospital beside the entrance to the Gasthuisberg campus and the area outside on the first floor next to unit 616.

HOSPITALISATION INSURANCE

If you have hospitalisation insurance, you should inform the insurer of the diagnosis as soon as possible. A 'serious illness' file can then be opened. Ask your insurer or the social worker at the unit about this.

SOCIAL WORKER

Illness and treatment can have a major impact on your personal, family, social and professional life. You and your family can contact the social worker to discuss questions about:

- practical arrangements relating to your treatment (transport, an interpreter etc.)
- finances, social benefits and insurance
- support at home (home help, cleaning help, convalescence etc.)
- coping on a personal level
- communication with your partner, children or family members
- social contacts and time use
- situations at school, in training or at work
- psychosocial support (bad news, questions about the end of life and palliative care, ethical issues, crisis support)

As well as the social worker, you can also call on other care professionals:

- X psychologist
- X relaxation therapist
- X nutrition expert
- X pastoral care provider
- X physiotherapist



IF YOU HAVE ANY FURTHER QUESTIONS

If anything is not completely clear, please ask the nurse, doctor or social worker for more information, or contact the oncology day centre reception. You can also find more information online, through mynexuz. More information about mynexuz is available in the leaflet you can get at the reception.

The senior nurses in the department are:

- Sonja Borgenon (unit 643), tel. 016 34 64 32
- Els Raets (unit 616), tel. 016 34 02 41.

If you have a problem at home, please contact your GP.

On normal weekdays you can also call the department between 8.00 and 16.15, on 016 34 88 66. In the evenings, at weekends and on public holidays, please contact the central hospital switchboard, tel. 016 33 22 11. Ask for the on-call doctor for the specialty that is providing your treatment. You can find phone numbers specific to your discipline in the letter 'Confirmation of appointment'.

You will also find information about the hospital on the website: www.uzleuven.be

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You can also find this leaflet at www.uzleuven.be/brochure/700171.

If you have any comments or suggestions about this leaflet please send them to communicatie@uzleuven.be.

As a patient you can check your appointments, bills and personal details using mynexuz. Visit www.mynexuz.be for more information.

