Juravinski Cancer Centre
HAMILTON HEALTH SCIENCES

Information for new patients and families

Welcome to the Juravinski Cancer Centre (JCC). When you arrive at the JCC, please come to the Information Desk in the Main Lobby on Level 1. You will be directed to the clinic for your appointment.

Address: 699 Concession Street, Hamilton, Ontario L8V 5C2
905-387-9495
Website: www.jcc.hhsc.ca

You will receive a Patient and Family Handbook during your first appointment.

During your appointment, you will be given a lot of information and may need to sign consent forms. Having a family member or a friend with you can be helpful. If needed, we will help you complete the forms.

Ask your cancer care team at JCC about MyChart. It is a secure online tool that provides access to some of your medical records.

Your appointment could be quite long, allow yourself a few hours. Free coffee, tea and cookies are provided by Canadian Cancer Society volunteers. There is a café on Level 0. Please feel free to bring your own snacks.

If you have any questions about your condition or why you were referred to the JCC, please ask your family doctor. Occasionally a person, who does not have cancer, may need to see a doctor at the JCC.

Bring to your first appointment:

- Your health card (you will need to show your card at **every** visit)
- Your reading glasses (if needed)
- All of your current medications in their original containers, including:
  - prescription medications
  - vitamins, herbal products or treatments
  - over-the-counter or non-prescription medications
  - any medication you need during the day such as pain, diabetes and quit smoking medications

At every clinic appointment the clinic clerk will ask you to show your health card and confirm your address, phone number and family doctor.

Symptom Assessment

You will be asked to complete a Symptom Assessment with every visit to the JCC. This is done on a computer. There are computers in the lobby and throughout the JCC. By completing a Symptom Assessment your health care team will have a better understanding of how you are feeling.

Prevent infection

When you arrive at the JCC, please clean your hands at the front door.
Call ahead of your appointment at the JCC:

- if you have recently been in isolation in the hospital, or
- if you have flu-like symptoms

Treatment plan: plan of care

When you arrive for your first appointment you will meet your Primary Team: a doctor (Oncologist) and a nurse. Both are specialists in cancer care. They will ask questions about your present and past health, your doctor will examine you, review your tests and discuss your plan of care.

There are 3 major ways to treat cancer: chemotherapy and biological therapy, radiation therapy and surgery. You and your health care team will decide on the best treatment plan for you.

Tests

Although your doctor or surgeon has sent your medical information to the JCC, you may need to have more tests done. Your Oncologist may need more information to plan your treatment.

Appointments

We try hard to ensure your appointment goes ahead as planned. Sometimes, appointments need to be changed, if this happens we will let you know as soon as possible. **Always bring your health card and appointment sheet to each visit.**

Smoking

The hospital and cancer centre are smoke free. If you smoke we want you to be comfortable during your appointments. We encourage you to speak with your Primary Team or pharmacist about quit smoking medications such as nicotine replacement therapy, gum or lozenges.

Getting to the JCC

The Canadian Cancer Society has volunteer drivers for those patients who are unable to drive or find a ride to the JCC. To arrange a ride call 1-800-263-6750. You can also check their website www.cancer.ca. There is a registration fee for this service, and a 3 day waiting period.

Driving directions to the JCC

From St. Catharines
Take the QEW to the Centennial Parkway/Red Hill Valley Parkway exit. Then follow the sign for the Red Hill Valley Parkway exit. The parkway becomes the Lincoln Alexander Parkway. Exit onto Upper Gage. Turn right on Upper Gage and follow until you reach Concession Street. Turn left onto Concession Street. The JCC is on the right side of the street, several blocks up.

From Cambridge
Take Hwy #52 to Hwy #403. Take the Lincoln Alexander Parkway (LINC) exit and follow the LINC to Upper Wentworth Street. Exit the LINC and travel north on Upper Wentworth. At Concession Street turn right. Continue for 3 blocks. The JCC is on the left side of the street.

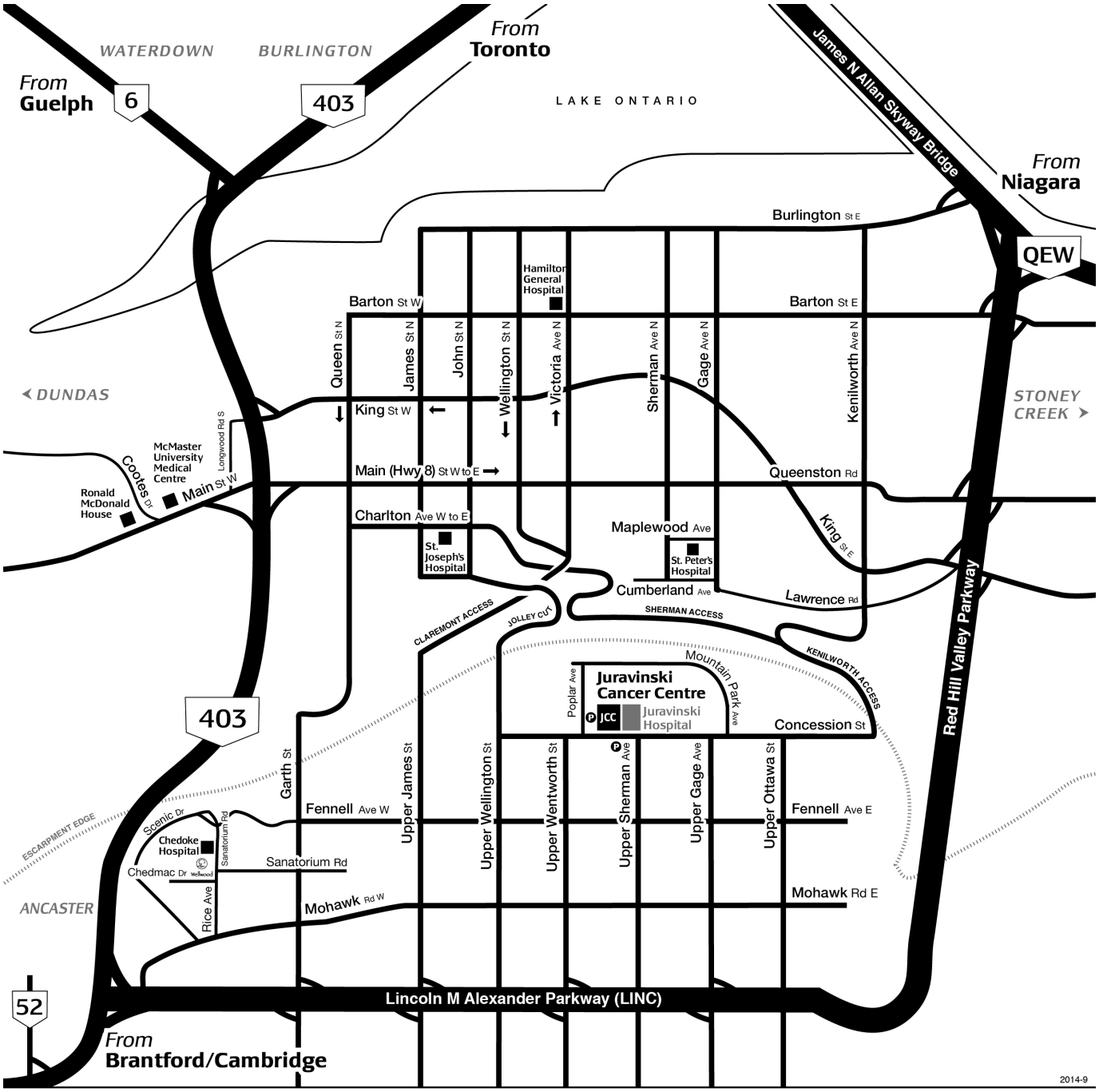
From Brantford
Take Hwy #403. Take the Lincoln Alexander Parkway (LINC) exit east and follow the LINC to Upper Wentworth Street. Exit the LINC and travel north on Upper Wentworth. At Concession Street turn right. Continue for 3 blocks. The JCC is on the left side of the street.

From Toronto
Take QEW to Hwy 403 -- then as below

From Guelph
Take Hwy 6 to Hwy 403 -- then as below

Exit from Hwy 403. Take the Lincoln Alexander Parkway (LINC) exit east and follow the LINC to Upper Wentworth Street. Exit the LINC and travel north on Upper Wentworth. At Concession Street turn right. Continue for 3 blocks. The JCC is on the left side of the street.

please turn over ➔



Important:

1. The Juravinski Hospital and Cancer Centre has 2 entrances. The Cancer Centre is **Entrance J** at 699 Concession St. and the Hospital is **Entrance A** at 711 Concession St.

2. Juravinski Innovation Tower (Charlton St.) and Juravinski Centre for Integrated Healthcare (West 5th) are part of St. Joseph's Healthcare and ***not*** related to the **Juravinski Hospital and Cancer Centre**.

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