

## Oncology Day Services (ODS) – Welcome

### **Why do curtains stay open?**

Recent system updates have changed the ODS layout, but not our patient care! It is a new policy to have our curtains open around the chair or bed when bone marrow transplant patients are in the clinic so that we can see you. This practice allows staff to easily see our patients and spot potential hazards quickly. We hope this will ensure the safety of our patients.

### **When can curtains be closed?**

During assessment from the Registered Nurse (RN) or Nurse Practitioner (NP) the curtains may be closed to provide privacy for the patient. At this time, the RN or NP will also put on a mask if required for closer examination. Once the RN or NP is finished and has left the chair or bedside, curtains must be opened for continued safety.

### **What preventative measures are being taken?**

Patients who are immunocompromised will be asked to wear masks during their stay in ODS. This specific patient group will be located in the same area in the clinic. To ensure patient safety patients and family members coming into the ODS will be checked for flu-like symptoms regularly. This double screening process takes place at the check-in desk and by the RN at the chair or bedside.

### **Early bird does NOT always get the worm**

Please show up at your designated appointment time as we are unable to accommodate early arrivals. Certain appointments require coordination with pharmacy and other departments, if you come early we may not be ready for you! ODS aims to schedule our patient appointments according to volume and flow. Showing up at your scheduled time decreases wait times and overfilled waiting room.

ODS staff are a caring team and understand that many patients require transportation to and from appointments. While you wait, Nora's Café is located on Level 0 (any and all staff will know how to point you in the direction of coffee!).

The waiting room located outside of ODS has free TV and a scavenger hunt to find the remote!

### **All Aboard !**

Not an early riser? We understand! Bone Marrow Transplant patients have their appointments booked early in the day – for a great reason! Specific bloodwork done for these patients require the lab samples to be transported to an off site lab, truck leaves at a certain time.

Thanks for starting your morning with us!

**Patience of patients**

Tired of watching the clock? Delay in red blood cell administration can be frustrating, for staff and patients. If you are coming for a transfusion appointment you could be in for a long haul. In order to administer a blood product we have to find one that fits for you. A group and screen lab test tells us your blood type and checks for certain antibodies, and can take up to 2 hours!!

These test results are only valid for 4 days, so you may encounter this wait more than once.

Did the person next to you get their blood first? No two people are the same, and your blood might have special antibodies that takes extra time. What a great time to join a book club!

**Who's who in the zoo?**

Angela Alison Antonella Bernice Clara  
Eric Gorana Grace Irena Jenn Jessie  
Jolanta Kari Lindsay Liza Linzy Marie  
Nancy Nicola Olga Pam Pauline Rita  
Rose Sonya Sriti Susan Tammy

A N G E L A E Q A P P R K A X  
A B O D R N Z N G C Y Y N F X  
R T R Q I I T I R S C E J A L  
E U N L Y O E C I N R E B Y I  
X A U A N G P Q U I S D R A Z  
K A L E L I N Z Y S P M K S A  
P A L I N O H E I O F E V D N  
S L R O S A J E A L O C I N G  
A M L A C O S M S H U A Y I O  
N G A I L S N U K O B R M L R  
A B R R O C W G S A R G M M A  
N E K N I J E N N U R G A A N  
C N Y Q R E P Z U L M I T P A  
Y A V F U F U C B O N B A J D  
H A T I R I V Y K J R N K O X