



Welcome to the Children's Hematology and Oncology Clinic

We care for children and families who are facing cancer and blood disorders.

Our team of health professionals will work closely with you and your child to plan the care and services that will meet your child's needs.

Each member of the team will help you learn about your child's condition and care. We want you to have enough information and support to feel comfortable making decisions and taking part in your child's care. If you have questions or concerns, please feel free to talk to any member of the team.

Reading this booklet will help you learn:

- what to expect at clinic visits
- how each member of the health care team can help your child

How do I book or cancel an appointment?

To schedule, change or cancel an appointment,
call the Business Clerk at the clinic.

905-521-2100, ext. 73887

Monday to Friday from 8:30 am to 4:30 pm.

Your child needs a scheduled appointment for every visit. After each appointment, stop and see the Business Clerk to hand in your **Boarding Pass** and to book your next visit.

If you arrive without an appointment, we may not be able to see your child. We will make an appointment as soon as possible, but you will likely have to return on another day.

When is the clinic open?

We are a morning clinic and are only able to see patients at the following times. Before coming to the Clinic, go to the Hematology Lab (2N38) for your child's finger poke.

Weekday	Clinic Hours	Arrival time (after finger poke)
Monday, Wednesday and Friday	9 to 11:30 am	<ul style="list-style-type: none"> • Arrive before 10 am.
Tuesday and Thursday	8 to 11:30 am	<ul style="list-style-type: none"> • For procedures, arrive before 8 am. • Otherwise, arrive before 10 am.

Who can come to the clinic?

One parent (or caregiver) is welcome at each visit. We have limited space and need to prevent the spread of infections. If you need another parent or caregiver to come to the clinic with you, special circumstances should be made prior to the clinic appointment.

We ask that all family and visitors be in good health. If anyone feels unwell, please tell the Business Clerk. A health professional will decide if that person can come into the clinic.

What should I bring to the clinic?

Write down your questions and concerns and bring this list with you.

As visits may last for several hours, please bring:

- diapers
- food, drinks and utensils
- things that comfort your child, such as a favorite toy or blanket
- medications your child needs that day
- quiet activities that your child will enjoy while waiting

What happens at each visit?

1

Hematology Lab

2N 38
2nd Floor
Blue section

Your child needs to have a finger poke for a blood test before each clinic visit.

Go to the Hematology Lab (2N38) before your scheduled appointment.

The lab opens at 7:30 am. Have your Ontario Health Card ready.

The lab cannot do a finger poke if your child does not have a scheduled clinic appointment.

2

3F Clinic

3rd Floor
Red section

After the finger poke, go to the Oncology Clinic.

Check in with the Business Clerk for Team 4. Have your Ontario Health Card ready.

The Business Clerk will give your child an armband. Please keep the armband on your child at all times.

We use the band to identify your child before procedures and giving medications.

The Business Clerk will give you a clear sleeve with an armband and a blank **Boarding Pass**. Please make sure you put your child's armband on their wrist or ankle.

Please have your child's finger poke done and arrive in the clinic by 8 am if your child:

- is scheduled for a bone marrow (BM) or lumbar puncture (LP) procedure with sedation
- needs a blood transfusion
- is unwell

Let the charge nurse know if you have any concerns or need a prescription filled.

Will I have to wait?

We will do our best to see children in the order they arrive. However, there are times when you may need to wait for 2 or 3 hours.

Your visit may be delayed if we are called to see a child with urgent needs or respond to an emergency. If there is a delay, we will try to make your wait time as short as possible.

The length of each visit may be different, depending on your child's needs. You can expect a longer visit when you need to see the Hematologist/Oncologist.

You may notice some children who arrive at the same time may finish their visit first. This is because their tests and treatments took less time.

Who are the members of the health care team?

As a parent, you are part of the team that will take care of your child. Depending on your child's needs, you may meet many types of health care providers.

Team member	How they can help your child
Attending physicians	Attending physicians are Hematologists/Oncologists, doctors that specialize in treating children with blood disorders or cancer. Your child will be assigned a main physician called a primary physician. The physicians work as a team, sharing responsibility for patients' medical care in the hospital. Depending on the length of your child's treatment, you may meet one or more of the attending physicians.
Fellow	A doctor who has completed medical school and is now receiving specialty training in pediatric hematology/oncology.
Resident	A doctor who has completed medical school and is now receiving specialty training in pediatrics.

Team member	How they can help your child
Nurse Practitioner (NP)	An Extended Class Registered Nurse with advanced training in caring for children with cancer and their families. A Nurse Practitioner works in collaboration with the physician and can order medications, tests and procedures.
Clinic Nurse	A Registered Nurse who provides care and education to children and families in the clinic. Also coordinates your child's care including scheduled tests and procedures.
Ward Nurses	A Registered Nurse who provides daily nursing care and teaching to children and their families.
Interlink Nurse	A Registered Nurse that works with the health care team and families to link services in the hospital and at home. The Interlink Nurse can help your child and family adjust to challenges of living with cancer.
Child Life Specialist	A health professional with special training in child development and how children react to illness and being in hospital. Helps children cope with cancer and its treatment.
Pharmacist	A Pharmacist is an expert about medications and how they are used to treat children. The Pharmacist will help you learn about your child's medications.
Pharmacy Technician	A member of the Pharmacy team who prepares medications and products used in your child's treatment.
Social Worker	A Social Worker is trained to help you and your child cope with illness and hospitalization through counseling, support groups, financial assistance and referrals for other services.
Registered Dietitian	A Registered Dietitian cares for your child's nutritional needs during treatment. The Dietitian can give you help and support when your child has trouble with eating, maintaining weight or managing treatment side effects that affect eating.

Team member	How they can help your child
Physiotherapist	A Physiotherapist plans activities, exercises and equipment that help your child with movement and strength. Physiotherapy helps your child continue his or her daily activities.
Occupational Therapist	An Occupational Therapist helps your child with movements, skills and equipment that will help him/her play, go to school and take care of him/herself.
Neuropsychologist and Psychometrist	Mental-health professionals who can assess your child for thinking and learning problems related to treatment. They can help with challenging behaviours that make treatment difficult and help with your child's return to school.
School Teacher	A fully qualified teacher who helps your child keep up with schoolwork during the hospital stay. The hospital teacher works with your child's home school to continue your child's education and plan a successful return to school.
Clinical Research Associate	If you take part in a research study, a Clinical Research Associate will explain what will happen and answer your questions. Depending on the study, he or she may ask to collect some information or samples. The Clinical Research Associate works with the health care team to make sure that research is done safely and correctly.

Our Health Care Team		
	Name	Ext.
	Clinic Nurse:	
	Social Worker:	
	Physiotherapist:	
	Other members:	
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	_____	_____
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