



BC Cancer Agency

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An agency of the Provincial Health Services Authority

Navigation Guide for Chinese-Speaking Cancer Patients & their Families (Vancouver Centre)

華語癌症病人及家屬 導航指南



卑詩癌症局(溫哥華中心)

English – Chinese | 中英文雙語版

Revised 2011 | 2011年修訂

Navigation Guide for Chinese-Speaking Cancer Patients
& Their Families (Vancouver Centre)

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卑詩癌症局(溫哥華中心) 華語癌症病人及家屬 導航指南

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This guide is available at the Agency's website:

www.bccancer.bc.ca/PPI/copingwithcancer

<http://teamsites.phsa.ca/sites/TranslatedPatientEddocs/>

To purchase hardcopies of this Navigation Guide, please visit the online bookstore and look under "For Family" and "Cancer".

<http://edreg.cw.bc.ca/bookstore/public/bookstore>

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www.bccancer.bc.ca/PPI/copingwithcancer

<http://teamsites.phsa.ca/sites/TranslatedPatientEddocs/>

如欲購買此「導航指南」請瀏覽網站, 並在左欄選「For Family」及「Cancer」。

<http://edreg.cw.bc.ca/bookstore/public/bookstore>

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Introduction

It is natural to experience feelings of fear, anger, helplessness and other distressing feelings when diagnosed with cancer. Sometimes when you come to a cancer centre, it can also be confusing to find your way and understand how the centre works, especially if you do not read or speak English.

This Navigation Guide lets you know about the services at our cancer centre and gives you tips and information about practical resources and support that may be of help to you and your family. It is meant for people who are more comfortable reading in the Chinese language. All of the material is in both Chinese and English so your English speaking family members can also understand what is in this guide.

序言

當被診斷患有癌病時，感到害怕、憤怒、無助及有其他憂慮情緒都是自然的。當你來到卑詩癌症局，又不習慣或不懂說英語，你可能會對各部門單位的位置及癌症局的運作更感到迷惘。

透過此「導航指南」，你可知道癌症局設有的服務，以及對你和家人在尋找援助時有用的資料及提示。這「導航指南」是為那些閱讀中文感覺較舒服的人士而寫的。「導航指南」以中英文雙語編寫，讓你與說英語的家人能同時明白指南的內容。

Peer Navigator Service

What is the Peer Navigator Service?

A Peer Navigator is a cancer survivor who volunteers at the Vancouver Centre. Peer Navigator volunteers receive special training, including confidentiality principles, to assist patients and families.

You may meet a Peer Navigator speak Cantonese and/or Mandarin at your first appointment. This volunteer will assist you, and your family, as you arrive and will help you get from the main reception to your appointment.

What does a Peer Navigator do?

Peer Navigator volunteers are available to help you find your way in the cancer centre, assist you with practical information or help you find resources about your cancer or the services of BCCA in Chinese. They are also here to provide you and your family with conversational support and a helping hand if you wish it.

How can I find a Peer Navigator?

Peer Navigators are based at the Admitting & Information Desk in the main lobby on the first floor of the Vancouver Centre and the Clinic's Reception Desk on the 8th Floor of the Fairmont Medical Building. However these volunteers move throughout the centre during their shift and may not always be at the reception desks.

華語導航員服務

華語導航員服務是甚麼?

華語導航員是在溫哥華中心服務的義工，他們亦是癌症康復者。導航員已接受特別訓練(包括保密原則)以協助病人及其家人。

你在第一次到訪卑詩癌症局時在登記及詢問處會遇見這些能操國語、粵語的華語導航員。

華語導航員會做甚麼?

他們會為你在卑詩癌症局內引領路向以認識各部門的位置、助你找尋中文資源，並與你傾談給你鼓勵及支援。

如何能找到華語導航員?

他們主要在卑詩癌症局(溫哥華中心)一樓大堂的登記處及Fairmont Medical Building診所登記處為病人服務，但有時亦會在中心其他位置協助病人。

Peer Navigator Service (continued)

Can a Peer Navigator be my interpreter?

Peer Navigators are not trained to be medical interpreters. The BC Cancer Agency provides professional interpreters at no cost to you or your family. If you need an interpreter, let your doctor, nurse or other health care staff member know. They can make the arrangements for you.

How do I find out more about the Peer Navigator Service?

If you would like more information or to contact a Peer Navigator, call the Peer Navigator Service at **604.877.6000 local 67.3063**. You can leave a brief message with your name and day-time contact number, and a Peer Navigator will return your call within 5 working days.

Please note that this is **not an emergency number** and the Peer Navigator would not provide any medical advice. If you need support more urgently, you will need to call the Agency's Patient Help Line or the concerned department directly. Please see Appendix 1 & 2 for a list of often used phone numbers.

華語導航員服務 (續)

華語導航員可為我翻譯嗎?

導航員未有接受醫學方面的翻譯訓練。卑詩癌症局有提供免費專業翻譯服務。如有需要，你可向醫護人員提出，他們會為你安排翻譯服務。

如何能獲取更多華語導航員服務的資料?

如你想知道更多服務詳情或聯絡華語導航員，你可致電導航員服務(**604.877.6000 內線3063**)留下簡單口訊(包括你的姓名及日間聯絡電話)，他們會在五個工作天內給你回電。

請注意這電話**不是緊急求助電話**，導航員亦不會提供任何醫療意見。如你想更快得到援助，你須致電癌症局「病人熱線」或其他有關部門，請參閱附頁(1)及(2)有關病人常用的電話號碼。

Tips for Preparing for Appointments with Your Doctors and Other Health Care Providers

1. Always bring along a small notebook to write down questions. Ask these questions / concerns at your next appointment, with the assistance of an interpreter.
2. Make a list of things you want to talk about how they have changed or affected you, such as your symptoms, medications, mood etc.
3. Have a friend or family member go with you. Write down (or ask your family / friend to help) what your doctor or nurses or other health care professionals have discussed with you so that you can review it again.
4. Take an active role in your cancer care. Take the initiative to ask for and be willing to accept help.
5. In addition to seeing your doctor, you may want to see other health care professionals within the Agency (e.g. Dietitian, Pharmacist, Social Worker). You (or someone on your behalf) may ask your nurse / doctor for a referral. Or you may contact the department and request an appointment.

給病人的提示：見醫生及其他醫護人士前的準備

1. 你可以隨身帶備一本小記事簿，把任何時候想起有關癌症及治療的問題記下來，留待下次覆檢時請翻譯員協助你向醫護人員提問。
2. 預先記下你想與醫護人員討論的事項，例如病徵、藥物、情緒等對你的影響或改變。
3. 你可以帶同家人朋友一同見醫護人員。你可以(或請家人朋友代你)記下曾與醫生或護士討論的事項或他們給你的建議，以便日後再可翻看而更明瞭。
4. 在癌症治療及護理的過程上，採取主動及積極的態度面對；主動向別人提出你的需要或困難，並願意接受別人的幫助。
5. 除了見醫生外，你亦可約見卑詩癌症局其他醫護人員(如營養師、藥劑師、社工)。你(或找別人替你提出)可請護士或醫生作轉介，亦可自行聯絡有關部門要求安排約見。

Tips for Communication

If you do not speak English or are not used to communicating in English, the following tips may help you talk with your health care team.

1. Arrange an English speaking family member or friend to be your contact person. Ask staff at the reception desk or nurses' station to add the name and phone number of this person to your health record. We will call this person to leave messages for you about appointments and other cancer related matters.
2. Ask a health care provider to arrange an interpreter for your next visit. Professionally trained interpreters are available to you at no cost.
3. When using English to communicate, you may ask the person to speak slowly or, if necessary, to repeat the message. Staying calm and being patient may help you understand the messages.
4. If you have telephone voice mail, have someone check it regularly in case your health care providers leave you messages in English.
5. When you (or someone on your behalf) call your health care providers, sometimes they may not be available to talk to you right away. Be prepared to leave a simple, clear and adequate message in English for the provider to return call (e.g. Patient's name, chart number, reason for calling, English speaking contact person's name and contact number).
6. Often used phone numbers are included in this Guide (see Appendix 1 & 2).

給病人的提示：與醫護人員溝通

如果你不懂英語或不習慣使用英語，以下提示有助你與醫護人員溝通。

1. 你可以安排一位會說英語的家人或朋友作為你與卑詩癌症局的聯絡人(**contact person**)，並請中心登記處或護士站職員將這聯絡人的姓名及電話號碼加在你的醫療檔案上。癌症局職員會通知這聯絡人有關你預約的安排或其他癌症相關的事宜。
2. 你可以向醫護人員提出在下次覆檢時替你安排翻譯服務。專業翻譯服務是免費的。
3. 當使用英語溝通時，你可請對方說慢一點；如有需要，你亦可請對方重覆再說一遍。溝通時保持鎮定及持有耐性有助你更明白對方的訊息。
4. 假如你的電話有留言服務，你可請別人替你定期收聽留言訊息，查看是否有醫護人員以英語留言給你。
5. 當你(或請別人代你)致電醫護人員時，他們未必能夠即時接聽電話。你可預先準備英文留言對話稿，寫下簡單、清楚及主要的資料(包括病人姓名、病人檔案編號 **Chart Number**、簡要致電原因、回電給你或可說英語聯絡人的名字及其電話號碼等)，你需要用英語留言以方便對方回覆。
6. 你可參閱此「導航指南」附頁(1)及(2)有關病人常用的電話號碼。

Tips for Finding Support

1. I know very little about cancer and the treatment...

For some patients, knowing more about their disease and treatment allows them to plan and manage their life, and feel more secure. You may get cancer-related information from:

- The Agency's Library and Website (www.bccancer.bc.ca). Some information is in Chinese. Ask a Peer Navigator or use the Library Resource Checklist to help you access the Library Service. You can find the Library Checklist in this Guide (see Appendix 5) or get one from the Library.
- Information sources are also listed in the bilingual "Resource Guide for Chinese Cancer Patients".

2. "New Patient Package" – What is it?

This is given to you on your First Visit. It has contact information and important phone numbers. Review this package to make the best use of the support available.

3. When receiving treatment, I can't work and cook...

The Agency's "Resource Guide for Chinese Cancer Patients" has a detailed list of supportive resources available within the Agency and in the community. You may be given a copy at your First Visit. If not, you can get a copy from the Library or the Patient and Family Counselling Office (Room 550 at Vancouver Centre) or you may download it from the Agency's website:
www.bccancer.bc.ca/ppi/copingwithcancer

給病人的提示：尋找支援協助

1. 我對癌症及癌症治療認識很少...

有些病人對癌症及治療有更多認識後會感覺更安全可靠，更能計劃及安排生活。你可到：

- 卑詩癌症局的圖書館借閱及瀏覽網站(www.bccancer.bc.ca)參看有關癌症的資料，有些資料是以中文記載的。你可請華語康復者導航員或使用「圖書館資料借閱表格」助你聯繫圖書館服務。「導航指南」附頁(5)為「圖書館資料借閱表格」，你亦可到卑詩癌症局的圖書館索取借閱表格。
- 「華語癌症病人資源手冊」內亦列有其他提供癌症資料的機構。

2. 「新病人資料」(New Patient Package)是什麼?

你首次到卑詩癌症局時會收到「新病人資料(New Patient Package)」，內有一些重要資料及聯絡電話號碼。重覆閱讀「新病人資料」有助你善用資源。

3. 在癌症治療期間，我不能工作及煮食...

本局編印的「華語癌症病人資源手冊」詳列本局及社區內有關支援癌症病人的資源。你在首次赴診時已獲派一份，否則你亦可到圖書館或病人及家屬輔導部索取(溫哥華中心550室)，或在卑詩癌症局網頁下載。
www.bccancer.bc.ca/ppi/copingwithcancer

Tips for Finding Support (continued)

4. Since my cancer diagnosis, I have many worries...

It is natural to experience worries and other distressing feelings when you or a family member is faced with a diagnosis of cancer and its treatment. Professionally trained counsellors at Patient & Family Counselling Services are available to speak with you and assist you throughout the course of your illness. This includes emotional counselling, information and assistance with practical support.

The Vancouver Centre provides counselling in English, Cantonese and Mandarin. Interpretation services can be arranged for you to speak to an English-speaking counselor or social worker. The Chinese Cancer Support Group, conducted in Cantonese, is held on every second Thursday of each month at the Vancouver Cancer Centre. For appointments to meet a counselor or social worker, or for support group program information, you can visit the Patient and Family Counselling Office at Room 550, Vancouver Centre, or call 604.877.6000 local 67.2194 (English) or local 67.2375 (Chinese). A “Service Request” form is included in this Guide (see Appendix 4) to help you access the counselling services.

給病人的提示：尋找支援協助 (續)

4. 自得悉有癌病後，我感到非常憂慮...

當你或家人被診斷患有癌病時，感到憂慮及有其他不安的情緒都是自然的。在癌症過程中，病人及家屬輔導部的專業輔導員可為你提供情緒輔導及協助聯繫社區資源。

溫哥華中心提供英、國、粵語輔導服務；亦可安排翻譯員方便你與說英語的輔導員或社會工作人員溝通。你亦可參加每月第二個星期四在溫哥華中心舉辦的華語癌症支援小組。有關預約輔導員或社會工作人員，或查詢華語癌症支援小組，你可聯絡病人及家屬輔導部(溫哥華中心550室)604.877.6000內線2194 (英語)、內線2375(華語)；你亦可使用附頁(4)「病人及家屬輔導 - 服務要求表格」助你聯繫輔導服務。

Floor Guide

Most patients will have most of their appointments in the Vancouver Centre. Some patients will be asked to attend some appointments at the Fairmont Medical Building. You need to be sure which location you will be having your appointments. The Vancouver Centre is located at 600 West 10 Avenue, Vancouver. The clinic at the Fairmont Medical Building is on the 8th Floor, 750 West Broadway, Vancouver (1 block west of the Vancouver Centre). The Floor Guide lets you know about the services or facilities available on each floor of the Vancouver Centre and the Fairmont Medical Building.

Vancouver Centre Floor Guide

1st Floor Services / Facilities

- Admitting & Information Desk
- Magnetic Resonance Imaging (MRI)
- Functional Imaging (PET Scan)
- BC Cancer Foundation – Vancouver Office
- John Jambor Room
- Cancer Information Centre
- Nutrition Services, Room 1408
- Volunteer Services, Room 1411
- Cafeteria
(Monday – Friday, 7 a.m. – 2 p.m.)
- Phone to Volunteer Driver Dispatch Office
- Pay Phone
- Phone to taxi service
- Bank Machine
- Patients / Visitors Washrooms
- Entrance to BC Cancer Agency Parkade

樓層指南

大多數病人會在溫哥華中心(Vancouver Centre)接受覆檢及治療，但有些病人會被安排到 Fairmont Medical Building 的診所覆檢。你需清楚自己要到哪一診所作覆檢。溫哥華中心位於溫哥華西十街600號，Fairmont Medical Building 的診所位於西百老匯街750號8樓(即溫哥華中心向西面行一路口)。此「樓層指南」讓你知道癌症局各部門設施的位置。

溫哥華中心 - 樓層指南

一樓 部門/設施

- 登記及詢問處
- 磁力共振 (MRI)
- 造影掃描 (PET)
- 卑詩癌症基金會辦公室
- John Jambor室
- 癌症資料室
- 營養部1408室
- 義工服務1411室
- 餐廳
(週一至五，上午7時至下午2時)
- 義工司機服務直線電話
- 公眾收費電話
- 的士服務直線電話
- 銀行提款機
- 病人及訪客用衛生間
- 往癌症局停車場入口

2nd Floor Services / Facilities

二樓 部門/設施

- Clinic Reception
 - Nurses' Station A - D and Pod 1
 - Surgical Daycare
 - Pain & Symptom Management Clinic
 - Radiation Therapy Reception
 - Dentistry
 - Mould Room
 - Simulator Room
 - Radiation Therapy Unit 1 – 9
 - Radiation Therapy Unit A & B
(Access by elevators located near Unit 1)
 - Brachytherapy Unit
 - Radiation Treatment Support Centre
 - Patients / Visitors Washrooms
 - Entrance to BC Cancer Agency Parkade
- 門診診所登記處
 - 護士站A – D及Pod 1
 - 日間手術室
 - 痛症及徵狀處理診所
 - 放射治療登記處
 - 牙科部
 - 造模室
 - 放射治療模擬室
 - 放射治療室1 - 9號單位
 - 放射治療室A及B單位
(乘搭放射治療1號單位旁電梯通往)
 - 近距放射治療部
 - 放射治療支援中心
 - 病人及訪客用衛生間
 - 往癌症局停車場入口

3rd Floor Services / Facilities

三樓 部門/設施

- Laboratory
 - Diagnostic Imaging (X-ray, Ultrasound, CT Scan, Mammogram)
 - Patients / Visitors Washrooms
 - Entrance to BC Cancer Agency Parkade
- 抽血化驗部
 - 診斷掃描(X光、超聲波、電腦掃描、乳房X光掃描)
 - 病人及訪客用衛生間
 - 往癌症局停車場入口

4th Floor Services / Facilities

四樓 部門/設施

- Release of Information Office, Room 4334
(Monday to Friday, 8 a.m. – 3:45 p.m.)
 - Physicians' Offices
 - Administration
 - BC Cancer Foundation – Vancouver Office
- 發放病人資料部4334室
(週一至五, 上午8時至下午3時45分)
 - 醫生辦公室
 - 行政部辦公室
 - 卑詩癌症基金會辦公室

5th Floor Services / Facilities

五樓 部門/設施

- Patient & Family Counselling, Room 550
- Psychiatric Service, Room 550
- Hospital Unit (5 East / 5 West)
- Patient Lounge
- Roof Deck Garden
- Patients / Visitors Washrooms

- 病人及家屬輔導部550室
- 精神科服務550室
- 住院部 (5樓東翼及西翼)
- 病人及訪客用客廳
- 露天庭院
- 病人及訪客用衛生間

6th Floor Services / Facilities

六樓 部門/設施

- Chemo Unit
- Medical Daycare
- Pharmacy
(Monday – Friday, 8:30 – 5 p.m.)
- Patients / Visitors Washrooms

- 化療部
- 日間護理部
- 藥劑部
(週一至五, 上午8時半至下午5時)
- 病人及訪客用衛生間

Main Lobby Services / Facilities

一樓大堂 部門/設施

- Pay phone
- Phone for taxi service
- Drug store (not BC Cancer Agency)
- Snack shop

- 公眾收費電話
- 的士服務直線電話
- 藥房 (非癌症局所屬)
- 小食商店

2nd Floor Services / Facilities

二樓 部門/設施

- Parking

- 停車場

6th Floor Services / Facilities

六樓 部門/設施

- Hereditary Cancer Program

- 癌病遺傳部

8th Floor Services / Facilities

八樓 部門/設施

- Ambulatory Care Clinic Reception
- Nurses' Station F & G
- Patients / Visitors Washrooms

- 門診診所登記處
- 護士站F及G
- 病人及訪客用衛生間

9th Floor Services / Facilities

九樓 部門/設施

- Complementary Medicine Education
& Outcomes Program (CAMEO)

- 輔助醫學教育及成果研究計劃

Library Services

Some people find it helpful to learn more about cancer, its treatment and care, and coping with cancer. You can get information from our Library which is located on level one of the BC Cancer Research Centre, at 675 West 10th Avenue, directly across the street from the Vancouver Centre. Please follow the steps below to get a BCCA Library Card so as to borrow books and resources.

Step 1

- Bring 1 piece of photo ID, your address in English and your phone number to get a library card.
- Opening hours of the Library:
Mondays – Fridays, 9 a.m. – 5 p.m.

Step 2

- Check (✓) the type of resource that you want on the Library Resource Checklist (see Appendix 5).
- Show the Checklist to the Agency Librarian for assistance.

Step 3

- If you would like to renew your books, you can do so over the phone (604.675.8001) or by email (library@bccancer.bc.ca).
- Return your library books at the Library or in the drop box at Vancouver Centre Admitting & Information Desk.

圖書館服務

有些人覺得能多認識癌症、治療及護理是很有用的。你可到卑詩癌症局的圖書館(位於西十街675號卑詩癌症研究大樓一樓，即溫哥華中心對面)借閱及參看有關癌症的資料。你可按照以下步驟申請癌症局的圖書証及借閱資料。

步驟1

- 帶備附有相片的身分證明文件(例如駕駛執照、公民咭、楓葉咭、身份証等)、你的英文地址及電話號碼到圖書館辦理申請圖書証。
- 圖書館辦公時間為星期一至五，上午九時至下午五時。

步驟2

- 填妥「圖書館資料借閱表格」(參看附頁5)。
- 將「表格」交給圖書館職員，他們可助你找尋資料。

步驟3

- 續期借閱資料：你可致電604.675.8001或電郵圖書館library@bccancer.bc.ca辦理。
- 歸還資料：你可交回圖書館或放進於溫哥華中心大堂登記及詢問處的歸還箱(drop box)。

Volunteer Driver Service

If you need to return to the Vancouver Centre or Fairmont Medical Building and are not able to drive or have someone to drive you, you can use the Freemason or Canadian Cancer Society volunteer driver service. You can follow the steps below and use the sample script as a guide for booking a volunteer driver (See Appendix 6 - 8).

Step 1

Have the information in English ready before you make the call. This includes:

- Patient's name, address & phone number
- Appointment date and time
- Cancer centre / clinic you have to go to:
 - Vancouver Centre:
600 West 10th Avenue or
 - Fairmont Medical Building:
750 West Broadway
- Number of persons needing a ride

Step 2

Call the number in your community (see below) to book the service 2 business days ahead of your appointment.

- Vancouver, Burnaby, Richmond, New Westminster, Port Moody (604.872.2034)
- West Vancouver (604.921.2361)
- North Vancouver (604.904.2361)
- Coquitlam, Port Coquitlam, Maple Ridge, Pitt Meadows (604.463.8277)

If you live in other areas of the Greater Vancouver and Fraser Valley, you can check the "Volunteer Driver Program" brochure or go to the "Resource Guide for Chinese Cancer Patients – Section F" for the number to call.

義工司機服務

你可能感到不適或未有人能幫助你開車前往癌病有關的醫療預約，你可考慮使用Freemason及加拿大防癌協會提供的免費義工司機服務。你可按照以下步驟預約接載服務及參考「預約義工司機接送對話稿」(附頁6 - 8)方便你與說英語的義工司機聯絡員溝通。

步驟1

致電義工司機服務前先準備有英文資料，包括：

- 病人姓名、地址及電話號碼
- 就診日期及時間
- 就診地點
 - 西十街600號溫哥華中心 或
 - 西百老匯街750號Fairmont Medical Building 診所
- 乘車人數(每家庭最多2人)

步驟2

提前兩個工作天致電你居住區域的義工司機服務辦事處約車。

- 溫哥華、本那比、列治文、二埠及滿地寶 (604.872.2034)
- 西溫 (604.921.2361)
- 北溫 (604.904.2361)
- 高貴林、高貴林港、楓樹嶺及畢特草園 (604.463.8277)

如你居住於大溫或菲沙谷其他區域，你可查閱「義工司機服務」的單張或「華語癌症病人資源手冊」有關你居住區域的義工司機服務預約電話號碼。

Volunteer Driver Service (continued)

Step 3

Write down the pick up time from home, and where to wait for the driver in the cancer centre or clinic when it is time to go home.

Step 4

When you finish the appointment(s), call the volunteer driver for pick up. Phones are available near the Vancouver Centre's Admitting & Information Desk and at the Fairmont Building Clinic.

Step 5

If you do not speak English, ask someone who can speak English to help you make the arrangement. Use the sample scripts (see Appendix 8) to book the service or to ask for help.

義工司機服務 (續)

步驟3

記下義工司機到你家接載的時間，及回程時等候義工司機的位置。

步驟4

當你完成覆檢或治療而準備回家時，你可使用設在溫哥華中心的登記及詢問處側旁及Fairmont Medical Building診所內的電話，致電義工司機服務，告訴他們你準備回家。

步驟5

如果你不會說英語，你可用附頁(8)的對話稿，請一位會說英語的人士替你致電。



BC Cancer Agency

CARE + RESEARCH

An agency of the Provincial Health Services Authority

卑詩癌症局

RADIATION THERAPY PROGRAM 放射治療部

(English - Chinese Bilingual Version 中英文雙語版)

 姓名: _____
 Name

 癌症局編號: _____
 Chart #

如你對你的治療需要更多資料或存有疑問，請致電你的主診醫生。

If you require information or have problems or concerns about your treatment, please telephone your Agency Doctor:

 主診醫生: _____
 Doctor

 電話: 604. 877. 6000 內線 _____
 Tel. No. Local

取消或更改時間 To Cancel or Change Your Appointment	604. 877. 6014
病人及家屬輔導部 Patient and Family Counselling Services	604. 877. 6000 內線 2194(英語) 內線 2375(華語)
營養部 Nutrition Services	604. 877. 6000 內線 2013
藥物諮詢部 Pharmacy Drug Information	604. 877. 6135
資料發放(病歷副本) Release of information (chart copies)	604. 877. 6000 內線 2334
辦公時間後緊急聯絡 Emergency After Hours Contact	604. 877. 6000
放射治療部護士 Radiation Therapy Nurse: _____	604. 877. 6000 內線 2282
免收費長途電話 Toll Free	1. 800. 663. 3333

我們鼓勵你與家庭醫生保持聯絡，處理有關癌症護理及其他健康問題。

For general health care as well as cancer care we encourage you to maintain contact with your family physician.


BC Cancer Agency

CARE + RESEARCH

An agency of the Provincial Health Services Authority

卑詩癌症局

www.bccancer.bc.ca

SYSTEMIC THERAPY PATIENTS

 Vancouver Cancer Centre: 600 W. 10th Avenue
 Fairmont Medical Building: 8th Floor, 750 W. Broadway

全身性治療(化療)病人

 溫哥華中心(西十街 600 號)
 Fairmont Medical Building 診所(西百老匯街 750 號 8 樓)

English – Chinese Bilingual Version

中英文雙語版

 姓名: _____ 癌症局編號: _____
 Name BCCA Chart #

 主診醫生: _____ 醫生秘書電話內線: _____ 化療藥物代號: _____
 Your Doctor Secretary's Local Protocol Code

卑詩癌症局 電話總機接線員 Switch Board Operator	604.877.6000 或 1.800.663.3333 (免收費長途電話)
病人熱線: 向註冊護士諮詢 Patient Help Line: To Speak to a Registered Nurse 星期一至星期五(上午 9 時至下午 4 時半) 請致電: Mondays – Fridays (9:00am – 4:30pm) 如轉駁至電話留言, 請留下口訊。口訊包括你的姓名、癌症局編號、聯絡電話號碼及你致電的原因。護士將回電話給你。 You may get the answering service. Please leave your name, BCCA #, phone number and the reason for your call and a nurse will return your call. 辦公時間後(晚間、週末及假期) 請致電: 你會被轉接與五樓住院部醫護人員聯絡。 After-Hours Help Line: Evenings, Weekends and Holidays Your call will be answered by a healthcare provider on the inpatient unit on the 5 th floor.	604.877.6098 內線 67.2231 604.877.6098 內線 67.2500
緊急求救: 在緊急情況請撥電 911 或到你住所附近醫院的急診室。並將這情況通知您的醫護人員。 EMERGENCY HELP: In an emergency call 911 or go to your nearest hospital emergency room. Notify your healthcare team of the event.	911
預約專線 Appointment Line 星期一至星期五(上午 7 時半至下午 4 時半), 假期除外 Mondays – Fridays (7:30am – 4:30pm) (Excluding statutory holidays)	化療: 604.877.6218 放療: 604.877.6014

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<p>病人及家屬輔導部 Patient and Family Counselling</p> <p>位於西十街 600 號溫哥華中心 5 樓 600 W.10th Ave Building – 5th Floor</p>	<p>604.877.6098 內線 67.2194 (英語) 內線 67.2375 (華語)</p>
<p>營養部 Nutrition</p> <p>如因徵狀或副作用影響你的進食能力而需協助，請致電營養師。 For help with symptoms or side effects that affect your ability to eat, please call the dietician.</p> <p>查詢一般性營養問題，你可從家中電話撥電 811 聯絡「卑詩健康結連」營養師服務。 For general nutrition questions, dial 811 (HealthLinkBC) from your home phone.</p>	<p>604.877.6098 內線 67.2013</p> <p>811</p>
<p>資料發放(病歷副本) Release of information</p> <p>位於西十街 600 號溫哥華中心 4 樓 「根據信息自由和保護私隱法，你可以要求查閱或更正在卑詩癌症局持有有關你的個人資料」 600 W.10th Ave Building – 4th Floor "Under the Freedom of Information and Protection of Privacy Act, you may request access to or correction of your personal information held by BC Cancer Agency"</p>	<p>604.877.6098 內線 67.2334</p>
<p>卑詩癌症局 藥劑部 BC Cancer Agency Pharmacy</p> <p>處理處方藥物查詢和補充 位於西十街 600 號溫哥華中心 6 樓 星期一至星期五(上午 8 時半至下午 5 時) For prescription queries and renewals 600 W.10th Ave Building – 6th Floor Mondays – Fridays (8:30am – 5:00pm)</p>	<p>604.877.6135</p>
<p>藥劑部藥物諮詢熱線 Pharmacy Drug Information Line</p> <p>只作非緊急查詢。 星期二至星期五(假期除外) 你可致電留下口訊。口訊包括你的姓名、癌症局編號、聯絡電話號碼及有關藥物的問題。 NON-URGENT CALLS ONLY Tuesdays – Fridays (Excluding statutory holidays) Leave your name, BCCA #, phone number where you can be reached at and the supplements or medications you have questions about.</p>	<p>604.877.6098 內線 67.2235</p>

請參閱附件「常有的問題」。 Please see "Frequently Asked Questions"

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Frequently Asked Questions

(English – Chinese Bilingual Version)

1. How can I arrange transportation to the clinic?

Freemasons Volunteer Drivers (no charge) call 604-872-2034, book 2 days in advance if possible. Call Canadian Cancer Society at 1-888-939-3333 for inquiries outside of Greater Vancouver.

2. What if I need assistance with paying for medications related to my treatment?

Please call the Patient and Family Counseling Department at 604-877-6098 Local 67-2375 (Chinese) or 67-2194. Some resources are listed on our website at www.bccancer.bc.ca, go to "Patient/Public Info", then "Coping with Cancer". For other support services available in your area, contact the Canadian Cancer Society at www.cancer.ca, or call 1-888-939-3333. You may ask to speak to someone in your language.

3. How can I arrange to refill my prescription?

First call the pharmacy where your prescription was filled (BC Cancer Agency Pharmacy or your local pharmacy). If refills are not available, call your oncologist's secretary.

4. Where are my appointments, which building?

Please double check your appointment card. Your appointment may be in the main **BC Cancer Agency Building 600 W. 10th Avenue**, or it may be at the **Fairmont Medical Building 750 W. Broadway – 8th Floor**; it will state "Fairmont" on the appointment card.

常有的問題

(中英文雙語版)

1. 我如何安排交通到癌症局診所?

你可考慮使用 Freemason (604. 872. 2034) 及加拿大防癌協會 (大溫以外區域 1. 888. 939. 3333) 提供的免費義工司機服務。你可提前兩個工作天致電你居住區域的義工司機服務辦事處約車。

2. 我怎可以得到經濟援助以付治療有關的藥物?

你可致電 604. 877. 6098 內線 67. 2375 (華語) 或內線 67. 2194 (英語) 聯絡病人及家屬輔導部。你亦可瀏覽卑詩癌症局網站 www.bccancer.bc.ca 參看「Patient / Public Info」內「Coping with Cancer」一欄列有的社區資源。你亦可瀏覽加拿大防癌協會網站 www.cancer.ca, 或致電及要求翻譯以查詢其他支援服務 (1. 888. 939. 3333)。

3. 藥快吃完, 我如何可以續補配藥處方?

請先打電話給你的社區配藥師或卑詩癌症局配藥師。若果處方不可再續配, 請致電癌症醫生秘書。

4. 我下次應該往哪一所大樓或診所覆診?

請再查看你的覆診咭。你可能在卑詩癌症局的溫哥華中心 (位於西十街 600 號) 或在 Fairmont Medical Building 診所覆診。若在 Fairmont 診所覆診, 覆診咭上註有「Fairmont」英文字, 診所位於西百老匯街 750 號 8 樓。

5. Why is there a long wait between my lab (blood draw) and my Oncologist appointments?

It takes approximately 1.5 - 2 hours for your oncologist to receive your lab results. If you wish to have labs done closer to your home, please talk to your oncologist.

6. What if I want information about Complementary and Alternative Therapies?

Please email the CAMEO program at cameo@bccancer.bc.ca or call (604) 707-5960 In BC, toll free: 1-800-663-3333 Local 67-5960.

7. Can I walk-in to see my oncologist without an appointment?

Unfortunately, we do not have a walk-in clinic. All appointments need to be pre-booked. Please call us if you have questions or concerns or see your family doctor. Please note we send reports to your family doctor regularly.

8. What if I need to confirm or change an appointment? What does a blank space on my appointment card mean?

To confirm or change appointments, call 604-877-6218. If there is a blank space or a line on your card without a time, this means you will be notified by phone about the time before your treatment.

If you are receiving Radiation Treatment:

For questions about your appointments, please call 604-877-6014. To speak to a nurse about a concern or question while you are receiving radiation treatment, please call the **Radiation Therapy Support Centre** at 604-877-6098 Local 67-2793. For Radiation Therapy Ambulatory Care **Non-Urgent Nurse Help Line** call 604-877-6098 Local 67-2282.

If you are on a Clinical Trial:

Call your trials nurse first regarding appointments and questions regarding the study. If you do not have the number, please call the Clinical Trials Secretary at 604-877-6098 Local 67-3225

5. 為何抽了血後要等很久才可以見醫生?

癌症科醫生在你抽血後約 1 個半至 2 個小時才收到你的驗血報告。如果你希望在你住所附近的化驗室抽血，你可向癌症科醫生提出要求。

6. 我怎樣可以得到輔助及另類療法的資料?

你可致電 604. 707. 5960 或 1. 800. 663. 3333 內線 675960 或電郵至 cameo@bccancer.bc.ca 「輔助醫學教育及成果研究計劃」(CAMEO) 查問。

7. 如果沒有預約，我可否即時見我的癌症科醫生嗎?

不可以的。我們沒有「不用預約的診所」(walk-in clinic)。所有覆檢約會必須事先安排。如果你有任何問題或疑慮，請致電我們或聯絡你的家庭醫生。請注意我們有將報告定期發送給你的家庭醫生。

8. 我可以怎樣確定或更改預約? 我的覆診咭上留有空白一欄是什麼意思?

你可致電 604. 877. 6218 以確定或更改預約。如果在覆診咭上留有空白一欄或有一條橫線而沒有註明時間，這表示在接近治療日期時，你會收到電話通知預約的時間。

如果你正在接受放射治療:

有關預約時間安排的疑問，請電 604. 877. 6014。在接受放射治療上的疑慮或問題而要向護士諮詢，請致電**放射治療支援中心** 604. 877. 6098 內線 67. 2793。有關放射治療門診部**非緊急護士諮詢熱線**，請致電 604. 877. 6098 內線 67. 2282。

如果你正在參予臨床研究計劃:

你可先致電研究計劃的護士查問有關預約時間安排及臨床研究的疑問。如果你沒有負責護士的電話號碼，你可致電 604. 877. 6098 內線 67. 3225 向臨床研究計劃秘書查詢。



卑詩癌症局 – 病人及家屬輔導 – 要求服務
Patient & Family Counselling – Service Request

請填寫此表格，讓我們了解你的需要，及替你安排合適的服務。請在適當 內加上 號。
Please fill out this Form to help us understand your needs and arrange you with the appropriate services. Pls check appropriate box.

我是病人，癌症中心檔案 或 醫療咭號碼： _____
I am a patient. My Chart # or MSP # is:

我的姓名(英文) _____ (中文) _____ 日間聯絡電話： _____
My name in English and Chinese : _____ Daytime contact tel #:

我是病人家屬 / 朋友。
請提供 病人的 英文姓名 或 癌症中心檔案號碼 或 醫療咭號碼： _____
I am patient's family / friend. Patient's English name / Chart # / MSP #:

我的姓名(英文) _____ (中文) _____ 日間聯絡電話： _____
My name in English and Chinese : _____ Daytime contact tel #:

到訪病人及家屬輔導部的原因？請在適當 內加上 號。
What would you like from Patient & Family Counselling Services? Please check all appropriate.

我已經跟社會工作員鄺秀虹小姐 (Sandy) 預約，請通知她我已來到。
I have an appointment with Sandy. Please let Sandy know that I am here.

我想索取以下資料。 I like to have the information on:

- 華語癌症病人資源手冊 Resource Guide for Chinese Cancer Patients
- 病人及家屬服務部的服務簡介單張 PFCS Service pamphlet
- 華語互助小組資料 Chinese Support Group
- 加拿大退休金計劃- 傷殘津貼申請表 CPP-Disability Benefit Application Form
- 其他 Others: _____

我想預約見華語社會工作員鄺秀虹小姐 (Sandy)，關於： _____
I want to make an appointment to see Sandy, the Chinese-speaking Social Worker, in regard to:

我想華語社會工作員鄺秀虹小姐 (Sandy) 致電給我，關於： _____
I want Sandy, the Chinese-speaking Social Worker, to call me in regard to:

我想預約，盡快見任何一位說英語的輔導員/社工，關於： _____
I want to make an appointment to see any English-speaking counselor / social worker as soon as possible, in regard to:

請同時安排 廣東話 / 國語 翻譯員。 Please also arrange a Cantonese / Mandarin interpreter.

我想留言給華語社會工作員鄺秀虹小姐 (Sandy Kwong)。
I want to leave a message for Sandy Kwong.

留言 Message: _____

Notes for PFCS follow up: _____ Service Request Form Revised: Jan 2010



Library Resource Checklist

(English – Chinese Bilingual Version)

圖書館資料借閱表格

(中英文雙語版)

1. BCCA Library is located on level one of the BC Cancer Research Centre, at 675 West 10th Avenue. Opening hours: Mondays – Fridays, 9 a.m. – 5 p.m.
2. Bring 1 piece of photo ID, your address in English and your phone number to get a library card so as to borrow books and resources.
3. Check (✓) the type of resource that you want on the Library Resource Checklist. Show it to the Librarian for assistance.
4. If you would like to renew your books, you can do so over the phone by calling 604.675.8001 or email library@bccancer.bc.ca.
5. Return your library books at the Library or in the drop box at Vancouver Centre Admitting & Information Desk.

1. 卑詩癌症局圖書館位於西十街 675 號卑詩癌症研究大樓一樓。辦公時間為星期一至五，上午九時至下午五時。
2. 帶備附有相片的身份證明文件(例如駕駛執照、公民咭、楓葉咭、身份証等)、你的英文地址及電話號碼到圖書館辦理申請圖書証以便借閱資料。
3. 填妥「圖書館資料借閱表格」交給圖書館職員，他們可助你找尋資料。
4. 續期借閱資料，你可致電 604.675.8001 或電郵圖書館 library@bccancer.bc.ca 辦理。
5. 你可到圖書館或放進於溫哥華中心大堂詢問處的歸還箱 (drop box) 歸還資料。

I am looking for information in:

- English Print
 Chinese Web
 Audio Visual

我需要以下資料:

- 英語 印刷刊物/書籍
 中文 網上資料
 視聽資料

Type of cancer: _____

(Ask a friend or Navigator help you write the type of cancer in English)

- Radiation Therapy
 Chemotherapy (Drug name: _____)
 Surgery
 Nutrition
 Dental Care
 Caregiver Information
 Clinical Trials
 Coping with Cancer
 Other _____

癌病類別: _____

(請懂英語的朋友或導航員填寫英文癌病名稱)

- 放射療法
 化療 (化療藥名: _____)
 外科手術
 營養
 口腔護理
 照顧者所需的資料
 臨床試驗研究
 如何面對癌症
 其他 _____



Calling the Volunteer Driver Service
Ride from Home to Cancer Centre

* Sample Script *

預約義工司機
從家接載到癌症局
* 對話稿 *

Hello. I would like to book the volunteer driver service to BC Cancer Agency,
the _____.
(name of centre / building)

My name is _____.

我的姓名：_____

My address is _____.

我的地址：_____

My phone number is _____.

我的電話號碼：_____

My appointment is at _____ (time) on _____ (date).

我的就診時間 _____ 日期 _____

_____ (1 or 2) person(s) would take the ride.

總共有 (一或二人) _____ 坐車。

<<Please write down the pick up time from home: _____ >>

<<司機統籌員會即時告訴你家的接載時間，請記錄
下來。>> _____

Thank you for your help. Good Bye.

多謝你的幫忙。再見！



Calling the Volunteer Driver Service
Ride from Cancer Centre back Home

* Sample Script *

預約義工司機
從癌症局接載返家

* 對話稿 *

Hello. I would like the driver to drive me home from the BC Cancer Agency.

I am at the _____.
(name of the cancer centre / building).

My name is _____.

My address is _____.

My phone number is _____.

Where should I wait for the driver? _____

Thank you for your help. Good Bye.

你好，我想義工司機從卑詩癌症局 _____ 中心
接載我返家。

我的姓名： _____

我的地址： _____

我的電話號碼： _____

我等候義工司機的位置： _____

多謝你的幫忙。再見！



If you do not speak English, you can show the English message below to someone in the cancer centre / clinic to help you notify the Volunteer Driver Service that you are ready for pick up to return home.

如果你不會說英語，你可預先填妥這對話稿英文版，在癌症中心內向一位會說英語的人士出示此對話稿英文版以幫你致電義工司機服務，接載你從癌症中心返家。

Asking Someone Call the Volunteer Driver Service
Ride from Cancer Centre back Home
* Sample Script *

請會說英語的人士替你致電義工司機
* 對話稿 *

Hello. I do not speak English. I need your help.

Would you please help me call the Volunteer Driver Service at

_____.
(phone number).

I need the driver to drive me home from _____
(name of the cancer centre / building)

My name is _____.

My address is _____.

My phone number is _____.

Thank you for your help. Good Bye.

你好。我不會說英語，我需要你的幫忙。

請代我致電義工司機服務(電話: _____)

請義工司機從癌症局_____中心接載我返家

我的姓名: _____

我的地址: _____

我的電話號碼: _____

多謝你的幫忙。再見!

Abbotsford Centre
32900 Marshall Road
Abbotsford, B.C. V2S 0C2
Phone: 604.851.4710
Toll-free: 1.877.547.3777

Centre for the Southern Interior
399 Royal Avenue
Kelowna, B.C. V1Y 5L3
Phone: (250) 712.3900
Toll-free: 1.888.563.7773

Fraser Valley Centre
13750 96th Avenue
Surrey, B.C. V3V 1Z2
Phone: 604.930.2098
Toll-free: 1.800.523.2885

Centre for the North
(Prince George
opening in 2012)

Vancouver Centre
600 West 10th Avenue
Vancouver, B.C. V5Z 4E6
Phone: 604.877.6000
Toll-free: 1.800.663.3333

Vancouver Island Centre
2410 Lee Avenue
Victoria, B.C. V8R 6V5
Phone: (250) 519.5500
Toll-free: 1.800.670.3322



BC Cancer Agency
CARE + RESEARCH

An agency of the Provincial Health Services Authority



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