



Oncology day care hospitals welcome brochure

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This brochure provides practical information concerning your stay in the oncology day care hospital.

The oncology day care hospital consists of four units:

- ✓ Oncology day care unit A: haematology
 - Beige arrow, level 1
- ✓ Oncology day care unit B: general medical oncology, gynaecological and respiratory oncology
 - Beige arrow, level 2
- ✓ Oncology day care unit C: digestive oncology
 - Yellow arrow, level 4
- ✓ Oncology day care unit D: brief therapies within general medical oncology, gynaecological oncology and haematology
 - Beige arrow, level 1

Specific information on each day care hospital is provided later in this brochure.

REGISTRATION

ONCOLOGY DAY CARE UNITS A, B AND D

- Remember to bring your identity card.
- Register at the registration desk.
- Take the ticket displaying a number from the printer.
- Take a seat in the waiting area opposite the registration desk.
- The number on your ticket will appear on the screen, where appropriate with your photograph.
- The administrative assistant will complete your registration, provide you with an identification tag and check your name and date of birth.
- The administrative assistant will advise you where to sit in the unit.

ONCOLOGY DAY CARE UNIT C

- Remember to bring your identity card.
- Register in the central reception hall, where you will be called via a numbering system.
- The administrative assistant will complete your registration, provide you with an identification tag and check that the name and date of birth have been entered correctly on the tag.
- The administrative assistant will advise you where to sit in the unit.
- Once at the unit you can go directly to your allocated place.

APPOINTMENTS

You can check your appointments for subsequent examinations or therapies via the mynexuzhealth app. The time of your appointment at the day care unit may be changed up to the day before. It is advisable, therefore, to regularly check your appointments.

If you have questions about how to install the mynexuzhealth app on your smartphone the administrative assistants will be happy to help.

Your appointments will be confirmed by post up to 10 days before the actual appointment. If your appointment needs to be arranged within the next 10 days or the time of your appointment is changing, you will be contacted by telephone. Please notify us as soon as possible if your contact telephone number has changed.

Are you unable to attend an appointment? Please let us know the day before. If you think you might be late for the appointment, please let us know as this is important and might have an impact on other patients and the work schedule of the nursing staff.

ADMISSION

Unless instructed otherwise, there is no need to fast before your admission to hospital. You will be allocated a bed or armchair during your registration. A place may not always be available immediately. Should that be the case you will be asked to wait in the waiting area until a place becomes available. We apologise for the inconvenience should this occur.

It is advisable to wear comfortable clothing, e.g. a wide neck T-shirt or zipped shirt or sweater, during your stay at the oncology day care unit. Close fitting sleeves are not very practical for procedures such as checking your blood pressure for example.

Depending on the treatment, you will have to stay in the hospital for several hours up to a full day. Remember that the final duration cannot be established beforehand. Bring something with you to help the time pass, e.g. a book or music.



THERAPY PROCEDURE

- ✗ The nurse will take a blood sample and send it to the laboratory. It will take at least one and a half hours for the results to be known.

To limit the time you have to wait, you may be asked to have the blood sample taken the day before by your family doctor or a home nurse, or at the hospital.

This will ensure that the test results are known in advance and that your therapy can start sooner. On the day of the treatment at the hospital you will be examined by a doctor before the start of the therapy. The nurse or doctor will discuss the various options with you.

- ✗ The nurse will enquire about how you have managed at home and will conduct a number of measurements such as blood pressure, pulse and temperature. Whilst waiting for the nurse you can already weigh yourself.
- ✗ The doctor will perform a clinical examination.
- ✗ The doctor will check the results of your blood test, write a therapy prescription and discuss it with the doctor in charge of the treatment, the supervisor.
- ✗ Once validated by the supervisor, an electronic copy of the prescription will be sent to the pharmacy.
- ✗ The preparation of your therapy prescription at the pharmacy will take at least one hour.
- ✗ As soon as it is ready it will be dispatched or collected from the pharmacy.
- ✗ The treatment will then start.

To ensure that your contact with the nurse and doctor runs smoothly, it is advisable to prepare yourself by answering the following questions:

- What are my complaints? If you are receiving anticancer therapy (chemo or immuno therapy), please complete the diary (online so that it is entered directly into your dossier). This will give your care providers an insight into any side effects you may be experiencing.
- What would you specifically like to discuss?
- Will you need a prescription?
- Will you need a certificate? Where possible ask for your certificates and prescriptions during the initial contact with your doctor or nurse. This will shorten the time you will have to spend at the day care hospital.

Coffee, tea and water are provided free of charge. At lunchtime you will be offered a meal consisting of sandwiches and soup. Your companion will be able to get something to eat at the visitors' cafeteria, the take-out or the coffee shop in the reception hall.

TELEPHONE – INTERNET – RADIO AND TELEVISION

You can use your mobile or smartphone at the unit. Please do not use it when you are receiving nursing care or during a visit from the doctor.

If there is an Octopuz screen alongside your armchair or bed you will be able to access the internet. You can also use this screen to tune in to the radio or watch TV. Each Octopuz screen is equipped with an earphone access point. If you don't have your own earphones, we can provide some but you will be charged for them. Remember to bring earphones if you can to ensure that you don't disturb other patients in the vicinity.

PARKING

ONCOLOGY DAY CARE UNITS A, B AND D

You can park in the 'dagcentra ONCO' (ONCO day care centre) parking zone in [parking West](#), which is situated underground.

- The car park is located at the Vogelzang roundabout, near the fire station, and the quickest access route is via the E314, exit 16 (Gasthuisberg).
- On the ring road around the Gasthuisberg campus follow the 'P West' signs.
- Keep to the left and drive into the underground car park. Follow the 'parking West' signs.
- Vehicles in excess of 2.60 m high and LPG vehicles are not allowed to enter parking West. Appropriate open air parking facilities are provided for these vehicles at parking Oost.
- Motorbikes can be parked at level 0 (follow local signposts).

ONCOLOGY DAY CARE UNIT C

- The car park is located at the 'Het Teken' roundabout.
- On the ring road around the Gasthuisberg campus follow the 'P Oost' signs.
- Vehicles in excess of 2 m high and LPG vehicles can only park in the open air car park at parking Oost.
- Motorbikes can be parked in the open air at level 1 (follow local signposts).

Both car parks have wheelchairs available that can be used to access the hospital, but please remember to return them.

TARIFFS

Parking is free for the first 30 minutes. Appropriate care tariffs apply after 30 minutes.

Take a ticket upon entry and have it validated at the registration desk or reception desk at the oncology day care hospital.

Pay at the pay terminal at the car park. If you incur problems with the lower tariff that applies to you, keep your receipt and present it during your next visit.

‘ONCOLOGY DAY CARE HOSPITAL AND CONSULTATION TRAVEL EXPENSES REFUND’ CERTIFICATE

As a patient you are entitled to a travel expenses allowance when you visit the hospital (*):

- ambulant chemotherapy (at the oncology day care hospital).
- ambulant radiotherapy.
- check-up consultations following one of these treatments (follow-up consultations).

(*): stipulations Ministerial Decree dated 6/7/1989

Only in the above three instances will the doctor in charge of your treatment be able to provide you with a certificate. Ask for the certificate during registration. The administrative assistant will prepare the certificate for you.

With this certificate:

- the cost of travel by train (2nd class), bus, tram or metro between your place of residence and the hospital will be covered in full by the obligatory health insurance. You need to submit the certificate to your health insurance fund.

or

- you can obtain an allowance of €0.25/km from the obligatory health insurance if you use another (own) form of transport. You need to submit the certificate to your health insurance fund.

or

- you are entitled to a special tariff if you use transport provided by the health insurance fund. In that case you will have to book transport via the patient transport service provided by your health insurance fund. You need to submit the certificate to the driver but you will only have to pay for your share of the cost.

For consultations or treatments that do not qualify for a travel allowance certificate, you can of course still use the patient transport service provided by your health insurance fund, but you will be charged the standard tariff.

Always arrange your (patient) transport via your health insurance fund where possible and find out which transport services your health insurance fund collaborates with to avoid unnecessary charges.

Do you have further questions? The social worker at the unit will be happy to help.

DROP-OFF AND COLLECTION FROM HOSPITAL

Patients with reduced mobility can be dropped off and collected at the kissandride zone. Both parking Oost and parking West have a kissandride zone.

- Use the ticket issued when you entered the carpark when you are leaving. No need to visit the pay terminal.
- You can briefly leave the car (max. 5 minutes) behind to accompany a patient to, or collect a patient from, the hospital.
- Wheelchairs are available at each carpark and entry point.

HOSPITAL INSURANCE

If you have hospital insurance cover it is advisable to notify the insurers as soon as possible of your cancer diagnosis to enable them to set up a 'recognition serious illness' dossier. Check with your insurance provider how you should submit this notification (e.g. using one of their specific forms, a medical report, etc.).

THIRD-PARTY PAYMENT SCHEME

With this scheme, and subject to approval, your hospital admission invoice can be sent directly to your hospital insurance provider. They will pay the invoice and, where applicable, send you an invoice for any costs not covered by the policy.

A third-party payment scheme will only apply to an [admission invoice](#). In other words, the admission must be linked to an entitlement to charge for a day's stay in hospital and not all activities carried out at the day care hospital are covered by this.

We recommend that you notify your insurance provider of each (day) admission to hospital. You can do this via their website or app, by telephone, email or via the automatic machines available in the hospital.

If there is a gap between two admissions to the day care hospital it is important to notify your insurance provider again.

SOCIAL WORK, DIETICIAN AND OTHER CARE PROVIDERS

SOCIAL WORK

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 with questions concerning:

- problems in your personal life.
- communications with your partner, children, other family members.
- social contacts, time management.
- school situations, training, work situation.
- psychosocial support (in the event of bad news, questions concerning end of life and palliative care, ethical issues, crisis support).
- practical arrangements relating to the treatment (transport, interpreter).
- finance, social provisions, insurance.
- support at home (home help, cleaner, convalescent home, etc.).



DIETICIAN

A healthy balanced diet is important for cancer patients to stay as fit as possible and better cope with the impact of the disease and treatment. That is why your nutrition should be adapted to your body's specific needs at this time.

Bearing in mind that you might suffer from nausea, difficulty swallowing, lack of appetite, changes in taste, etc. eating can become somewhat problematic. The dietician can provide support during the treatment if you have specific problems or questions concerning nutrition.

OTHER CARE PROVIDERS

In addition to the doctors, nursing staff, social workers and dieticians, you can also call upon:

- X a psychologist
- X a relaxation therapist
- X a pastoral worker
- X a physiotherapist / psychomotor therapist
- X a sex therapist

Another brochure entitled 'Psychosociale zorg voor oncologische patiënten' (Psychosocial care for oncology patients) provides more detailed information about these paramedics and what they can offer you. The brochure also contains testimonials from fellow patients.

QUESTIONS

If something is not clear, feel free to ask the nurse, doctor, social worker or reception desk at the oncology day care hospital for further clarification.

Or you can visit mynexuzhealth online for more detailed information.

The senior nurse at the oncology day care units is:

- Els Raets

The deputy senior nurses at the oncology day care units are

- Patricia Brueren
- Nancy De Wilde
- Eline Stas

The administrative assistant at the oncology day care units is:

- Liesbeth Claes

NOTES

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Duplication of this text and these illustrations shall always be subject to prior approval from the UZ Leuven Communications Department.

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