

Cancer Care Services at Yarmouth Regional Hospital



Cancer Care Program

www.nscancercare.ca

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Our Cancer Care Unit offers a wide range of services to support you throughout your cancer care journey. Your care team may include Doctors, Nurse Practitioners, Pharmacists, a Drug Access Navigator, Cancer Patient Navigator, Social Worker and Nurses who will work with you to create a plan of care that is right for you.

We want your visit to be as smooth and comfortable as possible. The length of your visit and how to prepare ahead of time will depend on your appointment type. We will make sure you have all the information you need before your appointment.

When you arrive, your cancer care team is here to answer any questions you may have. If you have questions or any concerns, please let our team know. We are here to help.

Where is the Cancer Care Unit?

The Cancer Care Unit is located in Building C on the 4th floor. Upon entering the building, use the first set of elevators just past the entryway. When you exit the elevator, you will see a set of double doors with a Cancer Care Unit sign above the doorway. Please enter the doorway and you will find a clerk at the front desk who will register you for your appointment and direct you to the waiting room area.

We do our best to see you at your scheduled appointment time but sometimes delays happen. If we are experiencing delays, the staff will let you know.

If you have been waiting for more than 30 minutes, please check in with the clerk at the registration desk. The unit is open Monday to Friday 8:00am to 4:00 pm.

Appointments

All appointments are booked in advance. **Walk-ins cannot be accommodated.** When making your appointment, we consider the type of visit and your care needs.

On your first visit, please arrive 15 minutes early to find a parking space and to register. Please consider being dropped off at the entrance if possible. It is important to arrive on time for your scheduled appointment.

If you are going to be late, please call 902-746-1269 to let staff know the estimated time of your arrival. If you are more than 30 minutes late, we may need to rebook your appointment.

If you have any questions about your appointment or need to rebook, please call the clerical line: 902-746-1269.

How do I get ready for my appointment?

If bloodwork is needed before your visit, please have it done no later than 2 days before your appointment, unless you are told otherwise. You will need to book your own bloodwork appointment.

To easily book your bloodwork appointment before treatment:

- phone 1-833-998-2722.
- book online at: <http://booking.nshealth.ca>.
- or use the YourHealthNS App to book your bloodwork appointment, visit <https://www.yourhealthns.ca/services> for details.

If you require help with booking online please call the cancer centre and a clerk may be able to assist you. We cannot do your bloodwork at your appointment time.

If we do not have your bloodwork results by the time of your appointment, we may have to delay or rebook your appointment.

All of our patients are given a laminated card that will allow you to go for bloodwork without an appointment if you are unable to book your appointment online or by phone. This is to be used as an exception only. It is called a “Green Card.”

As every treatment can be different, your nurse may give you personalized instructions on what is expected before your appointment.

If you will be receiving treatment on our unit, please make arrangements for your first treatment to have someone to give you a drive home. This is due to possible side effects from the medications you will receive.

What should I bring to my appointment?

Please bring your provincial health card.

Bring all your current medications and supplements in their original packaging each visit.

Bring items that may help you pass the time (book, magazine, cell phone, or tablet). If you would like to use a device with sound, please bring your own headphones. Wi-Fi is provided.

What should I wear?

Wear casual, comfortable clothing and shoes. Bring a sweater or wrap in case you get cold.

Can I bring a support person to my appointment?

Our space allows you to bring one support person with you to your appointment.

For everyone’s safety, the treatment area is not suitable for children of any age. Please arrange for childcare and do not bring children with you to your appointment.

Please remember to take all your belongings with you when you leave. You are responsible for your belongings during your stay on the unit. The hospital is not responsible for the loss of any item.

What resources are available at the Cancer Care Unit?

You will receive a package with education material about your illness and treatment. The education material is also available online at: www.nshealth.ca/patient-education-resources. If you have not received an education package, please ask a nurse as it includes very important information.

Sandwiches, soup, snacks and drinks are available in the unit. If you have dietary restrictions or allergies, please bring your own food.

If you or your support person would like to buy food or drinks, there is a cafeteria in the basement in building B. Please buy items before your appointment, as you are not able to leave the unit once your treatment begins.

Language interpreters are available, if needed. We can arrange for help with most languages, including sign language (ASL). Please tell staff before your visit if this is something you will need.

Your health care team is made up of:

Doctors/Nurse Practitioners

Your cancer care doctor/nurse practitioner will direct your treatment plan and will see you in person or by phone as necessary. If you have a family doctor, they are still responsible for all your non cancer related care including regular medications and refills. It is important to keep your family doctor updated and to see them regularly as they are still an important part of your care team.

Nurses

Our nurses have specialized training in cancer care to provide you with the best possible support. They follow your treatment plan, provide education, administer medications, help manage symptoms, and are here to answer your questions.

Pharmacists

Pharmacists work closely with your doctors and nurses to prepare your cancer treatment medications. They make sure your medications are safe and do not interact with other medications you are taking. Your pharmacist helps you understand why you are taking certain medications and how to reduce any side effects.

Drug Access Navigator (DAN)

An oncology drug access navigator works on a referral from the oncology team to investigate and coordinate funding for a patient's prescribed drug therapy. The focus of the oncology drug access navigator is to coordinate funding for those drugs not funded through the hospital.

Clerks

Clerks arrange your appointments and prepare your chart. They will greet you at the registration desk and direct you to the waiting room. They are also available to direct you to the right member of your healthcare team to answer any questions you may have.

Social worker

A social worker is available to talk with you and your family about your care. They can also talk with you about a variety of needs (financial, emotional, practical, etc.) and provide the necessary support.

If you would like to talk with a social worker, please ask a nurse. They can help arrange for you to see a social worker. If your needs are urgent, a nurse may be able to contact the social worker during your appointment.

Community Cancer Patient Navigator

Community Cancer Patient Navigators (CPNs) are cancer nurses who work with you, your family and your cancer care team to help guide you through your treatment and follow-up care.

Volunteers

Volunteers greet patients, provide refreshments and offer comfort to patients and families during their visit on the unit. They can also help with directions and finding things on the unit.

Patient and family feedback is very important to us. We would like to invite you to send any comments or suggestions on how to improve this booklet to education.cancercare@nshealth.ca or feel free to call us at 1-866-599-2267.

Available Health Care Resources

- If your need is urgent - please call 911 or visit your local emergency department
- Your HealthNS Application: <https://www.yourhealthns.ca>
- Virtual Care NS - <https://www.nshealth.ca/clinics-programs-and-services/virtualcarens>
- Maple Virtual Care – this is an app that you can use to access health care. There may be a fee for use. If you have a primary care provider, you are eligible for two free visits per year.
- Urgent Care Clinic YRH – phone 902-742-2406 to make an appointment
 - › More information about urgent care centres can be found at <https://www.nshealth.ca/urgenttreatmentcentre>
- 811 Service – nursing advice phone: 1- 866-770-7763 or dial 811
- 211 Service – free confidential information and referral service
- Pharmacy Clinics in community where applicable – provide a variety of services
- Mobile Clinics- <https://www.nshealth.ca/mobileprimarycareclinics>

Looking for more health information?

Find this brochure and all our patient resources here: <http://library.nshealth.ca/cancer>

Contact your local public library for books, videos, magazines, and other resources.

For more information, go to <http://library.novascotia.ca>

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Prepared by: Nova Scotia Health Cancer Care Program

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This pamphlet is for educational purposes only.

It is not intended to replace the advice or professional judgment of a health care provider.

If you have any questions, please ask your health care provider.