INFORMATION FOR PATIENTS AND CARERS
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Sir Anthony Mamo Oncology Centre

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Sir Anthony Mamo Oncology Centre is a specialised hospital for Oncology and Haematology-Oncology. The hospital offers both inpatient and outpatient services.

The aim of this booklet is to provide you with information about different wards, departments and services, within Sir Anthony Mamo Oncology Centre.

**OUR MISSION**

Our team of healthcare professionals is committed to deliver evidence-based care through a collaborative, highly skilled, multidisciplinary team with the aim to provide compassionate care with integrity, accountability and sustainability.

**OUR VISION**

An oncology centre of excellence providing innovative and high quality care to patients and their carers in a holistic and individualised manner.
Clinical Chairperson of the Haematology and Oncology Department - Dr. Stefan Laspina

Resident Consultants in Oncology:
Dr. S. Brincat
Dr. D. Pace
Dr. N. Refalo
Dr. C. Magri
Dr. R. Micallef

Resident Consultants in Haematology:
Dr. A. Gatt
Dr. D. Busuttil
Dr. D.J. Camilleri

Resident Consultants in Paediatric/Adolescent Oncology:
Dr. V. Calvagna
Dr. N. Galea
The staff at the Oncology Centre is committed to:

- Deliver treatment in a safe, effective and efficient manner.
- Offer patients the required support to cope with the side-effects of treatment.
- Treat the patient as an individual person, with dignity and respect.
- Treat all information shared by patients in strict confidence. Any information will be processed in accordance with the Data Protection Act CAP 440.

Teaching Centre
Sir Anthony Mamo Oncology Centre is a teaching hospital providing training for medical, nursing and other professions. You may be asked to allow students to observe and/or participate in the delivery of care with a health professional. Students are closely supervised and treatment plans are only devised by qualified professionals. However, you have a right to decline students’ participation in your care. This will not affect the treatment delivery in any way.

Data protection and use of patient information
Sensitive personal data (this includes data pertaining to your health), shall be processed in accordance with the provisions of the Data Protection Act CAP 440 and the Notifications of Cancer Act CAP 157. Any concerns regarding confidentiality can be discussed with a member of the professional team for further clarification.
Own Transport
There is a drop-off area just outside the Oncology Centre (in front of the main entrance) which allows temporary parking for a maximum of 15 minutes. Patients and visitors should use the general underground car park. This car park provides internal access to the bridge which links Mater Dei Hospital to the Oncology Centre.

There are a number of parking spaces reserved for disabled persons (for those in possession of a blue badge) in the underground car park, in front of the outpatients department at Mater Dei Hospital, emergency department, as well as at the Oncology Centre’s main entrance.

Transport
Transport is available upon request. Hospice Malta also provides transport for patients. Request for transport arrangements are to be forwarded to the relevant ward/department where care is being received.

Portering Service
A portering service is available within Sir Anthony Mamo Oncology Centre. Should you require a wheelchair, contact the Transport reception desk at the Oncology Centre’s main reception area.
Money and Valuables
You are encouraged to bring as little money as possible. Any valuables should not be brought during your stay in the ward. We are unable to take responsibility for these items. In exceptional cases, Mater Dei Hospital offers an almoner service which is available during office hours.

IT Gadgets
You may bring IT gadgets, but headphones should be used not to disturb other patients. The hospital cannot be held responsible for any damage or loss that may occur to these items. The above equipment should be used with discretion. Free Wi-Fi is available in the hospital.

Smoke Free Centre
There is a no smoking policy at Sir Anthony Mamo Oncology Centre except in designated areas.
Refreshments
Refreshments can be bought from designated areas across the centre.

Visiting Hours Policy at Sir Anthony Mamo Oncology Centre
Visiting hours are based on patients’ needs. Visiting is overseen by the nursing staff to ensure a quiet and supportive environment, including adequate rest for patients. It is recommended that visitors co-ordinate with relatives and friends to visit, in order to avoid more than two visitors by the patient’s bedside at any time.

General visiting hours
**Monday to Sunday**
10.00 to 11.30
15.00 to 20.00

However, visiting hours may vary according to specific ward policy. Further information can be found in the relevant sections in this booklet.
Visitors should be prepared to leave the patient’s room when visiting times are over.

Children under 12 are generally not allowed to visit patients. In circumstances that warrant visiting, this is discussed with the ward manager in order to obtain permission. All visiting children must be accompanied by an adult at all times.

Exceptions to the visiting hours policy are at the staff’s discretion, as long as this does not disrupt care or treatment and is not disturbing to other patients.

Space and facilities are limited and overnight stays are not normally permitted. However, when the patient’s condition is critical, the doctor/nurse in charge may authorise extended overnight stays for patients’ carers.

There may be times when visitors are asked to vacate the patient’s room, such as when treatment is administered or at the request of the physician/nurse.

Respect to all patients and staff in the ward must be maintained at all times during visiting. While we acknowledge that these may be difficult circumstances both for the patient and visitors, it is imperative to note that no aggressive behaviour, shouting, foul language or lack of respect is tolerated.

Please ensure that as a visitor you are free of colds and flu, including symptoms of fever, vomiting, diarrhea, sore throat, or contagious conditions. Consuming food and
Practical information

beverages in patients’ rooms is prohibited. Please use designated areas indicated by ward staff.

Please refrain from taking photos and videos within the hospital.

**Your appointment**
Should an appointment require cancellation, you or your carers should kindly call the ward/department as soon as possible so that an alternative appointment can be arranged.
Where is the Customer Care Office?
The Oncology Centre has a customer care office branch which is located at the main entrance.

How does it operate?
The Customer Care Unit branch at the Oncology Centre is open from Monday to Saturday (Monday to Friday from 8:00 till 15:00, and on Saturday from 8:00 till 13:00). Outside these opening hours, queries/complaints can be referred to the main customer section at Mater Dei Hospital (main entrance) which is open between 7:45 and 20:00 from Monday to Sunday.

Suggestion Forms
Suggestion forms are available at the main reception of the Oncology Centre.

Your concerns and feedback
Feedback regarding the overall healthcare experience whilst in the hospital is greatly valued. This will help us to continuously improve services to meet the highest care standards. You are encouraged to direct your informal complaints to the professional in charge of the ward or department. Formal complaints (both verbal and in writing) can be done through the Customer Care Unit at the Oncology Centre on 25452360/1 or via email on customercare.samoc@gov.mt
HOSPITAL LAYOUT

LEVEL -1

LEVEL 0
LEVEL 1
A diagnosis of cancer might make you and your family feel anxious and helpless. It is normal to have questions, concerns and mixed feelings during this time. However, we suggest that you seek the right information to be able to cope better throughout your journey.

Since your needs may change according to your situation, there are different specialist nursing roles within the Oncology Centre. Although we have different responsibilities, we still collaborate together to enhance your satisfaction and positive experience.

The main aim of the following services is to provide you and your family with information, education and support.
Aurora is a support service available for oncology patients, led by nurses with a special interest and expertise in oncology. With our experience in this area, together with other professionals at the Oncology Centre, we aim to educate and support oncology patients.

We organise weekly Chemotherapy Classes at the Oncology Centre to provide newly diagnosed patients with the necessary information to understand and manage chemotherapy side-effects. A booklet is also given to all patients attending the class. Accurate information will help you prepare for chemotherapy, prevent and decrease side-effects.

We also organise Beauty Days for all oncology patients. The aim of these Beauty Days is to provide patients with a little personal kindness, warm support and tender pampering. During the Beauty Day, holistic therapists deliver short educational talks about skin care, make-up, nail care, hair care, meditation techniques and aromatherapy. Patients are also offered a beauty treatment according to their preferences along with a Beauty Handbook and cosmetic gifts.

All the services and any educational material are supplied to patients free of charge.

Contact Abigail Camenzuli or Elysia Mercieca at Aurora Support Service on 25452486/79000495 or aurora.meh-health@gov.mt.
Focal Nurses in Chemotherapy

What service is offered by the Focal nurses in chemotherapy?
The Focal nurses in chemotherapy will be meeting you and your family at the initial stages of chemotherapy treatment. They will continue to act as a point of contact throughout your chemotherapy treatment.

We offer:

- Information about the treatment
- Information about the management of side effects
- Follow-up during your chemotherapy treatment
- Emotional support
- A link to other members of the multidisciplinary team within the Oncology Centre. These include:
  - Aurora Support Service
  - Other Focal nurses
  - Clinical Support Services (physiotherapists, psychologist, occupational therapists, social workers)
  - Other professionals
- Collaboration with other NGOs and Community Services such as:
  - Primary Healthcare services
  - Commcare
  - Hospice Malta
  - The National Cancer Platform
**Who can make use of the service?**
All oncology patients receiving chemotherapy can make use of this service, especially those patients who have never received chemotherapy before.

**How can you be referred to a Focal nurse?**
You can be referred by all health care professionals. The Focal nurse in chemotherapy will call you or meet you before you start your treatment. You can also feel free to contact the Focal nurse upon your own request.

**Clinical Hours**
Monday to Sunday: 7am-5pm

**Contact numbers**
25452486/7
79000495/79000433

E-mail: chemosupport.meh-health@gov.mt
What services are offered by the Focal nurses in radiotherapy?
At the radiotherapy department, one can find the service of the radiotherapy Focal nurses. The Focal nurses will assess you prior commencing radiotherapy and will address your treatment-related queries. You will also be followed up throughout the treatment and post-treatment period. This will help you and your carers to get a better understanding of the treatment. During or after radiotherapy treatment, side-effects may occur. The Focal nurse can assist you in managing such side-effects.

The Focal nurse will ensure that you are aware of the services available and help you access these as needed. You can also be referred to other members of the multidisciplinary team.

Who can make use of the service?
All patients receiving radiotherapy treatment can make use of this service.

How can you be referred to a Focal nurse?
You can be referred by all health care professionals.

Clinical Hours
Monday to Sunday: 7am-2pm

Contact numbers
79000443/ 79004378
What service is offered by the Focal nurses in palliative care?
The Focal nurses are a part of a multidisciplinary team whose aim is to establish ongoing goals of care for oncology patients on palliative care. These goals are based on the values and patient preferences, thus promoting a good quality of life.

Patients receiving palliative care will have various physical, psychosocial and spiritual needs. The Focal nurses can help with identifying these needs and direct you to the appropriate services in the community and/or at the Oncology Centre.

The physical and emotional effects of cancer and its treatment may vary from person to person. For example, differences in age, cultural background, or support systems may result in very different ways of dealing with the illness. Palliative care service can help patients set realistic goals for the present and the future that can allow them to lead a meaningful life despite the limitations that may develop.

Patients receiving palliative care, who are discharged from the oncology centre, can benefit from the service of Focal nurses for discharge planning and continuity of care.

Who can make use of the service?
Patients can start palliative care at any stage of their illness. Palliative care does not mean that their disease has
reached an advanced stage or that they are in the final months of life. Family members are also an important part of cancer care and similarly, have a number of changing needs. It is common for caregivers to become overwhelmed by the new responsibilities placed upon them. Focal nurses in palliative care can provide caregivers with support, education and guidance in this regard.

**How can you be referred to a Focal nurse?**
You can be referred by all health care professionals.

**Clinical hours**
Monday to Sunday: 7am - 4pm

**Contact numbers**
25452515/79702169
What service is offered by the Haematology Practice Nurse?

The Haematology Practice Nurse provides specialist care to blood cancer patients (haematology-oncology), and their person/s of trust. The Haematology Practice Nurse works in conjunction with the Haematologists and their respective medical teams. Following your appointment with the Haematologist, the Haematology Practice Nurse can provide information and advice to you and your family regarding aspects of your disease, treatment and care. All questions and thoughts that you might have are important, so if you are unsure about anything, please ask.

When appropriate, the Haematology Practice Nurse may refer you to other health professionals or external organisations.

You can be seen by the Haematology Practice Nurse at:
- The Haematology unit,
- Outpatients clinic, or
- The Day Care.

Some of the services delivered are:
- Educating patients and their carers about self-care and self-management during treatment
- Educating patients and their carers about the side-effects of chemotherapy, and actions which can be taken to counteract these side-effects
- Follow-up of patients during the course of illness
- Being a ‘point of contact’
- Advice and support to patients and their carers
Information, Education and Support

- Follow-up after treatment
- Liaising with other health care professionals.

**Who can make use of the service?**
Any adult patient who has been diagnosed with acute or chronic Leukaemia, high or low grade Lymphoma, Myeloma or Myelodysplastic Syndrome can make use of this service. Person/s of trust of such patients can also make use of the service.

**How can you be referred to the Haematology Practice Nurse?**
Referral to the Haematology Practice Nurse can be made by any healthcare professional, yourself or your carers. This can be done either by filling the referral form, or by contacting the Haematology Practice Nurse.

**Clinical Hours**
Monday to Sunday: 6:30 - 13:00

**Contact numbers**
25452655/79847347
Where are the Adult Oncology Ward 1 and 2 at the Oncology Centre?
Adult Oncology Ward 1 and Ward 2 are located on Level 1.

Who is treated within these wards?
Adult Oncology Ward 1 and Ward 2 provide care to female and male patients respectively. Patients admitted to these wards require chemotherapy administration, radiotherapy, symptom control, blood transfusions and palliative care.

Who will look after me?
A team of professionals will be looking after you. The team consists of oncology consultants and medical doctors, nurses, Focal nurses, paramedic aides and the clinical support services (physiotherapists, occupational therapists, social workers and psychologists).

What should I bring with me?
- List of medications being taken and the medications themselves (if any)
• Any special permits for special drugs (Yellow card/White card)
• Any relevant medical notes (e.g. discharge letter)
• I.D. card
• Documentation regarding entitlement of medical treatment (if you are a foreigner)
• Other personal items such as toiletries, drinks, underwear, hospital wear and any personal items.

**Meal times**
**Breakfast:** 7.30-8.00
**Lunch:** 11.30-12.30
**Dinner:** 17.30-18.30

Staff will discuss any special dietary requirements with you.

**Visiting Hours**
**Monday to Sunday**
10.00 - 11.30
15.00 - 20.00

**Sundays & Public Holidays**
Children are allowed to visit relatives in the respective visiting hours.

**Contact numbers**
Adult Oncology Ward 1 - 25452400/1
Adult Oncology Ward 2 - 25452390/1
Where is the Haematology ward at the Oncology Centre?
The Haematology ward is located on Level 0.

Who is treated within this ward?
The patients who are treated within the Haematology Ward suffer from haemato-oncology disorders (blood cancer).

Who will look after me?
A team of professionals will be looking after you. The team consists of haematology consultants and medical doctors, nurses, haematology practice nurse, paramedic aides and the clinical support services (physiotherapists, occupational therapists, social workers and psychologists).

What should I bring with me?
Any relevant medical documentation and any medication which you are taking at home should be brought along on admission to the ward. The patient should bring along the necessities for personal hygiene, comfortable clothes to sleep in, a glass or mug, water and a few healthy snacks that do not need to be kept refrigerated.
**Wards**

**Meal times**
- **Breakfast:** 7.30-8.00
- **Lunch:** 11.30-12.30
- **Dinner:** 17.30-18.30

**Visiting Hours**
- **Monday to Sunday**
  - 10.00 – 11.30
  - 15.00 – 20.00

- Visitors are limited to two persons at any one time beside the patient during visiting hours.
- Persons with a cold or infections should not enter the Haematology Ward.
- Children are not allowed on the ward.
- Visiting outside visiting hours is restricted to one person only and is only allowed at the discretion of the Charge Nurse.

**Contact numbers** - 25452330/1

**Important**
- Due to the nature of the treatment, your immune system is weakened making you less able to resist infections. Therefore, infection control measures are to be strictly adhered to.
- Please read infection control notifications on the ward and follow instructions appropriately.
- Flowers and plants are not allowed in the ward.
Palliative Care

Where is the Palliative Care Unit at the Oncology Centre?
The Palliative Care Unit is located on Level 0.

Who is treated within this unit?
The Palliative Care Unit is a ward for adult patients requiring palliative care. The ward is committed to improve comfort and quality of life through a team of professionally trained staff.

Who will look after me?
A team of professionals will be looking after you. The team consists of a Palliative care consultant and medical doctors, nurses, paramedic aides and the clinical support services (physiotherapists, occupational therapists, social workers and psychologists). Spiritual care is provided by the Chaplain.

What should I bring with me?
Kindly bring your current medication for the ward doctor to review. Accompanying carers may be asked to take home medications that are not required. No medications are to be kept by yourself. During your stay you will require toiletries, day and night clothes and safe footwear.
Wards

**Meal times**
**Breakfast:** 7.30-8.00  
**Lunch:** 11.30-12.30  
**Dinner:** 17.30-18.30

Staff will discuss any special dietary requirements with you.

**Visiting Hours**
**Monday to Sunday**
10.00 - 11.30
15.00 - 20.00

It is at the discretion of the nurse in charge to allow relatives and friends outside visiting hours. One relative is allowed to spend the night with you if deemed necessary.

**Quiet room**
A quiet room is located in the Palliative Care Unit on Level 0. It provides a space for inpatients at the Palliative Care Unit with different religious beliefs, to be able to spend time in contemplation or prayer.

**Contact numbers** - 25452340/1
Paediatric/Adolescent

Where is the Paediatric/Adolescent unit at the Oncology Centre?
The Paediatric/Adolescent unit is located on Level -1.

Who is treated within this ward?
At the Paediatric/Adolescent unit children and adolescents (up to 18 years) whose condition will require chemotherapy administration, symptom control, blood transfusions and palliative care.

Who will look after us?
A team of professionals will be looking after your child. The team consists of Paediatric consultants and medical doctors, nurses, paramedic aides and the clinical support services (physiotherapists, occupational therapists, social workers and psychologists). A school and play teacher is also part of the team.

What should we bring with us?
Parents are requested to bring with them the child’s clothes. Since there is the facility of a kitchen with microwave and oven, parents can bring their own food and freshly prepare it for their children. There is also the facility of a washing machine and tumble dryer. Parents are requested to get their own washing liquid.
Meal times
Breakfast: 7.30-8.00
Lunch: 11.30-12.30
Dinner: 17.30-18.30

Children have the option of choosing their meals from either the children’s menu or from the adult menu. This needs to be ordered a day in advance.

Visiting Hours
Visiting hours are unrestricted. However, this is at the discretion of the nursing staff. Visiting will not be permitted if the child is very unwell or if it is the parents’ wish not to have any visitors. This restriction also applies if the visitors themselves are unwell. It is recommended to limit the number of visitors at any one time and that visiting does not take place late at night.

Contact numbers - 25452310/1
Parents can phone at any time of the day or night and we will do our utmost to answer your queries.
**Day Care**

**Where is the Day Care at the Oncology Centre?**
The Day Care is located on Level 0.

**Who is treated within the Day Care?**
All adult patients requiring oncological/haematological/onco-haematological treatment, that lasts less than 7 hours, are treated within the day care. This includes:
- Administration of chemotherapy
- Administration of blood and/or blood products
- Hydration
- Administration of targeted therapies
- Administration of other treatment.

Other procedures carried out at the day care include:
- Chemotherapy related reviews and management of complications
- Nursing procedures e.g. change of dressings, management of central venous access devices (Port-a-cath, Hickman Line)
- Medical interventions e.g. pleural and abdominal tapping, trephine biopsies, lumbar punctures.

**Who will look after me?**
A team of professionals will be looking after you. The team consists of oncology consultants and medical doctors, nurses, Focal nurses, paramedic aides, reception staff, pharmacists and the clinical support services.
Day Care

(physiotherapists, occupational therapists, social workers and psychologists).

What should I bring with me?
- Identification (ID) card
- Appointment ticket
- Schedule V (Yellow medication card)
- Any other medical documents or results
- Medication being taken at home
- Bottle of water and light snack
- Cardigan and comfortable loose clothing (in view of venous access)
- Extra clothing

Other relevant information
- Punctuality - It is very important to be on time for your appointment. Arriving late for your appointment may cause your chemotherapy session to be re-scheduled.
• On the day of treatment, always book an appointment for the next chemotherapy session, after being seen by the doctor.
• Also remember to book an appointment at the Phlebotomy for any blood tests required before your next chemotherapy session.
• If you have a port-a-cath, please remember to book an appointment for the flushing of the port-a-cath.
• You will not be seen without an appointment.
• Only one person can accompany you in the doctor’s clinic.
• It is at the discretion of the ward management to provide permission for the accompanying relative to stay near you during treatment.
• In case of any queries you can call the ward during opening hours for advice.
• Please call the Accident and Emergency Department at Mater Dei Hospital if you experience any of the following symptoms outside clinical hours, on Sundays and Public Holidays:
  o Temperature above 37.7°C (100°F) after chemotherapy
  o Chest pain or shortness of breath
  o Excessive bleeding
  o Persistent vomiting and diarrhoea
  o Sudden weakness in the lower limbs

**Clinical Hours**
Monday - Sunday: 7.45 to 18.00

**Contact numbers** - 25452370/1
Outpatients

Where is the Outpatients at the Oncology Centre?
The Oncology outpatients is located on Level 1.

How does the Outpatients at the Oncology Centre operate?
The Oncology outpatients caters for all adult and paediatric patients having cancer i.e. haematology and oncology. A team of healthcare professionals will look after you while visiting the Oncology outpatients.

Your appointment

Haematology and Oncology
New Case appointments:
Following your referral to the outpatients at the Oncology Centre, an appointment is arranged between the
respective consultant and the nurse running the clinic according to your diagnosis.

Follow-up appointments:
The follow-up appointments are arranged at the outpatients station and written down on the blue hospital appointment ticket or given via an appointment letter.

**Paediatric/Adolescent**
New Case appointments:
New Cases are seen at the Paediatric/Adolescent Ward by the Paediatric Oncologist.

Follow-up appointments:
The outpatients at the Oncology Centre only receives paediatric/ adolescent patients for follow-up appointments.

**What should I bring with me for my appointment?**
You should bring the following for your appointment:
- Identification (ID) card
- Blue hospital appointment ticket or appointment letter
- Schedule V (yellow paper) or other documents for medications especially if renewal of permits is needed.
- Any medical imaging copies or documentation from private clinics or other hospitals.

**Accompanying persons**
Outpatients

It is advised that only one relative accompanies you to your appointment.

Other relevant information
It is important that you respect the time on the blue hospital appointment ticket or appointment letter. Whilst we aim that you are seen on time, you need to understand that due to unforeseen circumstances, you may need to wait for some time before being attended to.

Clinical Hours
Monday to Friday: 7:00 - 16:00
Saturdays: 7:00 - 13:00

Contact numbers - 25452410/1
Where is the Radiotherapy department at the Oncology Centre?
The Radiotherapy Department is located on Level -1.

How does the Radiotherapy Department operate?

Planning your radiotherapy treatment
Once you are referred for Radiotherapy treatment, you can expect to start your treatment within a few weeks. During this period, you will be called for a CT scan (image 1). This CT scan is different to other scans, in that it is not used to provide a diagnosis. Following your CT scan, your consultant, the medical physicists and the rest of the planning team will design a radiotherapy plan specifically for you.

Image 1: CT scanner
Preparation for treatment
When you arrive at the Radiotherapy Department, please inform the receptionist of your arrival. Please wait in the reception area until you are called by the respective treatment units. You do not need to prepare for radiotherapy unless you are informed by the radiographer. Some patients who may need to drink water before treatment will be asked by the radiographer to start drinking. Other patients may need to change into a gown. If you were given a gown when having your CT scan, please bring it with you every day for your treatment.

Radiotherapy Treatment
Radiotherapy treatment is given in the radiotherapy department as a series of short daily sessions. Each treatment takes 10–15 minutes. The treatment is usually given Monday–Friday with a rest at the weekend, for a duration of 3-7 weeks depending on the individual. Your appointment time may vary during the week. If you require a specific time, please advise the staff two days before.

On your first day of treatment, please inform the receptionist that you have arrived. The radiographer will then go over the whole procedure, often referred to as a ‘first day chat’. The radiographers will explain the full process of treatment and side effects and can answer any of your questions that you may have before commencing the treatment. You will then be taken into the treatment room and positioned in exactly the same position as that of your CT scan. The radiographers will then leave the room but will monitor you through an audio-visual system.
It is important to **stay still** throughout the whole treatment session. Before delivering the treatment, X-ray images may be required to make sure that the treatment is delivered to the correct area. After these images are acquired and checked, the treatment will start. You will see the machine (image 2) moving around you. It will come close to you but it will not touch you. Once the machine is in the right position, the machine will be switched on and the Radiotherapy treatment will begin. You will not feel or see anything, but you will hear a beeping sound.

Once the treatment is delivered, you can get dressed and the radiographer will provide you with the time for your next treatment session.

After your final treatment, you will be given an appointment with your oncologist, who will discuss your treatment and plan follow up appointments to monitor
your progress. Following treatment, you will also be reviewed by your nurse to discuss any issues that may arise.

**Who will take care of me during my treatment?**

At the radiotherapy department, you will meet radiographers, Focal nurses or your oncologist. Should you encounter any difficulties and/or experience side-effects related to radiotherapy, our team is here to support you every step of the way.

**Accompanying persons**

You may bring a relative or friend to wait with you before your treatment session and they may come in for the first day chat before having your first treatment. Relatives/friends will not be allowed into the treatment room with you. We kindly ask that you limit the number of people that you bring with you.

**Clinical Hours**

Monday to Friday: 8:00 - 16:00

*Or according to exigencies of the service.*

**Contact numbers** - 25452320/1
Radioisotope Unit

Where is the Radioisotope Unit at the Oncology Centre?
The Radioisotope Unit (RIU) is located on Level 1.

Who is treated within this ward?
The RIU unit consists of two single beds. Patients are referred to the RIU following an outpatient review by the oncologist. Patients are treated for thyroid pathologies as an inpatient or outpatient, depending on the diagnosis and treatment prescribed. All necessary detailed leaflets are provided to you and your carers before treatment is administered. You will attend an informative meeting before treatment is administered.

Appointments
Appointments for scheduled treatment will be discussed with you as it is a prerequisite that every patient strictly follows pre-and post-treatment administration procedures.

Inpatient services
You will be admitted to Adult oncology Ward 1 or 2 in the Oncology Centre depending on your gender. You will then be reviewed by a medical doctor and all necessary investigations are performed. A detailed assessment is carried out. You will be asked to enter the RIU for the actual administration of the treatment. Since the treatment is radioactive, it must be administered in a designated area. Treatment is administered in a capsule form by the
Physicist. You will be required to stay at the RIU for a few days. A detailed individual information booklet will be given to you upon discharge.

**Outpatient services**
You will be asked to come to the unit accompanied by one relative prior to administration of treatment, during which time you will be given information regarding the actual procedure and the post-treatment precautions. You will be administered the treatment prescribed and discharged home. All necessary appointments will be given beforehand and a detailed individual information booklet will be given to you upon discharge.

**Who will take care of me during my treatment?**
During your stay, the Physicist, the doctor and nurse will attend to your needs.

**What should I bring with me for my appointment?**
During your stay, you will be encouraged to drink extra fluids. Light snacks are encouraged during your stay. Entertainment material can be brought (such as magazines, and newspaper). You are encouraged to bring three sets of clothes as you will be requested to change your clothes everyday till you are discharged.

**Accompanying persons**
Relatives/friends can only accompany you before your treatment is administered. When you are transferred to the RIU, relatives are advised not to visit you.

**Contact number** - 25452585
The Clinical Support Services include Occupational Therapy, Physiotherapy, Psychological Services and Social work Service.

**Where are the Clinical Support Services located at the Oncology Centre?**
The Clinical Support Services are located on Level -1.

**Contact Number** – 25452300/1
**What is Occupational therapy (OT)?**
Occupational Therapy aims to improve quality of life, so that your life will be as comfortable and productive as possible so you can live independently. Your therapist will take into consideration what you wish and want to do, and together you will develop a treatment plan to achieve your goals.

**What services are offered by the OT department?**

**Inpatient services**
Inpatient occupational therapy service is provided in all wards at the Oncology Centre.

**Outpatient services**
Outpatient services are offered at the Palliative care clinic as well as to other patients who need more intensive treatment following their stay in hospital. Sessions can either be on an individual basis or in the form of a therapeutic group. A home visit may also be carried out to assess the home environment and recommend any adaptations required.

**Who can make use of this service?**
Patients and carers at the Oncology Centre can benefit from occupational therapy services. An OT can advise and help people having the following symptoms either as a result of their diagnosis or the treatment they are receiving;

- altered sensation,
- anxiety and depression,
Clinical Support Services

- body image (including hair loss, lymphoedema and surgery),
- breathlessness and cough,
- cognitive deficits,
- constipation/diarrhoea,
- fatigue, insomnia,
- nausea, vomiting,
- sore mouth,
- problems with swallowing,
- neurological problems,
- pain,
- tissue viability/skin integrity
- weight loss.

**How can you be referred?**

Any medical doctor or healthcare professional can refer you for Occupational therapy services. Upon your referral, a member of staff assesses you and a treatment plan is devised.

**Clinical Hours**

Monday to Friday: 7.30 - 15.30  
Saturday: 7.30 - 12.30  
*Services outside these hours can also be available upon appointment.*

**Contact number** - 25452317
What does the Physiotherapy Department do?
The physiotherapy department offers its services to inpatients and outpatients experiencing physical limitations due to cancer and/or its treatment. Physiotherapy can assist in improving quality of life by maximising functional ability and independence and in managing symptoms such as pain, fatigue and breathlessness. The physiotherapist will assess your needs and together with you will formulate realistic goals for you to achieve. Treatment sessions are tailored to how you are feeling on the day.

What services are offered by the Physiotherapy department?
We offer an inpatient and outpatient service. Our services cover adult and paediatric cancer patients. The department also has a dedicated lymphoedema service.

Who can make use of this service?
Any cancer patient experiencing mobility limitations due to cancer and its treatment can be referred for physiotherapy. You may benefit from physiotherapy if you experience any of the following problems;
- Muscle weakness
- Limited joint range e.g. decreased shoulder movement in patients treated for breast cancer
- Mobility problems such as walking/ getting out of bed
- Lymphoedema: swelling in the arms or legs following cancer treatment
- Fatigue and breathlessness
- Pain
The service also assists and supports carers in managing patients in transferring techniques, mobility and positioning.

**How can you be referred?**
Kindly ask your doctor for a referral note should you require to utilise our services. An appointment can be organised by personally presenting the referral note or by phone. The referral note should be presented at the reception desk within the clinical support services, on your first appointment. Contact us should you wish to check if you could benefit from a physiotherapy assessment.

**Clinical Hours**
Monday to Friday: 8.00-14.00
Saturdays: 8.00-11.00
No sessions are held on Sundays and Public Holidays

**Contact number** - 25452300/9
Psychological Services

What does the Psychological Services department do?
The Psychological Services department gives psychological and emotional support to the patient (inpatient and outpatient) and their significant others.

What services are offered by the Psychological Services department?
The services include:

- Assessment of the psychological needs of the patient, family members or significant others.
- Therapy on an individual basis for the patient, family members or significant others.
- Therapy for the family.
- Bereavement therapy after the death of the patient.

Who can make use of this service?
Patients, family members and significant others

How can you be referred?
- Through doctors and other professionals at the Oncology Centre and Mater Dei Hospital
- Through medical professionals and other professionals outside the Oncology Centre and Mater Dei Hospital
- Patients, family members or significant others can refer themselves

Clinical Hours
Monday to Friday: 6.30am – 2.30pm

Contact number – 25452305
What is Social Work?
Social Work aims to understand people’s difficulties within the context of their social environment and to help individuals find their own strengths to resolve these difficulties.

What services are offered by the Social Work team?
The Social work team at the Oncology Centre can support in various ways, such as assist patients and their families to work with emotional problems, medical uncertainties and difficult decisions. Social workers can also help in the practical problems that patients may face at the time of treatment in hospital, such as those linked with financial, housing, legal and resettlement aspects. Home visits are carried out when required.

Social workers are committed to provide an effective hospital social work service, which facilitates optimum social and emotional well-being among patients and those affected by their illness.

Who can make use of this service?
The service is offered on both as an inpatient and outpatient service.

How can you be referred?
You can be referred by any healthcare professional at the Oncology Centre. Referrals are also received from other agencies or organisations in the community.
Clinical Support Services

**Clinical Hours**
Monday to Friday: 07.30 - 14.30

Appointments at other times can be arranged. It is advisable to make an appointment to ensure the social workers’ availability.

**Contact numbers** - 25452319 / 25452328/ 25452329
Where is the Pharmacy located at the Oncology Centre?
The Dispensing Pharmacy at the Oncology Centre is located on Level 0.

Which are the services provided by Pharmacy?

Dispensing services
The pharmacy provides a comprehensive outpatient dispensing service.

Chemotherapy reconstitution area
Chemotherapy is commonly used in the treatment of malignant diseases and is prepared either in syringes or infusion bags as required for administration to the patient. Intravenous chemotherapy is prepared in isolator cabinets within the chemotherapy reconstitution areas located at the Oncology Centre and at Mater Dei Hospital. These areas are equipped so as to provide protection of the chemotherapy preparations from the risks of contamination thus ensuring optimal quality.

Pharmacy also offers clinical advice on medicines and forms part of a multidisciplinary team with other healthcare professionals.
What should I bring with me to be given my prescribed medicine?

- Medicines are dispensed to all those patients in possession of a medicine entitlement card. This includes either a Schedule V form (also referred to as the yellow card) or a Schedule II form (also referred to as the pink card).
- Patients must also present a valid prescription for all the required medication and approvals for non-formulary medication.
- All those medicines (narcotics or psychotropics) prescribed on a green prescription also require a white control card.

Opening hours
The pharmacy dispensing service is available from:
Monday to Friday 8.00 am - 2.00 pm
Saturday 8.00 am - 12.15 pm

Contact number - 25452555
Where is the Phlebotomy Clinic at the Oncology Centre?
The Phlebotomy clinic is located on Level 0.

How does the Phlebotomy Clinic operate?
Patients attend the clinic when they need to undertake blood investigations. Phlebotomists offer their service to all the inpatients and outpatients visiting the clinic.

Your appointment - All patients requiring the Phlebotomy services would need to arrange an appointment by phone or directly from the Phlebotomy clinic.

Inpatient and Outpatient services - Outpatients and inpatients are referred to the Clinic by their ward doctors or Consultants with all the necessary referral forms. These are given to the phlebotomist and an appointment is fixed according to the date given by the doctors or Consultants.

What should I bring with me for my appointment?
- The doctor’s referral forms
- The blue hospital appointment ticket

Clinical Hours
Monday to Sunday: 07.30 - 14.30

Contact number - 25452565
The Chaplain at the hospital is a Roman Catholic priest assisting patients as well as hospital staff in their spiritual needs, administering the sacraments and providing spiritual direction.

The chaplain visits the ward and administers Holy Communion daily to patients in their respective ward. The patients as well as their carers can contact the Chaplain concerning their spiritual needs, including asking for the Holy Sacraments.

On the premises, there is a eucharistic chapel open daily from 6am till 4pm. Mass is celebrated daily.

Monday to Saturday: 06.30am
Sunday: 10.00am
Who can benefit from this service?
All patients can benefit from this service.

How can the chaplaincy service be reached?
The nursing staff from the ward will contact the chaplain if his assistance is needed. Patients can seek chaplain’s spiritual assistance at anytime by informing one of the nurses in their ward. The hospital chaplain will be very happy to assist you in all your religious and pastoral needs.

Other religious beliefs
Non-catholic patients can see their own pastor or religious leader and the chaplain will be more than willing to assist in calling them.
Other Important Telephone Numbers

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Thanks
This booklet has been written, revised and edited by the Tailored Information in Cancer Care working group at Sir Anthony Mamo Oncology Centre in collaboration with the Cancer Care Pathways Directorate and Aurora Support Service. Special thanks go to Consultants in Public Health Medicine for their support and contribution.

Disclaimer
Whilst all the information in this booklet is considered to be true and correct at the date of publication, changes in circumstances after the time of publication may impact on the accuracy of the information. You can also visit the Sir Anthony Mamo Oncology Centre website. This booklet does not in any way replace the medical advice or discussion between yourself and the medical team.