

National Center for Cancer Care and Research

Patient Guide



المركز الوطني لعلاج وأبحاث السرطان
National Center for Cancer Care & Research

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation



Patients with cancer at the National Center for Cancer Care and Research (NCCCR) are at a higher risk for more severe symptoms associated with COVID-19.

To protect all vulnerable patients and limit the risk of exposure to patients and staff, we have produced this guide with important information and general instructions.

General instructions to be given to patients during chemotherapy or immunosuppression medication:

Outpatient appointments:

What changes have been made to the OPD at the NCCCR?

- For the safety of all patients, the Outpatient Department at the National Center for Cancer Care and Research has been relocated to the Ambulatory Care Center (ACC).
- All patients with an incoming scheduled appointment will be contacted by the NCCCR physicians and have a telephone consultation.
- Based on the patient condition the physician may also offer a physical visit in the ACC provided that the patient has no flu-like symptoms and is not under quarantine.
- All treatment will continue as planned unless you are contacted otherwise.



Test appointments:

- Some imaging tests may be postponed. Patients will be contacted if their test appointment is affected.
- Unless otherwise notified, please come in for your scheduled test appointment if you do not have any flu-like symptoms and are not under quarantine.

If feeling unwell or you need to speak about your ongoing care:

- if patient are experiencing cold or flu-like symptoms such as cough, fever or shortness of breath
- If patient under quarantine wants to speak to oncology/ hematology physician about ongoing treatment and further out-patient visit.
- Please call hotline 16000 and press option three (3)
- The hotline is available 24 hours a day, 7 days a week.

Food:

- Food delivery prohibited for all patient and visitors across different clinical areas within cancer hospital
- Visitors can bring their cooked food for themselves after passing security checked

Visitor rules and regulation:

Inpatient visitors:

Visitor hours will be restricted to 12pm to 8pm. Each patient will be allowed one visitor at a time for a maximum stay of 15 minutes.

The NCCCR security will ensure that this rule is implemented.

Outpatient and day care units:

Receiving a cancer diagnosis can be emotional and some patients may feel overwhelmed.

For patients on follow-up visits or receiving treatment within NCCCR/ ACC:

- **First visit/initial consultation**
May bring one adult support person to accompany them.
- **Follow up appointments**
All patients are required to attend in person without a companion. Patients who require a support person to accompany them to subsequent appointments will be evaluated on a case-by-case basis.
- Patients are required to come not earlier than 15 minutes before appointment time to minimize patient exposure and gathering in the waiting area.

Medication filling:

At this time, it is not necessary to request additional refill quantities from the pharmacy.

You do not need to stockpile medications. Your NCCCR Cancer Pharmacist can advise you on the appropriate amount of medication to be dispensed.

Medication Delivery:

To get your prescribed medications, you need to call the hotline 16000 and follow the instructions to select NCCCR. A pharmacist will talk to you and review your profile on the system. Then, they will dispense your medications and get them delivered to your home through Q-Post.

For narcotics/controlled and non-formulary medications, you still need to collect them from the Medication Collection Room at ACC.

For counselling and education about your medications, you can call 44397428.

“This number is allocated for medication



education only”

How do patients get more information?

You can find trustworthy information about COVID-19 by visiting www.moph.gov.qa

References:

BC Cancer Agency:

<http://www.bccancer.bc.ca/about/news-stories/news/2020/covid-19-and-cancer-treatments>

Centers for Disease Control and Prevention (CDC):

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/what-you-can-do.html>

Hamad Medical Corporation policy and Regulation

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