


# THE CANCER CENTRE RETAIL PHARMACY


Services for Patients of WRHN Cancer Centre

## Contact Information

Cancer Centre Retail Pharmacy  
WRHN Cancer Centre  
4th Floor

Monday to Friday  
8am - 5pm  
Closed on weekends and statutory holidays

 519-749-4280

 [hccp@wrhn.ca](mailto:hccp@wrhn.ca)

**Waterloo Wellington  
Regional Cancer Program**  
Ontario Health (Cancer Care Ontario)

# Where is the Cancer Centre Retail Pharmacy?

The Cancer Centre Retail Pharmacy (CCRP) is found inside WRHN Cancer Centre. You can find the CCRP on the **4th Floor**. Note that you are on the 3rd floor (main floor) when you enter the cancer centre.

If you take the cancer centre elevator, turn **right** when you walk out of the elevator doors.

If you choose to use the stairs, you will see the CCRP to your **left** as you reach the top.



## Services

The CCRP serves all WRHN Cancer Centre patients. The CCRP team works closely with your cancer health care team, and other pharmacies.

The CCRP can fill any prescription from your cancer health care team. They work closely with WRHN's Health Care Centre Pharmacy (found inside the main entrance of WRHN). Both pharmacies have the same access to your health records. Based on your needs you might need to visit 1 or both of these sites. Talk to your Pharmacist to find out how/where to access a drug or health product.

CCRP services you can access:

- Special drugs for cancer patients that are not found in community pharmacies
- In-person teaching about your cancer drugs
- **Free** delivery of cancer drugs to your home, on weekdays
- Patient call back program
- Help finding **special ways to access or pay** for cancer drugs

## Patient Call Back Program

The Patient Call Back Program has a pharmacist call you **1 week** after starting your cancer drugs. This gives you the chance to ask questions about your drugs or the side effects you are feeling.

# Steps to Get Your Prescription at the CCRP

The steps below will guide you in getting your prescription drugs for cancer treatment. Follow these steps every time you are getting a prescription filled at WRHN Cancer Centre's *Cancer Centre Retail Pharmacy (CCRP)*.

<b>1</b>	<p>If time allows, <b>tell the CCRP team that you are here</b> for your visit with your Oncologist (cancer doctor).</p> <p>This will help them create your pharmacy profile and start the process of getting your drugs ready.</p>
<b>2</b>	<p>Fill out <b>Your Symptoms Matter</b> on your cell phone or a kiosk.</p>
<b>3</b>	<p>Go to your visit with your Oncologist.</p>
<b>4</b>	<p><b>After seeing your Oncologist, check-in again with the CCRP.</b></p> <p>They will let you know the next steps to get your drugs. You may need to update your health/contact information at this time.</p>
<b>5</b>	<p>Sit across from the CCRP while the team reviews your prescription. Wait for a pharmacist to call you up on the counter to give you your prescriptions and give final details about your drugs.</p>

## What Might Delay Your Prescription?

Your prescription might take a little longer than usual if:

- The pharmacist needs to check your insurance details
- Special funding for your drug(s) is needed
- The oncologist's order for your drugs is waiting to be checked over by the clinic pharmacist (e.g. if they are waiting for your bloodwork results)
- The CCRP pharmacist needs extra time to get your drugs ready
- Your drugs are not in stock, or need to be ordered
- There are other patients ahead of you

# Updating Your Drugs With the Health Care Team

Let your pharmacy know when you start, stop or change the dose of a drug. This will help keep your health care team up to date on the drugs and supplements you are taking.

Let the CCRP know of any changes to:

- Prescription drugs (e.g. pills for diabetes, blood pressure, or other health issues that are not cancer)
- Over the counter drugs (e.g. Ibuprofen, Melatonin)
- Natural health products or supplements (e.g. Vitamins, herbal supplements, mushrooms, creatine etc.)

## Common Questions

### How Do I Refill A Prescription?

To refill your prescription:

1. Check your pill bottle for the contact information of the pharmacy
2. Call the pharmacy on the pill bottle. **If refilling at the CCRP you can call: 519-749-4280**
3. If you have refills left, the pharmacy will fill the prescription. If not, the pharmacy may have to contact the doctor that prescribed the drug and ask for more.

### What If I Can't Pay For My Cancer Drugs?

A Medication Reimbursement Specialist (MRS) can help you find, apply for, and get financial coverage for your cancer drugs. If you have any concerns about paying for your cancer drugs then let your health care team know. They can refer you to the MRS at WRHNCC. You can also email your questions to: [drugaccess@wrhn.ca](mailto:drugaccess@wrhn.ca)

### Where Do I Go For The Injection Clinic?

Some treatments have to be given through an injection (a shot). You may be booked for this shot in the HCCP or in the Chemotherapy Suite (Chemosuite). Please read your patient itinerary to check where you will go.

Use this resource for your information only. It does not replace medical advice from your doctor or other healthcare professionals.



[cancerpatiented@wrhn.ca](mailto:cancerpatiented@wrhn.ca)



[cancerwaterloowellington.ca](http://cancerwaterloowellington.ca)

