

Welcome to Provis Infusion Clinic

At Provis we take pride in making your clinic experience as pleasant and comfortable as possible. As a new patient you will have many questions and this information should provide you with most of the answers. However, if you require any further clarification, please feel free at any time to ask our friendly and helpful staff. It is our pleasure to be of service to you.

About Provis Infusion Clinic Inc.

At Provis Infusion Clinic we provide chemotherapy infusion services for treatments that are currently not covered under Ontario's provincial health insurance plan, thereby allowing physicians and their patients increased access to certain medications. Our service is delivered by highly trained professional staff in a non-institutional, friendly environment while operating under the highest standards and observing the Canada Health Act.

Before treatment

A referral from your physician/specialist is required for treatment at Provis Infusion Clinic Inc. We will provide you with a written quotation for cost of your treatment cycle as ordered by your referring physician. Our Clinic Administrator will contact you by phone to discuss booking of treatment dates, payment, insurance coverage and important prerequisites for treatment, such as laboratory tests.

Office Hours

Monday, Tuesday, Thursday	8:00 a.m. to 4:00 p.m.
Wednesday	8:00 a.m. to 8:00 p.m.
Friday	8:00 a.m. to 3:00 p.m.

Clinic (Infusion) Hours

Wednesday 5:30 to 9:30 p.m.

Please arrive at the clinic at least 15 minutes before your scheduled treatment time. Observe any pre-treatment instructions that your doctor or our staff may have given you (refer to Laboratory Tests below).

Clinic Location

Provis Infusion Clinic is located at 123 Edward Street, Toronto (one block north of Dundas, one block east of University (refer to website www.provis.ca for map). Please proceed to the 15th floor. Our Suite (1500) is located to the left of the elevators. The clinic has a waiting room and a washroom for your convenience.

Parking

Metered parking is available in front of 123 Edward Street.

Note: If you arrive **after 7:00 pm**, the front door entrance to the building (123 Edward Street) will be locked. Please use the buzzer (left side of door) and the security guard will let you in. **Alternatively you can call us at 416-595-0500 and we will be happy to meet you at the main entrance.**

For indoor garage parking, pass 123 Edward and make a right turn onto Centre Avenue. The indoor parking entrance is on your left. If you park on the street level of the parking garage, go through the door "Elevator" and proceed to the left to the main elevators of 123 Edward Street. Provis Infusion Clinic is located on the 15th floor, Suite 1500 (to the left of the elevator).

If you have parked on the upper level of the parking garage, take the elevator to the ground floor and proceed as above.

Note: The flat rate for garage parking after 5:30 pm is \$ 5.00. Daytime garage parking rates are \$3.50/half hour.

Public transportation

The TTC subway station closest to Provis Infusion Clinic is St. Patrick (on the University line). Take the East side exit (Dundas) and walk less than five minute to 123 Edward Street. There are streetcar stops (College or Dundas) close to the clinic.

Hotel accommodation

If you need to stay over night in Toronto, the Provis staff can assist you in locating a hotel close to the clinic.

ATM machines/banking

Three major banks (RBC, TD and CIBC) are located at the intersection of University Avenue and Dundas Street, a short walking distance from the clinic.

A typical visit

At your first treatment at Provis, our staff will review your treatment schedules. You will be asked to sign a clinical consent form. Payment is due before each treatment. Our physician on staff will talk to you about your treatment.

One of our nurses will take you to the treatment room and prepare you for infusion. The nurse will insert a peripheral IV line or access your central access IV line. Depending on your circumstance and the medication provided, the treatment session may vary from 20 minutes to more than four hours.

Some pre-medications can cause drowsiness. Therefore we strongly recommend that someone accompanies and drives you to your treatment. Our staff can also assist you in ordering a taxi for your drive home.

Relatives and friends are welcome to stay with you during treatment. When the clinic is busy, we may restrict visitors to one family member per patient in the treatment room. Cold and hot drinks and light snacks are available for your and the visitors' convenience.

Upon completion of treatment, Provis will fax a record of the treatment received to your referring physician. Your next appointment will be confirmed.

Provis Professional Team

A physician is present at all times during patient treatment sessions. Medications are administered by registered nurses, trained and certified in their specialty, with many years of experience in infusion therapy. Our staff has an average of seven years in-hospital specialty nursing experience. Emergency procedures and 911 protocol are established.

IMPORTANT

It is essential to notify Provis by 3:30 p.m. on your treatment day if you are unable to make your appointment due to an emergency. Failure to do so will result in your medication being mixed and you will be responsible for the cost of the medication.

Your doctor will be notified about the missed treatment and we will reschedule your infusions.

Treatment cycles

Depending on the medication and infusion you require, there may be several treatment cycles. Upon completion of the first treatment cycle, Provis will receive a new medication order from your referring physician. Full payment is due before each treatment. Please refer to quotation or discuss with our Clinic Administrator.

Laboratory tests

For some medications, certain levels of test results have to be met in order to administer chemotherapy treatment. It is important that you follow these instructions. Failure to provide laboratory results in time may postpone your treatment.

Supplementary medication

Provis carries supplementary, non-prescription medication that may be required during infusion. Prescription drugs that you may require before treatment (for example antiemetic such as Zofran) should be prescribed by your referring physician.

Typical Cycles and Infusion Times

Please note: number of treatments may vary and infusion times are approximate.		
Medication	Typical cycle	Infusion time
Abraxane	1 tx every three weeks	30 minutes
Alimta	1 tx every three weeks	10 minutes
Avastin	1 tx every second week (2 tx per month)	1 st : 90 mts. / 2 nd : 60 mts. Subsequent tx: 30 mts.
Caelyx	1 tx every 4 weeks	1 st 90 minutes / subsequent 60 mts.
Eloxatin	1 tx every 2-3 weeks	2 hours
Erbix	1 tx every week (4 tx per month)	1 st 120 mts./subsequent 60 mts.
Gemzar	1 tx weekly for 2-3 weeks and then 1 week off	60 –90 minutes
Herceptin	1 tx every three weeks x 17	30 – 90 mts.
Rituxan	1 tx weekly for 4 weeks or 1 tx every 3-4 weeks (depending on regimen)	1 st : up to 6 hrs., subsequent 3-4 hrs
Torisel	1 tx every week (4x per month)	30 minutes
Vectibix	1 tx every 2 weeks	60 minutes
Zometa	1 tx every 3-4 weeks	30 mts.

If your treatment cycle has to be discontinued ..

As a result of a patient's medical condition, it may in some cases be necessary to discontinue chemotherapy infusion treatment. If this happens, your doctor will be advised. Unless treatment can be rescheduled within a reasonable time, Provis will refund the cost of the medications not given.

If there is a medical emergency during treatment

Our staff is trained to handle emergency cases and a physician is always available. If required, transfer to a nearby hospital by ambulance will be arranged and the "contact person" you have listed on the referral form will be notified.

We look forward to being of service to you.

The Provis Team