

July 2018



Vhi Medical Centre

CancerCheck Information Pack

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Checklist - to make your appointment run smoothly please:

- ✓ Fully complete the Medical Questionnaire in advance and bring it with you.
- ✓ Read the Consent Form (included within the Questionnaire) but do not sign it in advance.
- ✓ Let us know in advance if you have any special requirements (e.g. access or doctor gender).
- ✓ Arrive early to check-in at reception as if you are late we may not be able to proceed (see page 3).
- ✓ Bring credit/debit card (if payment required).
- ✓ **Prostate screening only**
If you intend to participate in prostate cancer screening please read page 7 and the enclosed NCCP advice booklet in advance.

Our mission

We strive to continually improve the quality of our clinical and customer service, to create value and make a difference, and help you actively maintain and improve your own health and wellbeing.



CancerCheck is designed to make you feel at ease on the day but if you have any concerns or questions please contact the **Screening Administration Team** on **056 775 3010**.

About CancerCheck

What is CancerCheck?

It is estimated that a third of cancers are potentially preventable. This is because the risk of many cancers is increased by environmental and lifestyle factors. The purpose of the cancer risk check is to provide you with information which may help you reduce your risk of developing certain common cancers. We will review your lifestyle and measurements to establish what factors you can change to improve your health. We will conduct a breast or testicular examination to look for signs of problems and we will show you how to conduct self examination and what symptoms and signs to look out for.

For some people specific screening tests may be useful, and people who meet the medical requirements will be offered colon cancer and prostate cancer screening tests (see pages 7 and 8).

We will provide you with personalised advice as well as general information and educational literature about cancer awareness, cancer risk and cancer prevention to enable you to manage your own health.

We may also identify medical issues that require following up. Screening is only the first step in preventive medicine. It is important that any issues are monitored and if necessary investigated further or treated. For this reason it is very important to discuss any findings from your assessment with your GP, who will be able to advise you, and assist you in taking any further steps that may be needed.

What CancerCheck is not

There is no test or assessment that can definitively say that a person does not have cancer, and that is not the purpose of this assessment.

If the tests come back negative it does not mean that you will not develop these conditions in the future, or that you are fully healthy and nothing else could be wrong with you.

There are many different types of cancer and CancerCheck is not designed to provide information on all cancers.

Always talk to your GP if you develop any symptoms that you are concerned about, either before or after this CancerCheck.

CancerCheck is not designed to diagnose cancer or provide a second opinion service on pre-existing conditions. Established illness needs to be monitored and treated by your GP, who has access to your previous test results.

Reasons why you should postpone your appointment

If you are unwell or taking antibiotics you should contact us to postpone your visit to Vhi Medical Centre.

A woman's breasts change during pregnancy and breast feeding so it would be better to postpone your appointment if this applies to you.

If you have recently had the same tests done with your GP or another screening provider it is best to leave a gap of at least 6 months (longer for some tests) before repeating, as repeating tests too frequently is not medically appropriate.

PLEASE NOTE:

**CancerCheck is not a substitute for seeing your GP.
It is an additional service which may provide useful
information for you and your GP.**

Preparation for your appointment

Q Can I change my appointment?

A Yes, you can change your appointment date and time but please give us at least 2 days notice. Call 056 775 3010 to check availability and reschedule.

Q Do I need to prepare for my appointment?

A Some of the tests require preparation (see checklist on page 1).

In general you should wear comfortable clothing, as you may need to remove some items (but we will take care to protect your dignity).

Q What if I have accessibility needs?

A If you have any special access requirements please let us know in advance and we can advise you on access and have extra staff available to assist if required.

Q Can I bring someone with me?

A Yes you can bring someone with you, however, some of the tests require you to concentrate and as we do not have childcare facilities on site, we suggest that if you have children you may need to make alternative arrangements for their care.

What to expect on the day

Q What happens if I am running late?

A Please try to arrive early for your appointment in order to check-in. If you are more than 15 minutes late you will miss your allocated appointment time. We will do our best to fit you into another empty appointment slot the same day, but if we are full that may not be possible. Due to the impact on other customers' appointments we may not be able to proceed with your appointment that day. You will be offered another appointment on another day.

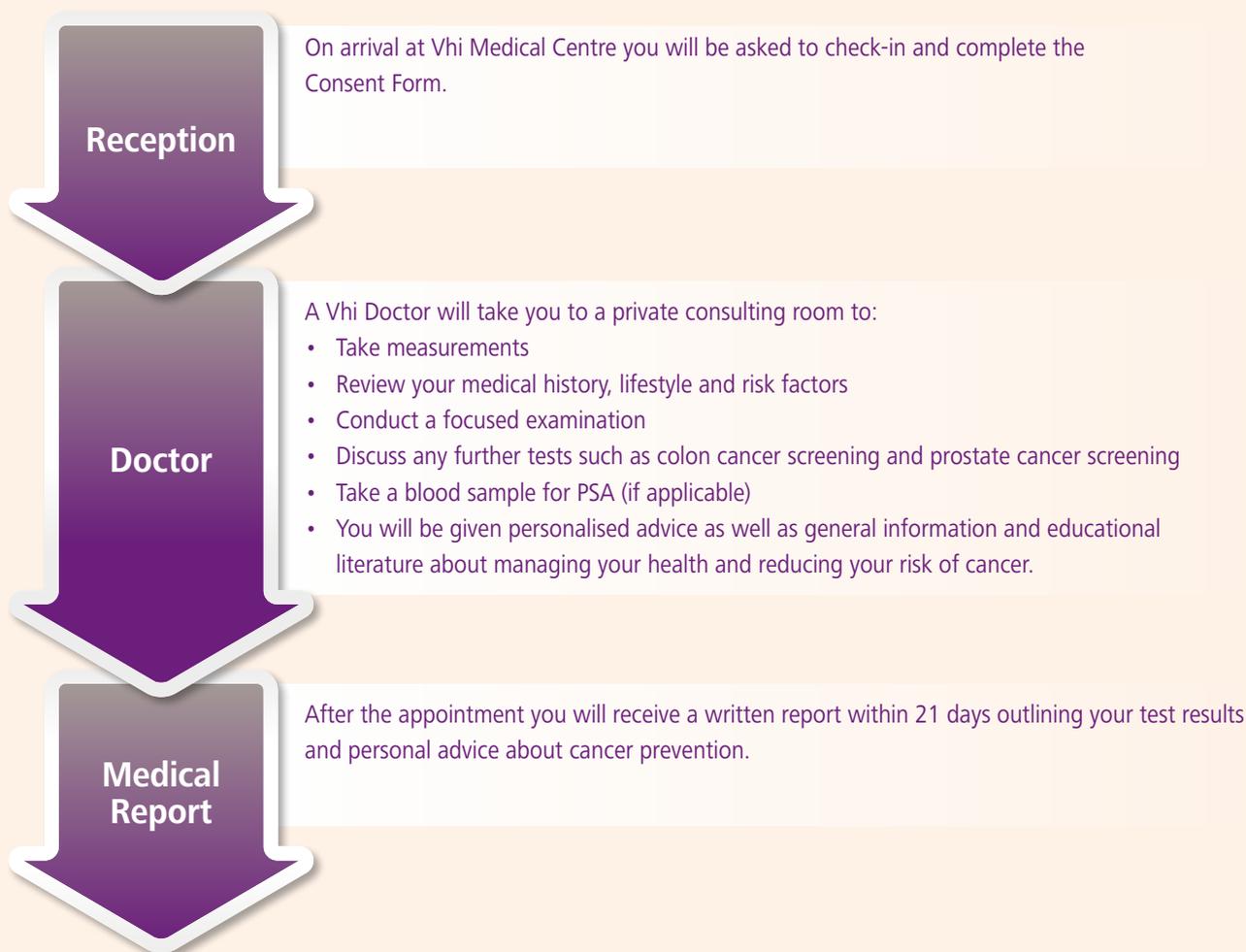
Q How can I pay?

A Please bring a credit/debit card to settle any outstanding charges. Payment will be taken at reception when you arrive. For security reasons we cannot accept cash payments.

Q How long will it take?

A The CancerCheck appointment usually takes about 45 minutes. While we try to run on time, occasionally appointments over-run slightly because some people have more complex medical needs. Should this occur, we will keep you informed. Please note that if you are having a HeartCheck appointment on the same day the combined consultation may be longer (up to 2 hours in total).

Q What will happen?



Q What happens if you find something serious?

- A** On occasion potentially serious or urgent issues may be identified during the CancerCheck. The Vhi Doctor will discuss any such concerns with you and will advise you on the appropriate steps to take. They will provide you with a clear plan of action and will contact your GP directly to ensure that your GP is aware of the issue so they can deal with it quickly and efficiently. Sometimes the Vhi Doctor will need to contact you about non-serious issues that they can explain better on the phone than just in a report. So if you are contacted by a Vhi Doctor and miss the call please do not worry, they will call you back when they are next in.

After your check

Q Will I have to come back again?

- A** On rare occasions some people may need to return to Vhi Medical Centre for a repeat test to confirm a result (at no extra cost). We will contact you by phone to make an appointment if this is required.

Q When will I get a written copy of the results?

- A** Following screening, you will receive a medical report and a copy will be sent to your GP. You should receive this within 21 days of your appointment. If a serious issue is identified on your results you will be contacted before you receive your report. The medical report records all your test results and the target values that you should aim towards for good health. The report also includes lifestyle advice, a summary of what was discussed at your consultation, and a summary of what you are advised to follow up with your GP.

Q What do I need to do next?

A For screening to be of value it is important that you arrange to see your GP to discuss any issues identified, so that they can be appropriately managed. It is also advisable to take along your copy of the report with you just in case your GP doesn't have it to refer to.

(Note: Follow-up GP visits and any further investigations or treatments are not included in the cost of the screening, but you may be able to submit the receipts as part of an out-patient claim subject to the usual terms and conditions of your health insurance plan).

If you do not understand the results you can phone the Vhi Doctor and they will explain them, but please be aware that our Doctors do not work in the Vhi Medical Centre everyday so they may not be available to call you back the same day.

Test information

Breast examination

Description of the breast examination

The breast examination will be performed by the Vhi Doctor.

Purpose of the test

The aim of this examination is to identify any suspicious findings that might require further investigation and to show you how to examine yourself.

Who is the test suitable for?

All females.

Preparation required for the test

If you wish, we can arrange on the day for a chaperone to be present.

If you wish to request that a Vhi Doctor of a specific gender does these examinations please let us know in advance and we will try to facilitate the request, but we cannot always guarantee it.

Testes examination

Description of the testes examination

The testicular examination will be performed by the Vhi Doctor.

Purpose of the test

The aim of this examination is to identify any suspicious findings that might require further investigation and to show you how to examine yourself.

Who is the test suitable for?

All men.

Preparation required for the test

If you wish, we can arrange on the day for a chaperone to be present.

If you wish to request that a Vhi Doctor of a specific gender does these examinations please let us know in advance and we will try to facilitate the request, but we cannot always guarantee it.

Height and weight measurement

Description of the height and weight measurement examination

Height and weight are measured and these are used to calculate body mass index (BMI). It is a measure of your weight in kilograms related to your height in metres.

Purpose of the test

BMI is used by healthcare professionals to assess if someone's weight is putting their health at risk. The further your BMI is above 25, the more overweight or obese you are and the greater the risk to your health.

Who is the test suitable for?

Everyone.

Preparation required for the test

You will need to remove your shoes and coat/jacket or heavy clothes for the weight measurement.

Waist circumference measurement

Description of the waist circumference measurement test

A Vhi Doctor will use a tape measure to measure around your waist. This is used to calculate a waist circumference.

Purpose of the test

Being overweight is a risk factor for some types of cancer, but the way fat is distributed over the body can also be an indicator. People who store fat around their organs and middle are at higher risk.

Who is the test suitable for?

Everyone.

Preparation required for the test

You will need to remove your coat/jacket or thick outer clothes for the waist measurement.

Prostate cancer test (males only)

Description of test

Screening for prostate cancer involves both a blood test (PSA)
+
a digital rectal examination (DRE) of your prostate gland.

The blood test is performed on the same sample as the other blood tests, and measures the level of Prostate Specific Antigen (PSA) in the blood. PSA is a substance made by the prostate gland, which naturally leaks out into the blood stream.

The Vhi Doctor will also perform a digital rectal examination (DRE) by inserting a gloved finger into the back passage (bottom) to feel the prostate gland.

PSA is not considered a routine test, so before you proceed with prostate cancer screening, the Vhi Doctor will discuss it with you and a shared decision will be made before proceeding. If you do not wish to proceed with the DRE it is not possible to have the PSA test done as both are required when screening for prostate cancer, and one test on its own can give misleading results.

Purpose of test

If your DRE is abnormal (indicating an enlarged prostate gland) the Vhi Doctor will discuss this with you at your screening visit and advise you regarding follow up care.

If your PSA result is elevated you will be advised to arrange to repeat the test in 6 - 12 weeks with your GP.

A raised PSA can be an early indication of prostate cancer before symptoms develop.

The PSA test cannot distinguish between slow growing cancers that may never cause any symptoms or shorten life, and fast growing cancers that need treatment.

Other conditions which are not cancer (e.g. enlargement of the prostate, prostatitis, urinary infection) can also cause a rise in PSA. Approximately 2 out of 3 men with a raised PSA level will not have prostate cancer.

Who is suitable for the test?

Prostate cancer screening will be considered for the following people:

- All 50 – 69 year old men
- Men greater than 70 years of age with no symptoms, healthy and fit with a life expectancy greater than 10 years
- Men under 50 years of age with no symptoms (especially if in higher risk group – with a first degree male relative (blood relative i.e. father/brother) with a history of prostate cancer or of Afro-Caribbean origin)

The PSA test is not suitable if any of the following apply:

- You have had a prostate biopsy or TURP in the last 6 weeks
- You have had an active urinary infection, or prostatitis in the last 6 weeks
- You are not willing to have a digital rectal examination (DRE)
- You are greater than 70 years of age and have no symptoms but present with other medical factors which make prostate cancer screening unsuitable (to be discussed with the Vhi doctor)
- You already have symptoms related to prostate cancer

Preparation for test

Before you decide whether to proceed with prostate cancer screening you should read fully the enclosed National Cancer Control Programme booklet which explains some of the advantages and limitations of these tests. This will help you decide whether or not to proceed with prostate cancer screening.

Colon cancer screening

Description of the colon cancer screening

Colon cancer (also known as colorectal cancer or bowel cancer) is a term used to describe cancers that occur in the lower part of the digestive system. This includes the large intestine (colon) or rectum where food is processed and stored before being passed as waste.

Screening for colon cancer involves analysing a stool sample to detect small amounts of blood that are not visible to the eye. This is called faecal occult blood. The test used to detect this blood is called the faecal immunochemical test or FIT.

Purpose of the test

A positive FIT test result does not mean you have colon cancer as blood can be found in the stool for many other reasons. However, you will need a further test called a colonoscopy, to find out why there is blood in your bowel motion.

A negative FIT test result does not rule out colon cancer, but it makes it less likely, so you should still be vigilant and see your GP if you have any symptoms such as changes in bowel habits, pain and visible blood. A negative test also does not mean that colon cancer will not develop at some time in the future and you should have the test repeated, but not for at least one year (national guidelines recommend every 2 years).

Who is the test suitable for?

Colon cancer screening is not suitable for everyone.

The exclusion criteria are:

- Younger than 50 or older than 74 years of age
- Have a history of colon cancer or adenomatous polyposis coli or hereditary non-polyposis colon cancer (should have repeat colonoscopy at specified time intervals instead rather than this test)
- Have inflammatory bowel disease such as Crohn's disease or Ulcerative colitis
- Pregnancy

Preparation required for the test

If you are suitable and have opted for this test you will be given a sample collection pack during your appointment. Please ensure you collect and return the sample as instructed.

Cancer risk consultation

Description of the cancer risk consultation

You will have a 45 minute consultation with the Vhi Doctor to review your personal history, family history, lifestyle and any other factors that might increase your risk of developing cancer. The doctor will also discuss the possible results of any other tests you are having, as well as giving information about signs and symptoms to look out for and a guide to self examination.

Purpose of the consultation

One third of all cancers are preventable. The purpose of the consultation is to help you understand the preventable causes of cancer, and to give you personalised advice to help you improve your health and reduce your risk of developing cancer.

Who is suitable for the consultation?

Everyone.

Preparation required for the consultation

Complete the Medical Questionnaire.

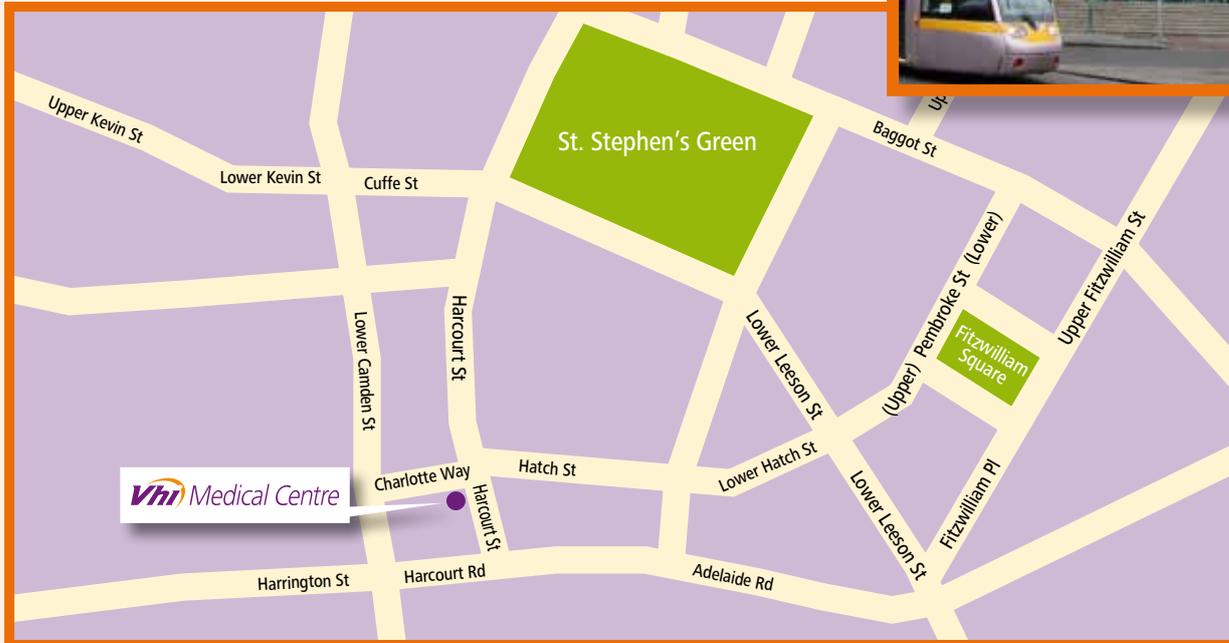
Directions

Vhi Medical Centre Dublin

Europa House, Harcourt Street, Dublin 2

GPS co-ordinates

Latitude 53.333756, Longitude -6.263097



Description of the building:

Vhi Medical Centre is on the lower-ground floor of Europa House which is a red-brick building on the corner of Harcourt Street and Charlotte Way (opposite the Harcourt Street Luas stop). Enter through the main entrance steps and revolving door and take the lift down to Vhi Medical Centre on the lower ground floor. There is no Vhi signage outside, but there is a Europa House sign above the door and on the pillars beside the steps, and a small Vhi sign inside the lobby behind the desk.

Walking from city centre:

Vhi Medical Centre is close to the city centre. From Stephen's Green Shopping Centre follow the Luas tracks along the side of St. Stephen's Green and up Harcourt Street (it is the end of Harcourt Street farthest from St. Stephen's Green). Europa House is on the right hand side of Harcourt Street at the corner of Charlotte Way.

By Luas:

Vhi Medical Centre is opposite the Harcourt Street Luas stop which is one stop from the Green Line terminus at St. Stephen's Green. Coming from the south side there are park and ride facilities on the Green Line at Balally, Stillorgan, Beacon South Quarter and Sandyford.

Car parking:

There is no public car park at Europa House. There is limited on-street parking (pay and display) on the surrounding streets. The nearest large public car park is Stephen's Green Car Park at the back of the Royal College of Surgeons with access from Mercer Street which is a short walk away.

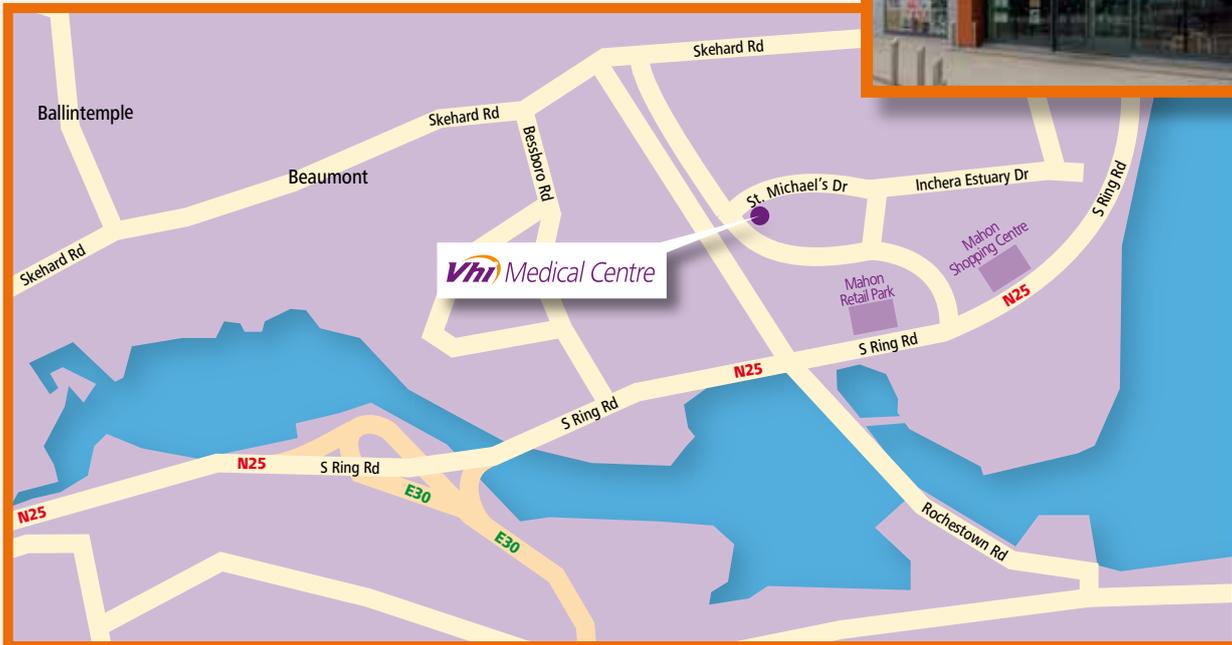
Note: For disabled access requirements, please contact us in advance for directions to an alternative entrance or a disabled lift on 056 775 3010.

Vhi Medical Centre Cork

Vhi SwiftCare Clinic, City Gate, Mahon, Cork

GPS co-ordinates

Latitude 51.886157, Longitude -8.404954



City Gate:

Vhi Medical Centre is located inside the Vhi SwiftCare Clinic on the left as you enter City Gate. Go in the main Vhi SwiftCare Clinic entrance and Vhi Medical Centre is through the door straight ahead.

From Cork city centre:

Take the South City Link Road to the Kinsale Road roundabout. Take the slip road at this roundabout for Dublin, Limerick and the Jack Lynch Tunnel (heading east). Continue and take the 4th exit for Mahon/Blackrock (signposted exit 10). Stay in the left-hand lane, keeping left at the top of the slip road, and continue straight through traffic lights at Mahon Point and Mahon Retail Park. City Gate is on the right hand side of the road after Mahon Point and Mahon Retail Park. Get into the right lane and take the right turn once you reach the Veterinary Centre and CSPCA (on your left). Then take the entrance on your immediate right and you will have entered City Gate.

From the Dublin Road:

As you approach Cork, the first roundabout you encounter is the Dunkettle Interchange. Go through the roundabout taking the 2nd exit which leads into the Jack Lynch Tunnel. As you exit the tunnel you are on the South Ring Road. Take the first exit off the road, the slip road for Blackrock, Mahon and Mahon Point staying in the outer lane. Turn to your right at the top of the slip road and continue straight through the traffic lights by Mahon Point and Retail Park. City Gate is situated on the right hand side of the road after Mahon Point and Mahon Retail Park (see above).

Car parking:

There is limited parking available at City Gate in an underground car park. To enter it drive straight forward down the ramp at the entrance to City Gate. The escalators will bring you out of the car park to ground level. Please leave a few minutes to walk from the car park to Vhi Medical Centre.

Directions by bus:

The 215 bus from Cloghroe/Blarney to Mahon Point stops at City Gate. The bus stop is at the Daybreak shop on Grand Parade. (Note: this information is correct at the time of printing but we would suggest you check with the bus company before travelling).

Vhi Medical Centre Galway

Unit 10, An Tornóg, Headford Road, Galway, H91 E2R8

GPS co-ordinates

Latitude 53.293935, Longitude -9.036975



An Tornóg:

Vhi Medical Centre is located at the right-hand end of a brick building in a small development (An Tornóg) which also houses a Tesco Express shop. Enter through the Vhi sign-posted entrance by using the buzzer access pad. It is on the ground floor.

From Eyre Square (Galway City Centre):

Head northwest on Eyre Square/R336 toward St Patricks Avenue. After 1.1km the road turns slight right onto Prospect Hill/R336. Continue to follow R336 for 0.7km. At the roundabout, take the 2nd exit onto Sandy Road. Continue for 1km, at the T Junction turn left, and at the roundabout, take the 3rd exit onto Headford Rd/N84. Turn left into An Tornóg at Tesco Express/Vhi.

Train, bus and coach stations all link onto Eyre Square.

Car parking:

There is limited parking available at An Tornóg in front of the building.

Directions by bus:

Bus Éireann Route 407 runs roughly every 30 minutes from Galway city centre (Eyre Square) through to Baile an Chóiste via Headford Road. The bus stop is across the road from An Tornóg, approx. 3 minute walk.

See www.buseireann.ie for further details.

Patient rights

Every patient in Ireland has the right to expect that the healthcare services they receive are of a high standard. This section outlines some of the patient rights that we believe you are entitled to in every healthcare setting and describes what we are doing to make sure that you receive quality care from us.

Dignity and respect

You have the right to be treated with respect, dignity and consideration for your religious and philosophical beliefs and values. If you have any special requirements please do not hesitate to contact us in advance of your appointment.

Withdrawal from process

At any point, you have the right to discontinue the screening process. If you wish to withdraw, please let a member of staff know and we will talk to you about issuing your results up to that point.

Safe and effective services

We provide services in a safe environment, delivered by competent, skilled and trusted professionals. If you have any concerns about the facilities please let a member of staff know.

Accessibility and mobility

We offer our services to customers based on medical appropriateness, and all people have the right to equal access as long as the tests are medically suitable. We are also committed to ensuring that access to our Vhi Medical Centres is made as easy as possible for everyone.

Communication

At all stages of the process it is our aim to provide you with information about the tests, results options and costs in a language you understand. If there is anything you are unsure of, or if you require further explanation, please ask any member of staff.

Information

You have the right to be informed of the name of any person involved in your care. All of our clinical staff wear name badges and introduce themselves, but if you are not sure who someone is, or want any further information please do not hesitate to ask.

Training and audit

Occasionally, for training and audit purposes, a second Nurse or Doctor may be present at your appointment. This is to help us improve the quality of the services we provide. Your permission will be sought when this happens, and you have the right to refuse.

Participation

You have the right to be involved in decisions regarding your health and no tests will be done without your informed consent. You also have the right to ask someone to accompany you during your appointment.

Comment

We value your comments and views about our services. You will be given the opportunity to participate in a feedback survey after your appointment. The results will be kept anonymous and will be analysed and used to improve our service.

We aim to provide you with the highest levels of service. However, should any aspect of the service fall below your expectations we are eager to hear about it. Vhi Medical Centres have a complaints procedure, and any member of staff can take the details of your comments or concerns and we will treat any complaint objectively with courtesy and respect. We will investigate your comments thoroughly and you will be informed of the outcome as soon as possible.

If you prefer to put your complaint in writing you can send it directly to:

Vhi Medical Centre Manager
Europa House
Harcourt Street
Dublin 2.

Vhi Medical Centres' complaint procedure is without prejudice to your statutory rights to complain to the Ombudsman, the Medical Council, or An Bord Altranais (The Nursing Board).

Vhi Medical Centres are also accredited by Joint Commission International. If you have serious concerns about patient safety and quality of care they have a complaints procedure you can use.

For further information visit <http://www.jointcommissioninternational.org/contact-us/report-a-quality-and-safety-issue/>

Patient responsibilities

As well as having rights, everybody has responsibilities, and we would kindly request that you please observe the following when visiting Vhi Medical Centres:

- Notify us as soon as possible if you will be late or unable to attend an appointment
- Do not smoke in Vhi Medical Centres
- Treat staff and other visitors with courtesy and respect
- Observe any instructions given regarding facility health and safety and test instructions
- Provide us with accurate health information, as this will form the basis of your assessment
- Accept responsibility for managing your own health and follow the advice of the assessing Vhi Doctor in seeking further treatment when advised to do so.

