

## Oncology Centre

### General information

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You have been referred by your GP or specialist to the Oncology Centre at Maastricht UMC+. It might well have come as a shock to you that you have been referred to the Oncology Centre when your situation might not be one of cancer but one of a benign abnormality. It may be the that a cancer diagnosis has been made or maybe there is only a suspicion of cancer. It might also be the case that, as a close relative of a patient, you have been referred to the Oncology Centre, for example, because you have been asked to be a stem cell donor.



The reason that you are here for a consultation is that you are being treated by experts (professionals/doctors) in the field of both benign and malignant conditions. These experts work closely together in order to arrive at a correct diagnosis and appropriate treatment as quickly as possible. Tests are efficiently scheduled one after the other and therefore we expect that you won't have to come to the hospital as often. As a result, waiting times are short.

We realise that this is a very difficult time for you. This information is therefore intended to give you information about what we can do for you and what you can expect from us. The Oncology Centre is not located in the main building of Maastricht UMC+ but in one of the adjacent buildings. You can find more information about this in the section "Accessibility". Please read this information carefully.

### **What you can expect from us**

At the Oncology Centre, appointments are made with a doctor, nurse or other care-provider for tests and treatment, discussing results and conducting check-ups. The Daycare Centre for Internal Medicine is also part of the Oncology Centre. This is where outpatient treatments such as chemotherapy, blood transfusions and other medications are administered by means of infusion. Our consultations are scheduled by appointment. We try to keep to these appointments as much as possible, although sometimes consultations can run late due to unforeseen circumstances. If this happens, we will let you know.

### **The first appointment**

The first appointment is made by your GP or the referring specialist. However, you can also make the appointment yourself (only if you have a referral). If you have not been treated in MUMC+ before, please register your details first before you come to the outpatients' clinic. To do this, you must take your health insurance card or insurance policy to the Patient registration office on the 'Poliplein' in the hospital's main building. In the MUMC+, we take a one-off passport photo of our patients who visit an outpatients' clinic. This photo will be included in your medical file. In the context of patient safety, we believe it is important that the doctor can see at a glance that you are the right person. Please go to [www.mumc.nl](http://www.mumc.nl) for more information.

# Patient information

If your personal details change while you are being treated at the hospital (for instance, you have moved or you change the company that provides your health insurance), you can inform the Patient Registration office in person, by telephone or by e-mail.

At the agreed time, use your appointment letter or patient card to register at the computer terminal in the East or West outpatient clinic. Please make sure you have the following with you:

- a referral letter from your GP or specialist (if applicable);
- an overview (not older than 7 days) of the medicines you are taking or a medication passport;
- patient card (for your safety, we are obliged to ask to see this card for identification purposes).

You will first have a meeting with your specialist and/or with a nurse. They will ask questions, answer your questions and will tell you which follow-up tests will take place. You will probably also have a physical examination. The extent of this examination depends on the specialism and your problem. Please bear in mind that a visit to the outpatients clinic may take a longer time. Some of the tests and results may affect you. It is a well-known fact that patients are often unable to retain information due to stress. You are therefore advised to bring someone with you, with whom you can go through everything again afterwards. Write down any questions you may have in advance, so that you remember what to ask.

## Blood tests

You can have your blood tests taken between 8 a.m. and 4 p.m. at the Diagnostic Centre in the Oncology Centre. Place your blood test form in the appropriate box on the table in the Diagnostic Centre. You will then be called in order. You can wait in the Meeting Centre.

## Second opinion

It may be that you are at the MUMC+ because you would like the opinion of a different doctor than your own. In other words, you have requested a second opinion. Asking for a second opinion is not a sign of mistrust of your own doctor. In the case of a second opinion, the waiting time for an appointment varies per condition. Sometimes the waiting time can be a little longer than you would like. This is due to the fact that all your details are requested from your doctor and will be discussed before you come for your first consultation. It is also possible that after a diagnosis in the MUMC+, you would like a second opinion from another hospital. You can find more information about this on our website.

## Meeting Centre

In addition to offering treatment, the Oncology Centre also offers other activities in the area of providing information and support. That is why the Meeting Centre was set up next to the polyclinic. This is where you can find additional information. You can also ask the staff there questions or look up information yourself. If you wish, staff members can put you in touch with patients' associations.

**If you need to wait:** Sometimes you have to wait for the results of an examination or for an appointment with the doctor, the Diagnostic Centre or the Daycare Centre for Internal Medicine. In that case, you will be asked to wait in the Meeting Centre. You will be collected as soon as it is your turn to have your blood test or to go the Daycare Centre. If you have an appointment with your doctor, you can go to the waiting room five minutes before your scheduled appointment, where you will be collected by your doctor.

**If you need support:** There are psychologists and social workers available in the Meeting Centre. If you need some extra guidance or support, or if you have any questions about work, you can make an appointment.

# Patiënt information

## Accessibility

The Oncology Centre of the MUMC+ is **not located** in the main building of the MUMC+ but in the adjacent **dr. Tans building**, on level 5.

Go to [www.mumc.nl](http://www.mumc.nl) for the route and parking instructions.

<https://www.mumc.nl/patienten-en-bezoekers/praktisch/route-en-parkeren>

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- If you have parked on the parking deck of the main building (MUMC+):  
**follow yellow route 10-5**
- If you have parked on P7 TansLaan 10: follow the signs to the Oncology Centre, towards the walkway. Take the lift to level 1. In the middle of the walkway, turn left through the swing doors; you are now in the MAASTRO clinic. Walk towards the sliding glass door via the MAASTRO clinic polyclinic. Turn left and take the lift to level 5.
- You can set your navigation system to Tanslaan 10, 6229 ET Maastricht.

**Taxi:** If you are a taxi driver, go to dr. Tanslaan 10 and use the main entrance of the MAASTRO clinic. The lifts to level 5 are located to the right and left of the hallway.

**Bus:** If you come by bus, please get off at the Forum/MECC bus stop. Walk to MUMC+ North entrance. From this entrance, follow Route 10. In the middle of the walkway, turn left through the swing doors, and you will now find yourself in the MAASTRO clinic. Walk towards the sliding glass door via the MAASTRO clinic polyclinic. Turn left and the lift to level 5 is in this corridor.

**Do you need help?** If you have difficulty walking and need help to get to the Oncology Centre, you can call on the help of the Union of Volunteers. They are located at the main entrance of MUMC+.

## Contact:

Outpatient clinic Oncology Centre

043-387 6400

Meeting Centre

043-387 2600

You can e-mail us at [poli.oncologiecentrum@mumc.nl](mailto:poli.oncologiecentrum@mumc.nl) for non-urgent questions and for making, changing or cancelling appointments - but not at short notice (appointments more than a week ahead).

Patient registration office

043-387 68 33 or [pr@mumc.nl](mailto:pr@mumc.nl)

Union of Volunteers

043- 387 73 35

## Websites

[www.oncologie.mumc.nl](http://www.oncologie.mumc.nl)

*Odin 048168 august 2018 version*

Bezoekadres  
P. Debyelaan 25  
6229 HX Maastricht

Postadres  
Postbus 5800  
6202 AZ Maastricht

Algemeen telefoonnummer  
043-387 65 43  
[www.mumc.nl](http://www.mumc.nl)