

Peter Mac

Peter MacCallum Cancer Centre
Victoria Australia

WELCOME TO PETER MAC

WITHIN THE VICTORIAN
COMPREHENSIVE CANCER
CENTRE BUILDING
MELBOURNE





PARTNERING TO DELIVER OUR SERVICES

Peter Mac's cancer care services are provided in partnership with The Royal Women's Hospital and The Royal Melbourne Hospital as members of the Victorian Comprehensive Cancer Centre Alliance. This means our patients may from time-to-time be referred to The Women's and/or Royal Melbourne for particular treatments. Referral processes to Peter Mac remain the same.

**For more information speak to your
Peter Mac care team.**

WELCOME

Welcome to Peter MacCallum Cancer Centre within the Victorian Comprehensive Cancer Centre (VCCC) building.

Each day, Peter Mac strives to provide the very best in care, better treatments and potential cures for cancer.

Our entire team is focused on improving your health and supporting you, your family and carers.

This booklet includes useful information to help you access Peter Mac, find your way to your appointment/s and make the most of the services and amenities available to you.

We encourage you to take the time to read it before you visit us.

Thank you and welcome.

Sincerely

Dale Fisher

Chief Executive

**"NOTHING BUT THE BEST
IS GOOD ENOUGH IN THE
TREATMENT OF CANCER."**

SIR PETER MACCALLUM, 1949

OUR LOCATION

Peter Mac's main centre in Melbourne is located at the intersections of Grattan Street, Elizabeth Street and Flemington Road, near the northern edge of the city centre.

The main public entrance is on Grattan Street, opposite The Royal Melbourne Hospital.

**NEED HELP GETTING TO PETER MAC?
CALL US ON 03 8559 5000**

Patient and visitor drop off

There is a 5-minute drop off and pick up area for vehicles along Grattan Street in front of our main public entrance.

Patients can also be dropped off and picked up in front of the car park lift lobbies on Level B3 or B4 (entry from Flemington Road), as there is no charge for using the car park for less than 30 minutes.

There are also wheelchairs available in these lift lobbies for patients requiring assistance.



Map key

- | | | | | | | | |
|--|----------------------------|--|-----------------------------------|--|-------------------------------------|--|----------------|
| | Bus stop | | Traffic light pedestrian crossing | | Car and motorcycle parking entrance | | Welcome Lounge |
| | Tram stop | | No right-hand turn into car park | | Ambulance Bay | | Toilet |
| | Taxi rank | | Main public entrance | | Loading Dock | | Public lifts |
| | Train station | | Patient drop off and pick up | | Touch screen information kiosks | | Car park lifts |
| | Suggested vehicle approach | | | | | | Research lifts |

GETTING TO PETER MAC

There are many ways to get to Peter Mac.
We are in a busy area, so some careful planning is recommended before the day of your appointment.




CAR PARK FAST FACTS

- The car park is open 7 days a week from 6:00am to 9:00pm
- It has spaces for over 300 visitor cars and 50 motorcycles
- Access to the car park is from Flemington Road, when travelling towards the city, via the left service lane. If you're travelling from the city on Flemington Road, a U-turn is permitted opposite The Royal Women's Hospital
- Please pay for your parking using the ticket payment machines located in the car park lift lobbies (Levels B3 and B4) prior to leaving
- Refer to the map on pages 4 and 5 of this booklet for further information on how to access the car park
- There is a concession rate of \$10 per visit available to eligible patients. If you are attending regular appointments with us you may also be entitled to the concession rate. Please check with your Peter Mac care team to see if you are eligible

TRANSPORT

COSTS*

Car 	0 - 0.5 hours	Free
	0.5 - 1 hours	\$10
	1 - 2 hours	\$14
	2 - 3 hours	\$17
	3 - 4 hours	\$20
	4 - 5 hours	\$23
	5 - 6 hours	\$26
	6+ hours (daily max)	\$30
	Evening rate (6:00pm to 9:00pm)	\$12
	Weekend day (Sat and Sun)	\$12
	Lost ticket	\$30
	Concession (per visit)	\$10

Motorcycle



Free

Bicycle



Free

Taxi



Free

ENTRY/LOCATION

Located underground on Levels B3 and B4
Access to the car park is from the left service lane on Flemington Road, when travelling towards the city

*Our car parking rates are comparable with public parking costs across the Parkville precinct, and are a little less than at other major metropolitan health services.

Entry and access as per car parking
Carefully wheel your bike around the boom gate and park on either Level B3 or B4 in the dedicated motorcycle spaces. The same process applies on exiting the car park
Public bike racks are on Elizabeth Street, Grattan Street and Flemington Road. Please note that locks are not supplied

There are short term pick up and drop off spaces along Grattan Street in front of the main public entrance (opposite The Royal Melbourne Hospital)

 PLEASE CONTACT YOUR PETER MAC CARE TEAM IF YOU REQUIRE TRANSPORT HELP OR ASSISTANCE WITH CAR PARKING FEES



PLEASE NOTE THAT YOU CAN ONLY ACCESS OUR CAR PARK FROM FLEMINGTON ROAD, TRAVELLING TOWARDS THE CITY

PUBLIC TRANSPORT OPTIONS

TRANSPORT

ROUTE

DETAIL

Tram



Tram 19 – City to North Coburg
via Elizabeth Street/Royal Parade

Get off at tram stop number 10 on Royal Parade at the corner of Grattan Street

Tram 58 – Toorak to West Coburg
via William and Peel Streets/Flemington Road

Get off at tram stop number 14 on Flemington Road at the corner of Grattan Street

Tram 59 – City to Airport West
via Elizabeth Street/Flemington Road

Get off at tram stop number 14 on Flemington Road at the corner of Grattan Street

Train



Catch a **Williamstown, Werribee, Sunbury, Craigieburn or Upfield** line train to North Melbourne Train Station

1. Get off at North Melbourne Train Station
2. Walk outside to bus shelter
3. Catch bus 401 and get off at Peter Mac on Grattan Street

Catch a **South Morang, Hurstbridge, Lilydale, Belgrave, Alamein, Glen Waverley, Pakenham, Cranbourne, Stony Point, Frankston or Sandringham** train to Flinders Street Train Station

1. Cross the road from Flinders Street Station to Elizabeth Street
2. Catch tram number 19 or 59 and get off at the corner of Grattan Street

OR

1. Cross the road and walk to William Street
2. Catch tram number 55 and get off at the corner of Grattan Street

Catch any **City Loop train** to Melbourne Central Station

Your options from Melbourne Central Train Station are:

- walk to Elizabeth Street and catch either tram number 19 or 59 and get off at the corner of Grattan Street
- walk to William Street and catch tram number 55 and get off at the corner of Grattan Street
- walk approximately 15 minutes down Elizabeth Street to Peter Mac

OR

Get off at Flagstaff Train Station, catch tram number 55 and get off at the corner of Grattan Street

Regional train (V/Line)

Catch any regional V/Line train service to Southern Cross Train Station

From Southern Cross Train Station:

1. Catch any City Loop train
2. Get off at Flagstaff Train Station
3. Walk to William Street, catch tram number 55 and get off at the corner of Grattan Street

Bus



Bus 401 – North Melbourne Train Station to The Royal Melbourne Hospital

From North Melbourne Train Station:

1. Walk outside to bus shelter
2. Catch bus 401 and get off in front of Peter Mac on Grattan Street (Monday to Friday)

Bus 402 – Footscray Train Station to East Melbourne via North Melbourne

From Footscray Train Station:

Catch bus 402 and get off in front of Peter Mac on Grattan Street



DOWNLOAD THE PTV MOBILE APP
ON YOUR IPHONE OR ANDROID DEVICE



For more public transport information,
please contact **Public Transport Victoria**



1800 800 007



www.ptv.vic.gov.au

ON ARRIVAL

Welcome Hall

Our Welcome Hall and atrium are the main points of arrival in the VCCC building. Here there is a Welcome Lounge area for patients to wait for admission and transport — with two separate desks for these functions. There is also a staffed enquiries desk to answer any questions you may have, as well as toilets and seating.

Admission and appointments

Specialist Clinic appointments

If you have an appointment at 2C or 2D Specialist Clinics, you can scan your appointment letter at the touch screen self-check-in system in the reception area at these locations. You will then receive a numbered ticket and your number will appear on the monitors when your clinician is ready to see you.

All other appointments

For all other appointments, check in with staff at the reception desk where your appointment is. Your appointment letter will include this information. See over page for important information on finding your way around.

FINDING YOUR WAY AROUND

Signs inside Peter Mac help to identify the floor you are on and the area you are in. For example “2D” means you’re on level 2 and in section D.

Your appointment letter will tell you the location of the reception desk you need to find for your appointment, for example “2D Specialist Clinics”. Follow the lift directory to that level and follow the signs to the reception desk where your Peter Mac team will help you.

There are touch screen information kiosks located in the Welcome Hall, in the car park lift lobbies on Levels B3 and B4, and on Levels 1, 2 and 7. These kiosks can help you find where you need to go and print a map for you.



LOOK OUT FOR OUR GUIDES IN PURPLE VESTS WHO CAN HELP YOU FIND YOUR WAY



THERE ARE RECEPTION DESKS LOCATED IN ALL PETER MAC PATIENT AREAS.

NOT SURE WHERE TO GO? JUST ASK

FEATURES OF OUR MAIN CENTRE

The centre has been designed to meet current and future needs.



Capacity for **96** overnight inpatient beds



85 beds and chairs for services such as same day medical and chemotherapy



Access to Intensive Care Unit provided on the north side of the facility by The Royal Melbourne Hospital



A dedicated Clinical Trials Unit



300+ visitor car parking spaces



Country patient accommodation apartments



25,000 square metres of dedicated cancer research space



6 operating theatres and...
2 procedure rooms



8 radiation therapy bunkers with...
6 linear accelerators



Outdoor gardens and dedicated spaces for patients, families and carers. Please remember to protect your skin when outside



4,800 people visit the centre each day including staff, inpatients, outpatients and other visitors

USING OUR PUBLIC LIFTS



1. Choose the level you want to go to
2. Swipe your hand under the touch screen to call a lift



3. Enter your level number using the touch screen
4. The system will advise you which lift you need to catch. Move to the lift that is shown on the screen. (Note, the lifts are named and ordered alphabetically)



5. The lift will then take you where you need to go. The floor number/s it will stop at are indicated inside the lift, alongside the door



WATCH THE VIDEO ON OUR LIFTS AT
WWW.PETERMAC.ORG



TOP 10 THINGS YOU NEED TO KNOW



1 Our car park is only accessible via Flemington Road, heading towards the city



2 Tram routes from the city to Peter Mac are 19 and 59 (via Elizabeth Street) and 55 (via William Street)



3 The closest train stations to Peter Mac are North Melbourne, Flagstaff and Melbourne Central

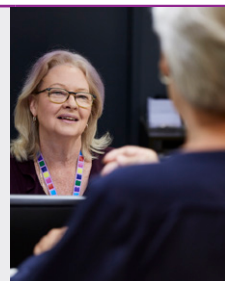


4 There is a bus that leaves outside North Melbourne Train Station (Monday to Friday) that brings you to Peter Mac

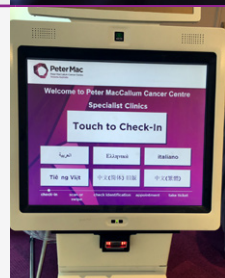


5 Touch screen information kiosks are in the Welcome Hall, car park lift lobbies on Levels B3 and B4, and on Levels 1, 2 and 7. These will help you find where you need to go

6 Your appointment letter will include information regarding the location of your appointment. There are staffed reception desks located in all patient areas



7 If you have a Specialist Clinic appointment with us, you can scan your appointment letter at the touch screen self-check-in system located in these areas (2C and 2D Specialist Clinics)



8 Our outdoor terrace on Level 7 is a place where you can relax in the fresh air. Please remember to protect your skin when outside



9 Smoking is not permitted inside or within 50 metres of Peter Mac and the VCCC building



10 Need help? Just ask. Peter Mac staff are always here to support you



SERVICES AND AMENITIES

You, your family, friends and carers are encouraged to make the most of the services and amenities available to you at Peter Mac.



Auxiliary Shop (Ground)

Find a gift for yourself or loved one in our Auxiliary Shop, run by our wonderful team of volunteers



Cafés and shops (Ground and Level 7)

Serving Healthy Choices to support your wellbeing



Cancer information (Level 1)

Browse the range of free resources in our information centre. Skilled volunteers are available to offer support



Cashier (Level 2)

Go here for payments for Peter Mac services including pharmacy and imaging, and if you are eligible for concession parking



Gardens (throughout Peter Mac)

Enjoy fresh air and light on our outdoor terrace and in green spaces. Please remember to protect your skin when outside



Interpreter and language services

We provide an interpreter service for many different languages. Please let us know if you need an interpreter by calling us in advance



Patient Library (Ground)

Borrow a book, CD or DVD from our Patient Library near the Enquiries Desk



Patient Accommodation (Level 1)

An accommodation service for country patients is available



Reflection Space (Ground)

For when you need a quiet moment to yourself



Social work services

Our social work team is available to help patients, their families and carers with emotional and practical challenges that arise when a patient or family member has cancer



Spiritual care

A way for patients, families, friends and carers to reflect on and explore life issues and the impact of cancer



Transport services (Ground)

Transport can be arranged for eligible patients when other forms of transport are not an option for you — find us at the Welcome Lounge near the Ambulance Bay



Vending machines and coffee carts (throughout Peter Mac)

Grab a healthy snack on the go



Volunteer Services (Ground)

Speak to our volunteers about services including our *Look Good Feel Better* program, massage and reflexology. They can also assist with headwear, wigs and hairdresser requests and many other items you may need



Wellbeing Centre (Level 1)

A sanctuary for our patients, their families and carers. Drop in any time and make a cup of tea, sit, read or relax



For more information on any of these services or amenities, please contact us

03 8559 5000

www.petermac.org

ACCESSING SERVICES AND AMENITIES (A TO Z)

SERVICE/NEED TO KNOW	LEVEL	RECEPTION NAME	PHONE
Admissions and Registration	Ground	Welcome Lounge	03 8559 5020
Allied Health Go here for: <ul style="list-style-type: none">— Aboriginal Health— Clinical Psychology— Exercise Physiology— Interpreter and Language Services— Music Therapy— Nutrition— Occupational Therapy— Pastoral Care— Physiotherapy— Psychiatry— Social Work— Speech Pathology	2	2D Specialist Clinics	03 8559 5220
Auxiliary Shop	Ground		03 8559 6811
Bicycle Facilities Public bike racks are on Elizabeth Street, Grattan Street and Flemington Road. Please note that locks are not supplied			
Cafés Entry to <i>Super 8</i> is via the Welcome Hall. Entry to <i>Think Asia</i> and <i>Sargon Coffee Co. is</i> from outside on Grattan Street	Ground		
<i>The Loft Café</i>	7		
Car Park See the table on page 6 for further information	B3 and B4		
Cashier (Open 8:30am-5:00pm, Monday to Friday)	2		
Convenience Store Access to the <i>Urban Hub</i> convenience store is from outside on Grattan Street	Ground		
Day Therapy Medical appointments, Apheresis and Clinical Trials	3	3B Day Therapy	03 8559 5330
Chemotherapy, Medical Assessment and Blood Transfusion	3	3C Day Therapy	
Dental Oncology	2	2C Specialist Clinics	03 8559 5555
Enquiries Desk Located in Welcome Hall for general information and directions	Ground		

SERVICE/NEED TO KNOW	LEVEL	RECEPTION NAME	PHONE
Familial Cancer Centre	1	1B Familial Cancer Centre	03 8559 5322
Imaging X-ray, MRI, and interventional procedures (including bone marrow biopsies)	5	5B Imaging	03 8559 5510
CT, PET, SPECT, Mammograms and Ultrasounds	5	5C Imaging	
Inpatient Ward For patients in these streams: <div> — Head and Neck — Sarcoma — Lung — Skin and Melanoma — Paediatrics </div>	3	3A Ward	03 8559 5300
Inpatient Ward For patients in these streams: <div> — Breast — Haematology </div>	5	5A Ward	03 8559 5500
Inpatient Ward For patients in these streams: <div> — Gynaecology — Upper and Lower GI — Neuro-oncology — Urology </div>	6	6A Ward	03 8559 5600
Intensive Care Unit Delivered in partnership with The Royal Melbourne Hospital (RMH) Go to Level 7 and take the link bridge from Peter Mac to RMH. Take the “B Building” lifts down to Level 6	6 (The Royal Melbourne Hospital)		03 9342 9100
Interpreter and Language Services	2	2D Specialist Clinics	03 8559 5220
Link to The Royal Melbourne Hospital (bridge)	2 and 7		
Motorcycle parking See the table on page 6 for further information	B3 and B4		
ONTrac at Peter Mac Victorian adolescent and young adult cancer services	1	1D You Can Centre	03 8559 6880
Outdoor Terrace	7		
Parent Room Located next to public toilets	Ground and 2		
Pathology Blood collection, cannulation, specimen collection etc.	2	2B Pathology	03 8559 7284
Patient Accommodation	1	1A Patient Accommodation	03 8559 7454

SERVICE/NEED TO KNOW	LEVEL	RECEPTION NAME	PHONE
Patient drop off and pick up There is no charge for using the car park for less than 30 minutes There are also wheelchairs available in these lift lobbies for patients requiring assistance.		Grattan Street in front of public entrance Drop-off zones in front of the car park lift lobbies on Levels B3 and B4	
Pharmacy Main dispensary and information on medication	2	2A Pharmacy	03 8559 5202
Pharmacy (retail) Entry to <i>HealthSmart Pharmacy</i> is outside on Grattan Street	Ground		
Radiation Therapy Take the car park lifts, public lifts or stairs	B1	B1 Radiation Therapy	03 8559 6000
Reflection Space	Ground		
Security Located at the Enquiries Desk	Ground		
Social Work	2	2D Specialist Clinics	03 8559 5220
Specialist Clinics	2	2C Specialist Clinics 2D Specialist Clinics	03 8559 5555
Surgery	6	6C Surgery	03 8559 5650
Taxi drop off and pick up		Grattan Street in front of main public entrance	
Toilets	All levels		
Transport	Ground	Welcome Lounge	03 8559 5015
Volunteer Services	Ground		03 8559 6811
Welcome Hall — Enquiries Desk — Patient Library — Public seating — Security	— Touch screen information kiosk and map printing facility — Volunteer Services — Welcome Lounges (for admission and transport)	Ground	
Wellbeing Centre	1	1C Wellbeing Centre	03 8559 6260
Wheelchair access	B3, B4		

CONTACT INFORMATION



ADDRESS

Peter MacCallum Cancer Centre

Victorian Comprehensive Cancer
Centre Building
305 Grattan Street
Melbourne Victoria 3000



VISITING HOURS

11:00am to 8:00pm, daily



TELEPHONE

03 8559 5000

In case of an emergency, call 000



FAX

Main: 03 8559 7379

Referrals: 03 8559 7371



WEBSITE

www.petermac.org

OUR COMMUNITY



Peter MacCallum Cancer Foundation



@PeterMacCC



Peter MacCallum Cancer Centre



Partnering
with Consumers