





# The primordially of welcome to oncological patients under chemotherapy treatment

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## 1 INTRODUCTION

One of the situations that require greater sensitivity on the part of nurses is the reception of cancer patients since it is the moment when they feel most unprotected and insecure. Reception is care that facilitates adaptation to the hospital environment. When the patient enters the hospital, it is important to reduce the feelings generated by uncertainty about the future, pain, negative previous experiences or simply arriving in an unknown place.

Welcoming is a technical-assistance action, that is, an action of approximation, a “being with” and a “being close to”, that is, an attitude of inclusion. It is a process of qualified listening aimed at care, which implies changes in the relationship between professional and user, facilitating the reorganization of services and improving the quality of care, with the patient as the main axis and active participant (ANDRADE, 2007).

Welcoming, in addition to being a guideline, is a technological tool for qualifying to listen, building bonds, and guaranteeing access with accountability and problem-solving ability in services. (BRASIL;2010). Welcoming favors the construction of a relationship of trust and commitment between users and teams and services, contributing to the promotion of a culture of solidarity and legitimizing the public health system. It also favors the possibility of advances in the alliance between users, workers, and health managers in defense of the SUS as an essential public policy for the Brazilian population (BRASIL, 2006).



Therefore, the reception foreseen in the PNH, according to the Ministry of Health, consists of: “Welcoming the user, since his arrival, taking full responsibility for him, listening to his complaint, allowing him to express his concerns, anxieties, and at the same time, placing the necessary limits, guaranteeing resolute attention and articulation with other health services for the continuity of assistance when necessary” (Brasil, 2004, p. 37).

When the patient seeks help, he needs to feel understood, he wants to know that someone listens to him and is interested in him and his problems and that he is appreciated and understood. The patient and his family must be welcomed by the nurse, who must know how to create a climate of trust and positive interpersonal relationships. A good welcome also facilitates the important role that the family assumes in this process and that learn to trust the Nurse and his work.

The present study aims to identify, in the national literature, a scientific basis that justifies the primordality of welcoming cancer patients undergoing chemotherapy.

## **2 METHODOLOGY**

Bibliographic research was carried out in the MEDLINE, PUBMED, and LILACS databases, using the keywords reception, chemotherapy, and oncology nursing. The review was expanded through other sources, such as references cited in the articles obtained. The review period was from 2005 to 2020. To be selected, the articles had to meet the following criteria: focus on welcoming cancer patients to chemotherapy treatment. Articles that did not address this theme were excluded from the selection.

## **3 CONCLUSION**

Reception should have as objectives – to present the service offered by the Institution, chemotherapy infusion room; raise the patient's prior knowledge about the disease and antineoplastic treatment; demystify the disease and antineoplastic treatment; emphasize the importance of the companion during the treatment; guiding eating habits; advice on care in cases of oncological emergencies, instruct on the norms and routines of the service and forward to other health professionals, when necessary.

A warm welcome, providing useful information to the patient, and identifying their expectations and concerns can reduce their anguish and anxiety and help build a relationship of trust and help. The inclusive power of welcoming, patients and family members undergoing chemotherapy oncological treatment, contributes to expanding the client's knowledge and making the patient an active agent of their treatment.

The act of welcoming cancer patients undergoing chemotherapy treatment contributed to qualitative and humanized care, in addition to promoting comprehensive care through the holistic view of the health professional toward the patient.



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