



The primordially of welcoming cancer patients undergoing chemotherapy treatment

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1 INTRODUCTION

One of the situations that require greater sensitivity from Nurses is the reception of cancer patients, since it is the moment when they feel most unprotected and insecure. The reception is a 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, by pain, by previous negative experiences or by the simple arrival to an unknown place.

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

The reception, besides being a guideline, is a technological tool for the qualification of listening, construction of bonds, ensuring access with accountability and resoluteness in services. (BRASIL; 2010). The reception favors the construction of a relationship of trust and commitment of users with the teams and services, contributing to the promotion of a culture of solidarity and legitimization of 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 welcoming provided for in the NHP, according to the Ministry of Health, consists of: "Receiving the user, upon arrival, taking full responsibility for him/her, listening to his/her complaint, allowing him/her to express his/her concerns, anguishes, and at the same time, placing the necessary limits,



guaranteeing resolute attention and articulation with other health services for the continuity of care when necessary" (Brazil, 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, that he appreciates and understands him. The patient and his family must be well received 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, learning to trust the nurse and his/her work.

The present study aims to identify in the national literature scientific grounds that justify the primordality of welcoming cancer patients undergoing chemotherapy treatment.

2 METHODOLOGY

Bibliographic research carried out in the MEDLINE, PUBMED and LILACS databases, using the keywords "acolhimento", 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 the embracement of the cancer patient to chemotherapy treatment. Articles that did not address this theme were excluded from the selection.

3 CONCLUSION

The reception should have the following objectives: to present the service offered by the institution, chemotherapy infusion room; to survey the patient's previous knowledge about the disease and the antineoplastic treatment; to demystify the disease and the antineoplastic treatment; to emphasize the importance of the companion during treatment; to provide guidance on eating habits; to provide guidance on how to deal with oncologic emergencies, to instruct on the norms and routines of the service, and to refer to other health care professionals, when necessary.

A warm welcome, the provision of useful information to the patient and the identification of their expectations and concerns can decrease their distress and anxiety and help build a relationship of trust and help. The inclusive power of the welcome, of patients and family members undergoing chemotherapeutic oncology treatment, contributes to expanding the client's knowledge and making the patient an active agent of his treatment.

The act of welcoming oncology patients undergoing chemotherapy treatment has contributed to a qualitative and humanized care, besides promoting integral care through the health professional's holistic view of the patient.



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