

Telephone instructions for stem cell transplant patients

**Contact number for the Juravinski Cancer Centre (JCC)
905-387-9495**

Please identify that you had a stem cell transplant and have your JCC chart number ready if available.

Describe your problem to the secretary and they will direct your call to the appropriate person.

Appointment change

JCC Clinic:

If you need to change your appointment at the Juravinski Cancer Centre, Monday to Friday between 9:00 a.m. and 5:00 p.m., call 905-387-9495 and choose option:

- “If you are calling to change your appointment, press 1” and ask for Clinic F.

Oncology Day Services:

If you need to change your appointment at the Juravinski Hospital – Oncology Day Services, call 905-521-2100, ext 43707.

Urgent problems: Monday to Friday from 9 a.m. to 5 p.m.

If you have an urgent problem and need to speak with your doctor or nurse practitioner.

- Call the Hematology Department at the Juravinski Cancer Centre at 905-387-9495
- Choose the option: “If you need to speak with your health care team, press 2”
- Then choose “For Hematology patients, press 1”

Urgent problems are considered to be any change in condition such as:

- fever of 38.0°C or higher
- chills
- bleeding
- diarrhea
- severe nausea and vomiting
- difficulty breathing
- pain
- skin rash

If you become very short of breath or develop severe chest pain call “911” or go directly to the Emergency Department.

Note:

Urgent calls will be directed to the doctor on Monday and Fridays as the nurse practitioners are not available these days.

Urgent problems after hours

- Call 905-387-9495. After hours, you will be directed to Password Paging.
- Ask for the Hematologist on-call at the Juravinski Hospital.