

Hematology Team

Name: _____

Your JCC Chart #: _____

| Health care providers | Name |
|-----------------------------------|-------------|
| Hematologist | |
| Nurse | |
| Nurse Practitioners | |
| Clinical Trial Nurses | |
| Stem Cell Transplant Coordinators | |

During your care at the Juravinski Hospital and Cancer Centre (JCC), you will meet many health care providers, including hospitalists. Today, you met a nurse and doctor (hematologist) who are your health care team. They will follow your health during and after treatment with regular clinic visits.

During your clinic visits, your team will:

- do medical checks
- arrange tests as needed
- address your concerns and questions

Your care may also take place in the Juravinski Hospital:

- Oncology Day Services (ODS)
- Hematology Units B4 or C4

If you are not feeling well

If you are not feeling well, please do not wait to call in.

If it is not urgent call as soon as possible during office hours. A nurse will return your call as soon as possible. You may need to be seen in the clinic during office hours or in the hospital as directed by the health care team.

Call your Hematology Team: 905-387-9495

Monday to Friday: 9:15 A.M. to 4:30 P.M.

Your call will go to the JCC Call Centre. Please include:

- the spelling of the patient's full name
- chart number **or** date of birth
- detailed reason for your call
- your contact information (phone number)

Important: In order for us to leave a message, you must have an answering machine message that states your name or phone number.



After hours, call:

CareChart 1-877-681-3057

If you call after hours or on weekends, please have as much information about your illness, current symptoms, and concerns as possible.

When to call

If, during chemotherapy or receiving radiation treatments, you have a fever you must call your health care team right away. Call if your temperature is 38°C (100°F) or higher. Do not ignore a fever.



Do not take Tylenol, Aspirin, ibuprofen or any other anti-inflammatory medication without checking with your team first. They may cause bleeding and may hide a fever. Call if you need medication for pain.

Please call if you have problems with:

- sudden or easy bleeding or bruising
- extreme fatigue
- shortness of breath
- diarrhea lasting more than 48 hours
- a decrease in the amount of urine you have
- burning on urination
- blood in the urine
- a cough
- a sore throat or mouth
- temperature of 38°C (100°F) or higher



Call 911 or go to the Emergency Department if you are very short of breath or have severe chest pains.

Test and lab results

We understand that waiting for test and lab results is difficult, but we feel it is important to discuss the results in person. We do not give lab and test results over the phone. Unless you were asked to call, do not call the clinic for your results.

Family doctor

We will keep your family doctor informed about your health by sending a letter after each visit. It may take 2 weeks for this letter to be received.

MyChart

This secure, interactive online tool provides safe, free access to some of your medical records and test results and allows you to share them. Ask a JCC Clinic Clerk for more information.

Patient and Family handbook

Please read the Patient and Family handbook in your JCC welcome bag. The handbook provides information on how to prepare yourself for care and treatment when coming to the JCC.

Medications

Bring all of your current medications including herbal and vitamins with you in their original containers to each appointment. Your hematologist will prescribe new medications as needed. Any prescriptions given by your family doctor or other specialists must be reordered by them.

If you need a prescription reordered before any appointment at the JCC, please call your pharmacy. Allow at least 2 business days for a prescription to be filled.

Medical forms and letters

If you need a form signed by your doctor, please complete your section of the form and sign it before bringing the form to your clinic visit. You will need to sign a release of information consent form in order for your doctor to complete the medical form.

Due to Ontario Privacy Laws, forms cannot be completed and returned to you on the same day but will be completed as soon as possible. Please include a signed note with your form telling us whether you would like to be called to pick it up or where you would like it mailed. If someone is picking up the form for you, they must have a written permission note to do so.

If you have any questions about the status of your form, please call the Release of Information Office at 905-387-9495, ext. 63315 or ext. 63324. You may have to pay a fee for this service.

