

CareChart After-Hours Symptom Management Service 1-877-681-3057

Cancer Care Ontario has partnered with Bayshore Nursing to provide after-hours phone service for our patients.

The goal is to help you when you are not feeling well.

The after-hours phone service is available to you when the Cancer Centre is closed (evenings, weekends and holidays). During the daytime, please contact the Cancer Health Care Team that is providing your care.

When should I call this service?

- Call when you are not feeling well after hours.
- For other concerns relating to your Cancer Centre experience, such as changing appointment times or renewing prescriptions, please call the Cancer Centre the next business day during regular hours.
- For emergency problems call 911 or go directly to the nearest emergency department.

How do I contact the service?

Call **1-877-681-3057**.

An operator will answer your call and forward your call to a telephone cancer nurse who will help you. If the nurse is not immediately available, a nurse will call you back within 15 minutes.

Do I need to do anything to use this service?

Have a list of your current medications with you when you call. This information is needed by the telephone cancer nurse to help you. The nurse you call will be able to access your medical information.

How will my oncology team know what happened?

The telephone cancer nurse will send a note to your cancer team immediately after your telephone visit. You may be asked to follow up with your Cancer Centre nurse the next working day.

The regular hours of the Juravinski Cancer Centre are:

- Monday to Friday, Open 8:30 AM – 4:30 PM
- Weekends and Statutory Holidays – Closed
- **Phone: 905-387-9495**

CareChart is available:

Monday to Friday -- 4:30 PM to 8:30 AM

Weekends and Statutory Holidays -- available 24 hours

Call CareChart: 1-877-681-3057

If you have any questions, please ask your cancer team members.