After-Hours Symptom Management Telephone Service

The Durham Regional Cancer Centre partners with CAREchart@home (@ = at) to offer you an after-hours symptom management telephone service. This after-hours telephone service can help you manage your cancer related symptoms at home when the cancer centre is closed. This may prevent you from needing to go to an emergency department. If you are having a medical emergency, call 911 or go to the emergency department at the hospital closest to you.

Who should you call if you have a problem or concern about a cancer related symptom?

1. Call your primary nurse at the cancer centre from 8:30 am to 4 pm, Monday to Friday (except on holidays). Your primary nurse will have given you the number to call.

2. Call the after-hours telephone service:
   - From 5 pm to 8:30 am, Monday to Friday.
   - On weekends and holidays at any time of the day or night.

How do you call the after-hours telephone service?

1. Call **1-877-681-3057**. The operator will answer your call.

2. You will be asked for the number on your cancer centre ID card and date of birth. You will also be asked for the name of your oncologist and the cancer centre where you are receiving care.

3. Your call will be transferred to a specialized oncology nurse. If a nurse is not available at that time, a nurse will call you back within 15 minutes. You will be asked for the number on your cancer centre ID card and date of birth. This is to verify who you are.

Will your healthcare team at the cancer centre know that you called the after-hours telephone service?

The after-hours telephone service nurse will send an update to your healthcare team at the cancer centre. This update will be seen by your healthcare team during the hours the cancer centre is open.

Who do you call if you have other questions about your care and treatment?

For other questions about your care and treatment, call your primary nurse at the cancer centre. Your primary nurse will have given you the number to call between the hours of 8:30 am and 4 pm from Monday to Friday. The cancer centre is closed on weekends and holidays.

Please talk to a member of your healthcare team if you have questions or do not understand any of the information in this handout.