

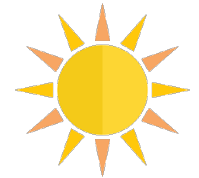
Get Help Managing Your Cancer Symptoms

Symptom Support Telephone Service (Triage)

The Simcoe Muskoka Regional Cancer Program (SMRCP) has two services that you can call to get help managing your cancer-related symptoms:

During the day: Cancer Centre Symptom Support Telephone Service
705-728-9090 x79565

Messages can only be left Monday to Friday 8:00 am – 3:30 pm.



Leave a message and someone will call you back as soon as possible
 It may take up to 2 business days to return your call (not including weekends and holidays) due to the large number of calls we receive.

If you need urgent medical help, go to your nearest emergency department. Bring your Fever Card and Patient Information Sheet if you have one.

After hours, evenings and weekends:
Bayshore CAREchart Symptom Support Telephone Service
1-877-681-3057

Monday-Friday: 5:00 pm-8:00 am, holidays and weekends 24 hours.
 Leave a message if there is no answer and someone will call you back



NOTE: Before you call, find your Patient Information Sheet (given to you before or on your first treatment day). The nurse that you will talk to has special cancer training. This nurse will need to ask you questions and some of the answers are easily found on your Patient Information Sheet.

Summary of operating hours:

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Stat Holidays
Cancer Centre	8:00am-3:30pm	8:00am-3:30pm	8:00am-3:30pm	8:00am-3:30pm	8:00am-3:30pm	CLOSED	CLOSED	CLOSED
Bayshore CAREchart	5:00pm-8:00am	5:00pm-8:00am	5:00pm-8:00am	5:00pm-8:00am	5:00pm-8:00am	24 hours	24 hours	24 hours

Please turn over for more information...

What happens when I call the Symptom Support Telephone Service?

Cancer Centre Symptom Support Telephone Service

This telephone service does not pick up live calls. You must leave a message. Please speak slowly and clearly and leave one (1) detailed message with your first name, last name and phone number where we can reach you.

Our team will return your call as soon as possible. Because of the large number of calls, it may take up to 2 days to return your call (not including weekends and holidays). Try the after hours Bayshore CAREchart Symptom Support Telephone Service if you are calling outside of our hours listed on the front of this sheet.

If you need urgent medical help, go to your nearest emergency department. Bring your Fever Card and Patient Information Sheet if you have one.

A staff member will call you back and ask you questions about your symptoms. Depending on the severity of your symptoms, the information will be passed to:

- Your oncology (cancer) primary nurse who will call you back within 2 business days, **OR**
- An oncology (cancer) triage nurse who will call you back as soon as possible.

The triage nurse will ask you more questions about your symptoms and will:

- Help you manage your symptoms over the phone, **OR**
- Ask you to come into the Cancer Centre to see a nurse in the Toxicity Assessment Clinic where you can get help with your symptoms. It is located on Level 3 of the Cancer Centre.

“After Hours” Bayshore CAREchart Symptom Support Telephone Service

An operator will answer your call and connect you to an oncology (cancer) nurse. This nurse may not be able to answer the phone right away. If this happens, leave a message and the nurse will call you back.

The nurse will ask you some questions and help you manage your symptoms.

The nurse will then send a note to your oncologist (cancer doctor) and primary nurse to keep them updated about your condition and need for after-hours help.

An oncology (cancer) nurse will look at the note from the after-hours nurse when the Cancer Center opens. You may get a follow-up phone call from an oncology nurse to confirm you are okay.