

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.



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

During the day: Cancer Centre Symptom Support Telephone Service

705-728-9090 x43333 Monday to Friday 8 am – 4 pm

For the latest hours of operation please visit www.rvh.on.ca



Your call goes into a queue system and your call is answered live. You also have an option to leave a message after waiting in the queue for 2 minutes.

If you leave a message, we will call you back as soon as possible. Because of the large number of calls, it may take up to 2 business days to return your call (not including weekends and holidays).

After hours, evenings and weekends:

Bayshore CareChart Symptom Support Telephone Service

1-877-681-3057 Monday to Friday 5 pm – 8 am, holidays and weekends 24 hours

For the latest hours of operation please visit www.rvh.on.ca.

You can also access this service via <https://www.carechartathome.ca/>



Leave a message if there is no answer and someone will call you back as soon as possible.

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 am - 4 pm	8 am - 4 pm	8 am - 4 pm	8 am - 4 pm	8 am - 4 pm	CLOSED	CLOSED	CLOSED
Bayshore CareChart	5 pm - 8 am	5 pm - 8 am	5 pm - 8 am	5 pm - 8 am	5 pm - 8 am	24 hours	24 hours	24 hours

Please turn over for more information...

What happens when I call the Symptom Support Telephone Service?



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

Cancer Centre Symptom Support Telephone Service

When our service is open, your call goes into a queue system and your call is answered live. You also have an option to leave a message after waiting in the queue for 2 minutes. If you leave a message, we will call you back as soon as possible. Because of the large number of calls, it may take up to 2 business days to return your call (not including weekends and holidays).

You will not be able to leave a message after hours. If you are calling after hours, try the after hours Bayshore CareChart Symptom Support Telephone Service.

You will first speak to a staff member who will 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

If you are calling, 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. If you are using the website, you will need to create an account. After you created an account, you will be able to connect with a nurse over the website.

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 CareChart nurse when the Cancer Center opens. You may get a follow-up phone call from an oncology nurse to confirm you are okay.