

# We Can Help You Manage Your Symptoms 24/7 – Here's How

## Patient and Family Information Sheet

This information sheet will provide you with information on how to get help with your symptoms. The phone number you use to call for help depends on the time of day when you call.

For patients who are taking part in a clinical trial, follow the instructions on your clinical trials wallet card. For patients who are going through an autologous stem cell transplant, contact your transplant team.

The after-hours symptom management telephone service is called CAREchart@home.

**During regular hours of operation, Monday to Friday 8:30 a.m. – 4 p.m.:**

- Call the Cancer Centre **613-549-6666** or toll free **1-800-567-5722**

Once you've dialled the number you will then be prompted to:

- Enter the extension to reach your cancer doctor's medical secretary
- The medical secretary will transfer your question or concern to your doctor or a nurse and someone will call you back
- You can find this information on the business card of your cancer doctor which you got at your first appointment.

**Monday to Friday after 4 p.m. and 24 hours a day on weekends and holidays:**

- Call CAREchart@home **1-877-681-3057**
- An operator will answer your call and connect you to a specialized oncology nurse who will help you.
- If the nurse is not ready right away, please follow the operator's directions.

Cancer Centre of  
Southeastern Ontario  
A Cancer Care Ontario Partner

Kingston Health  
Sciences Centre

Centre des sciences de  
la santé de Kingston

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## What information do I need to have ready when I call CAREchart@home?

- Your filled out wallet card
- A list of your medications

This information will help the nurse from CAREchart@home to answer your questions and help you.

## When do I call CAREchart@home? When do I call my cancer care team?

<b>Call CAREchart@home for:</b>	<b>Call your cancer care team:</b>
<b>Available Monday – Friday after 4 p.m. and 24 hours a day on weekends and holidays</b>	<b>Available Monday to Friday 8:30 a.m. to 4 p.m.</b>
Help with symptoms after hours Change in your condition after hours	Help with symptoms Appointment questions or changes Cancer medication refills

## How will my cancer care team know what happened?

A nursing note will be sent to your cancer care team right after you talk to the CAREchart@home nurse. You may be asked to follow up with your cancer care team the next day. If so, your cancer care team will get the information about your telephone call from the night before.

## Does CAREchart@home have an app that I can download?

Yes. CAREchart@home now has an app available to download through the App Store or Google Play. The app allows you to preregister and save time if you need to call CAREchart@home. It also gives you the choice of a video call or telephone call with the oncology nurse.