

# Symptom Management

## Get Help Managing Your Symptoms

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

### 1. Cancer Centre Symptom Support Telephone Service



- Monday-Friday 8:00 am – 3:30 pm
- **Phone Number:** 705-728-9090 x79565
- Leave a message and someone will call you back as soon as possible
- Because of the large number of calls we receive, it may take up to 2 days to return your call (not including weekends and holidays)
- **Important:** If you leave a message after 3:30pm, your call will not be returned until the next business day.

### 2. “After Hours” Bayshore CAREpath Symptom Support Telephone Service



- Monday-Friday: 5:00pm-8am
- 24 hours on holidays and weekends
- **Phone Number:** 1-877-681-3057
- If there is no answer, leave a message and someone will call you back

#### 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. You can find some of the answers on your “Patient Information Sheet”.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Statutory 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 CAREpath	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

If you have questions about these services, please talk to your Care Team at the Cancer Centre

### What will happen when you call the Symptom Support Telephone Service?

#### SMRCP Symptom Support Telephone Service

1. This telephone service does not pick up live calls. You will always hear a voicemail greeting. Please leave one (1) detailed message and state your first name, last name and a phone number where we can reach you. Speak slowly and clearly.

Our team strives to return your call as soon as possible. Because of the large number of calls we get, it may take up to 2 days to return your call, not including weekends and holidays. If you are calling outside of our hours, try the “After Hours” Bayshore CAREpath Symptom Support Telephone Service (see page 1).

**If you are having an urgent medical issue, please go to your nearest emergency department.**

2. A staff member will call you back and ask you questions about your symptoms. This will help them decide who should receive your phone call.
3. The staff member will either:
  - a. Connect you to your oncology (cancer) nurse and they will call you back within 1 day or,
  - b. Forward your call to an oncology triage nurse. This nurse may not be able to answer the phone right away. If there is no answer, leave a message and the nurse will call you back.

The triage nurse will ask you some questions 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 (a place where they help you manage your symptoms).

#### “After Hours” Symptom Support Telephone Service

- 1) An operator will answer your call and will connect you to an oncology (cancer) nurse. This nurse may not be able to answer the phone right away. If there is no answer, leave a message and the nurse will call you back.
- 2) The nurse will ask you some questions and will help you manage your symptoms.
- 3) After the nurse has helped you, they will send a note to your Oncologist (cancer doctor) and nurse so they know that you needed help after hours.
- 4) When the cancer center opens, a nurse will look at the note from the “after hours” nurse. You might get a follow-up phone call from the Oncology (cancer) nurse to make sure you are okay.

**If you have questions about these services, please talk to your Care Team at the Cancer Centre**