

Waterloo Regional Health Network Cancer Centre
CareChart Digital Health After-Hours Virtual Symptom Management Support
 1-877-681-3057 | www.carechart.ca

Dear Patient,

To help make sure you get the care you need, at any time of day, WRHN Cancer Centre (formerly Grand River Regional Cancer Centre) has partnered with CareChart Digital Health and Ontario Health (Cancer Care Ontario). Through CareChart Digital health you can receive free after-hours help for managing **cancer treatment-related symptoms** over the phone and online.

CareChart Digital Health is a virtual nursing program that provides after-hours symptom management. The goal of the CareChart program is:

- To help you manage your symptoms at home, when possible
- Avoid going to the emergency department when you don't need to

***Please note that this program is only available when WRHN Cancer Centre is closed.**

Hours of Operation:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Statutory Holidays
WRHN Cancer Centre	8:30am-4:00pm	8:30am-4:00pm	8:30am-4:00pm	8:30am-4:00pm	8:30am-4:00pm	Closed		Closed
CareChart	4:00pm-8:30am	4:00pm-8:30am	4:00pm-8:30am	4:00pm-8:30am	4:00pm-8:30am	24 hours		24 hours

How do I contact CareChart?

- Call **1-877-681-3057**, or
- Connect over video call at www.carechart.ca, or
- Connect through the CareChart Digital Health app (download through iOS or Android)

How do I use the CareChart Digital Health app?

Registering for the CareChart program is a simple process using the app. When you register, you will be asked to provide the following:

- Name, address, phone number
- Name of emergency contact and phone number
- Health Card Number and MRN

By collecting this information through the app, you'll get help from an oncology nurse faster.

Through the app, you can start a symptom assessment and request a video call with the nurse **or** call the toll-free number to speak with the nurse over the phone. The nurse may share recommendations with you through the app once you've talked to them about your symptoms.

To create an account:



Download the app through IOS or Android.

You can also visit www.carechart.ca on any device, or through the above QR code link, and create your personal account.

I prefer to use the phone. How do I contact a CareChart nurse?

When you call the toll-free number (1-877-681-3057) you will be:

- Connected to an intake specialist who will collect your information.
- Transferred to an oncology nurse who can help you.

If the nurse is not available right away, the intake specialist will have the nurse call you back within 15 minutes.

Can I contact CareChart with questions about things other than my symptoms?

No. You can contact CareChart for your **cancer-related treatment symptoms** only.

Call WRHN Cancer Centre for issues related to your care experience (for example, checking or changing appointment times, and renewing prescriptions).

How will my cancer care team / treatment centre know that I contacted CareChart and got clinical advice?

The CareChart nurse will send a clinical note to your cancer care team. This note will be sent right after your call with CareChart, whether it is over the phone or online.

Do I need to do anything else to use this program?

WRHN Cancer Centre may give you a one-page document with your diagnosis and treatment details. Since it has your personal health information, **keep this document in a secure place**. The CareChart nurse may ask you for information from this document when assessing your symptom.

If you have any further questions, please ask any of your cancer care team members.

Sincerely,

Waterloo Regional Health Network (WRHN) Cancer Centre (@ Midtown)
519-749-4380

Patient Information Sheet

Please have this page ready when you call CareChart Digital Health or the WRHN Cancer Centre. This will help the health care team provide you with the best support.

Patient Name:	Date of Birth:
MRN #:	Diagnosis:
Oncologist(s):	Home Care Provider(s):

Drugs/Medicines

Date: _____

- Medication List – **Have your drug/medicine containers with you**
- Chemotherapy Protocol: _____
 - Frequency: _____
 - Start Date: _____
- Radiation (with Chemotherapy)
 - # of Fractions: _____
 - Start Date: _____
- Biotherapy Protocol: _____
 - Frequency: _____
 - Start Date: _____

***Your medicine list is valid and current as of the date above. Any changes after the date above will be the patient's responsibility to share with the after-hours service.**

Venous Access Lines

- PORT
- PICC
- Peripheral
- Tunnelled (i.e. Hickman)

Drains/Tubes

- Chest Catheter
- Indwelling Peritoneal Catheter
- Urinary Catheter
- Feeding Tube (Type): _____
- Ostomy (Type): _____
- Stent(s) (Type): _____

Other

- Pain Pump (Type & Provider): _____
- Home Oxygen (Provider): _____

Date Provided to Patient: _____