


# CALLING YOUR HEALTHCARE TEAM

Contact Information for Patients of WRHN Cancer Centre

 <b>WRHN Cancer Centre: 519-749-4380</b> Monday - Friday, 8:30 a.m. - 4:00 p.m.				
Clinic A	Clinic A+	Clinic B	Radiation	Pain & Symptom Management (PSM) or Psychosocial Oncology (PSO)
Waiting area A 4th floor <b>Ext: 5882</b>	Waiting area A+ 4th floor <b>Ext: 5883</b>	Waiting area B 4th floor <b>Ext: 5884</b>	Waiting area D 3rd floor <b>Ext: 5779</b>	Waiting area D 3rd floor <b>Ext: 5885</b>
<b>Doctors:</b> <input type="checkbox"/> DeCarolis <input type="checkbox"/> Ernst <input type="checkbox"/> Hubay <input type="checkbox"/> Knight <input type="checkbox"/> Valdes	<b>Doctors:</b> <input type="checkbox"/> Batra <input type="checkbox"/> Califaretti <input type="checkbox"/> Kuang <input type="checkbox"/> Lumsden <input type="checkbox"/> Molckovsky <input type="checkbox"/> Tong	<b>Doctors:</b> <input type="checkbox"/> Dicu <input type="checkbox"/> Graczyk <input type="checkbox"/> MacEachern <input type="checkbox"/> Martin <input type="checkbox"/> McCarron <input type="checkbox"/> Rosart <input type="checkbox"/> Sapru <input type="checkbox"/> Tam <input type="checkbox"/> Zhang <b>Nurse Practitioners:</b> <input type="checkbox"/> Marg Mayer <input type="checkbox"/> Angelina Raghubir	<b>Doctors:</b> <input type="checkbox"/> Ding <input type="checkbox"/> Fortin <input type="checkbox"/> Glick <input type="checkbox"/> Gopaul <input type="checkbox"/> Kobeleva <input type="checkbox"/> Kuk <input type="checkbox"/> Lee <input type="checkbox"/> Paulin <input type="checkbox"/> Rachakonda <input type="checkbox"/> Shahi	<b>Doctors:</b> <input type="checkbox"/> Al-Batran <input type="checkbox"/> Jakda <input type="checkbox"/> Russek <input type="checkbox"/> Dai  <b>PSO Team:</b> <ul style="list-style-type: none"> <li>• Dietitians</li> <li>• Social Workers</li> <li>• Speech Language Pathologist</li> </ul>

**This is NOT an emergency line. If you are having a medical emergency call 911 or go to an Emergency Department near you.**



**WRHN**  
@ Midtown  
Waterloo Regional  
Health Network

**Waterloo Wellington  
Regional Cancer Program**  
Ontario Health (Cancer Care Ontario)

# Sharing Information With Your Team

## Leave a Message

- Leave a message if you cannot get through. Your healthcare team will return your call as soon as possible. Non-urgent calls will be returned in 1-2 business days.
- When calling in, listen to the voice prompts.
- Phones are not answered between 12:00 p.m. - 1:00 p.m.

If leaving a message include:

- The patient's name
- Date of birth
- Medical Record Number (MRN)
  - Found on patient itinerary or wrist band
- The name of the patient's Oncologist
- A phone number for call back
- Reason for your call / main concern
- How long has your concern been going on
- Any ways you have tried to fix the problem at home before calling in

## Fill Out Your Symptoms Matter

**After you register for your first appointment** at the cancer centre you will be asked to fill out Your Symptoms Matter (YSM). You will continue to do this before **every visit** with your Oncologist. This helps your healthcare team plan how to address your symptoms. You can fill it out:

- Online **the day before your appointment.**
- In-person using a kiosk on the day of your appointment.

### How YSM Can Help

Symptom screening helps you and your healthcare team:

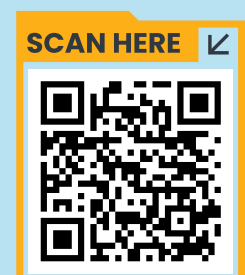
- Flag symptoms that affect you
- Track your symptoms over time
- Talk about how to treat and manage symptoms of concern
- Monitor your overall wellbeing

Your symptom screening is **only checked during your appointment.**

If you have urgent symptoms:

- Call your healthcare team (use extensions from page 1)
- If after hours, call Care Chart Digital Health at 1-877-681-3057
- Go to the emergency department

**Fill out YVM online the day before your appointment.**



[isaac.ontariohealth.ca](https://isaac.ontariohealth.ca)

Use this resource for your information only. It does not replace medical advice from your doctor or other healthcare professionals.



[cancerpatiented@wrhn.ca](mailto:cancerpatiented@wrhn.ca)



[cancerwaterloowellington.ca](https://cancerwaterloowellington.ca)

