

CALLING YOUR HEALTHCARE TEAM

Contact Information for Patients of WRHN Cancer Centre

 WRHN Cancer Centre: 519-749-4380 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 Ext: 5882	Waiting area A+ 4th floor Ext: 5883	Waiting area B 4th floor Ext: 5884	Waiting area D 3rd floor Ext: 5779	Waiting area D 3rd floor PSM Ext: 5885 PSO Ext: 5164
Doctors: ☐ DeCarolis ☐ Ernst ☐ Hubay ☐ Knight ☐ Valdes	Doctors: ☐ Batra ☐ Califaretti ☐ Kuang ☐ Lumsden ☐ Molckovsky ☐ Tong	Doctors: ☐ Dicu ☐ Graczyk ☐ MacEachern ☐ Martin ☐ McCarron ☐ Rosart ☐ Sapru ☐ Tam ☐ Zhang Nurse Practitioners: ☐ Marg Mayer ☐ Angelina Raghubir	Doctors: ☐ Ding ☐ Fortin ☐ Glick ☐ Gopaul ☐ Kobeleva ☐ Kuk ☐ Lee ☐ Paulin ☐ Rachakonda ☐ Shahi	PSM Doctors: ☐ Jakda ☐ Russek ☐ Dai PSO Team: ☐ Al-Battran (Psychiatrist) • Dietitians • Social Workers • Speech Language Pathologist

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:

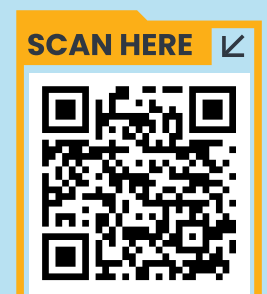
- Flag symptoms that affect you
- Track your symptoms over time
- Talk about how to treat and manage symptoms of concern
- Monitor your overall wellbeing

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 CareChart Digital Health at 1-877-681-3057
- Go to the emergency department

Fill out YSM online the day before your appointment.



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



cancerwaterloowellington.ca

