

**Carlo Fidani Regional Cancer Centre &
Betty and Buster Lockwood Cancer Detection & Treatment Centre**

After-Hours Virtual & Telephone Symptom Management

1-877-681-3057

www.carechart.ca

Dear Patient,

The Trillium Health Partners Cancer Centres have partnered with CareChart and Ontario Health (Cancer Care Ontario), to offer you free after-hours help for managing cancer treatment-related symptoms over the phone and online.

The goal of the CareChart program is to help you better manage your symptoms at home, when possible, and avoid going to the emergency department when you do not need to.

Please note that the CareChart program is only available when the cancer treatment centre is closed.

Operating Hours:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Statutory Holidays
Carlo Fidani Regional Cancer Centre Betty and Buster Lockwood Cancer Detection & Treatment Centre	8:30 am to 4:30 pm	8:30 am to 4:30 pm	8:30 am to 4:30 pm	8:30 am to 4:30 pm	8:30 am to 4:30 pm	Closed	Closed	Closed
CareChart	4:00 pm to 8:30am	4:00 pm to 8:30am	4:00 pm to 8:30am	4:00 pm to 8:30am	4:00 pm to 8:30am	24 hours	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 (available to download for iOS or Android)

What happens when I call CareChart?

- You will be connected to an intake specialist who will collect your information.
- The intake specialist will transfer you to an oncology nurse who can help you.
 - If the nurse is not immediately available, the intake specialist will have the nurse call you back within 15 minutes.

How do I use the CareChart Digital Health app?

Registering for the CareChart program is a simple process using the app.

During registration 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 be able to 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.

If you would like to create an account, please see the instructions attached on how to create an account with CareChart Digital Health.

Can I contact CareChart about things other than my symptoms?

You can contact CareChart for your **cancer-related treatment symptoms** only. For other issues related to your care experience (for example, checking or changing appointment times, renewing prescriptions), please call the cancer centre during regular office hours.

How will my Oncology team / clinic know that I contacted CareChart?

The CareChart nurse will send a clinical note to your Oncology team immediately after your call with CareChart, whether it is over the phone or online.

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

Attached to this sheet is 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 the symptom.

If you have any further questions please ask your cancer doctor or nurse.