

## Hematology Team

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**Name:** \_\_\_\_\_

**Your JCC Chart #:** \_\_\_\_\_

Health care providers	Name	phone/extension
Hematologist		905-387-9495
Nurse		
Nurse Practitioners		
Clinical Trial Nurses		
Stem Cell Transplant Coordinators		
Allo Transplant Coordinators		

During your care at the Juravinski Hospital and Cancer Centre (JCC), you will meet many health care providers. Today, you met a nurse and doctor (hematologist) who are your Health Care Team. They will follow your health during and after treatment with regular clinic visits.

During your clinic visits, your team will:

- do medical checks
- arrange tests as needed
- address your concerns and questions

Your care may also take place in the Juravinski Hospital:

- Oncology Day Services (ODS), on B4
- Hematology Unit, on C4

## **If you are not feeling well**

If you are not feeling well, please do not wait to call.

If it is not urgent, call during office hours. It is important to call the office early in the day so you can be seen in the clinic during office hours or in the hospital. A nurse will return your call as soon as possible. A hematologist is available for emergency calls outside of office hours.

## **Call your Hematology Team: 905-387-9495**

### **Monday to Friday, 9:15 A.M. to 4:30 P.M.**

Your call will go to the Hematology Office. Please include:

- the spelling of the patient's full name
- chart number **or** date of birth
- detailed reason for your call
- your contact information (phone number)

**Important: In order for us to leave a message, you must have an answering machine message that states your name or phone number.**



**After hours call: CareChart 1-877-681-3057**

**After hours and on weekends and holidays a hematologist is available for urgent calls only.**

If you have to call after hours or on weekends, please have as much information about your illness and current problems as possible. The hematologist on-call may not have your records nearby.

## When to call

If, during chemotherapy or receiving radiation treatments, you have a fever you must call your hematologist right away. Do not ignore a fever. A fever is a temperature of 38°C (100°F) or more.



**Do not take Tylenol, Aspirin, ibuprofen or any other anti-inflammatory medication without checking with your team first.** They may cause bleeding and may hide a fever. Call if you need medication for pain.

Please call if you have problems with:

- sudden or easy bleeding or bruising
- extreme fatigue
- shortness of breath
- diarrhea lasting more than 48 hours
- a decrease in the amount of urine you have
- burning on urination
- blood in the urine
- a productive cough
- a sore throat or mouth



**Call 911 or go to the Emergency Department if you are very short of breath or have severe chest pains.**

## Test and lab results

We understand that waiting for test and lab results is difficult, but we feel it is important to discuss the results in person. We do not give lab and test results over the phone. Unless you were asked to call, please do not call the clinic for your results.

## Family doctor

We will keep your family doctor informed about your health by sending a letter after each visit. It may take 2 weeks for this letter to be received.

## Patient and Family handbook

Please read the Patient and Family handbook in your JCC welcome bag. The handbook provides information on how to prepare yourself for care and treatment when coming to the JCC.

## Medications

Bring all of your current medications including herbal and vitamins with you in their original containers to each appointment. Your hematologist will prescribe new medications as needed. Any prescriptions by your family doctor or other specialists must be reordered by them.

If you need a prescription reordered before any appointment at the JCC, please call your pharmacy. Allow at least 2 business days for a prescription to be filled.

## Medical forms and letters

If you need a signed form from your doctor, please complete your section of the form and sign it before bringing the form to your clinic visit. You will need to sign a release of information consent form in order for your doctor to complete the medical form.

Due to Ontario Privacy Laws, forms cannot be completed and returned to you on the same day but will be completed as soon as possible.

Please include a signed note with your form telling us whether you would like to be called to pick it up or where you would like it mailed. If someone is picking up the form for you, they must have a written permission note to do so.

If you have any questions about the status of your form, please call the Release of Information Office at 905-387-9495, ext. 63315 or ext. 63324. You may have to pay a fee for this service.



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