

## Calling for Help

**CALL 911 for a severe emergency: An ambulance will take you to the closest emergency room**

**For URGENT medical issues, After Hours (5:00 pm - 8:00 am, Weekends, and Stat Holidays)**

- **Call (604) 875-2161 AND ask to page the Oncologist on-call**
- Please give the operator your phone number, including the area code
- The doctor will call you back. If you have not received a call back within 10 minutes, please call again

The on-call doctor may not know your child. Please provide the following information:

- Your child's name, your location in the province, and a phone number where you can be reached
- Diagnosis: \_\_\_\_\_ Date of diagnosis: \_\_\_\_\_
- Oncologist: \_\_\_\_\_ Nurse clinician: \_\_\_\_\_
- Most recent treatment, blood work results, and current medications

Examples of when to call the On-Call Doctor:

- **FEVER** (38.5 Celsius by mouth or 38.0 Celsius under the arm)
  - Do not give Tylenol, Advil or Aspirin
  - Please apply EMLA cream to the Port (if applicable) and both arms if you are instructed to go to the hospital emergency AND bring the most recent discharge summary
- **Reaction** to a medication
- **New symptoms**, or existing symptoms are getting worse
- **Pain medications** aren't working and he/she is in pain
- **Bleeding** that doesn't stop in 5 - 10 minutes
- **Nonstop vomiting and/or diarrhea**
- **Urgent prescriptions ONLY**– If you need a prescription phoned in urgently after hours make sure you have the name, address, and phone number of your local pharmacy

**During regular hours**, Monday to Friday, 8:00 am – 5:00 pm

**For URGENT medical issues call:**

**Oncology Outpatient Clinic: 604-875-2345, Local 7079**

Ask to speak to a nurse clinician and you will be given instructions on what to do next.

Your **Nurse Clinician** is the best person contact about:

- Bloodwork results, treatment, and any other concerns

Please contact the **booking clerk** regarding:

- Appointment times or changes

**Nurse Clinician:** \_\_\_\_\_ **Local:** \_\_\_\_\_

**Oncologist:** \_\_\_\_\_

**Social Worker:** \_\_\_\_\_ **Local:** \_\_\_\_\_

**Booking Clerk Local: 7804                      Outpatient Pharmacy: Local 2205**

**T8 Ward Nursing Station: Local 7614**