



We are making changes to your appointments during the holidays!

The planning of your cancer centre appointments requires a lot of time and decision-making by the healthcare team. Additional planning is needed during the holidays. This is because:

- The cancer centre is closed on December 25, 26 and January 1.
- Many patients ask to have their appointments rescheduled during the holidays.

Our Systemic Therapy Suite will be open for extended hours from 8 am to 8 pm on some days. This helps to manage the scheduling of appointments during the holidays. Clinic hours are not changing.

What does this mean for you?

You will see changes in your appointments. This may include:

- Systemic therapy treatment appointments scheduled for a different day of the week.
- Systemic therapy treatment appointments scheduled for a time later in the day.
- Rescheduled appointments.
- Longer waits for some of your appointments.
- More people in waiting rooms.

These changes may occur from between December 23 to January 17th.

Tell us if you use the Wheels of Hope transportation service as this helps in the planning of your appointments.

Who to call if you have a problem with a symptom or side effect from your cancer treatment

1. Call your primary nurse at the cancer centre from Monday to Friday, 8:30 am to 4 pm, (except on holidays). Use the phone number your primary nurse gave you.
2. Contact CareChart Digital Health from Monday to Friday, 5 pm to 8:30 am and anytime on weekends and holidays for symptom management support. More information about this support is found in the Your Guide to the Durham Regional Cancer Centre. You can also ask for a copy of the After Hours Symptom Management Support handout.

We appreciate your understanding with these temporary changes. Change can be hard even when it is to ensure we provide safe care to you and other patients. Talk to a member of your healthcare team if you have any questions about this.

We want to hear from you

Contact Debbie Devitt, Patient Experience Lead if you have suggestions on how we could improve the way we communicated these changes to you. This helps us make any needed changes for next year. Call 905-576-8711 extension 36401 or email ddevitt@lh.ca

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