

Grand River Regional Cancer Centre
CareChart Digital Health After-Hours Virtual Symptom Management Support
1-877-681-3057
www.carechart.ca

Dear Patient,

To help make sure you get the care you need, at any time of day, Grand River Regional Cancer Centre (GRRCC) has partnered with CareChart Digital Health and Ontario Health (Cancer Care Ontario). Through CareChart Digital health you can receive free after-hours help for managing **cancer treatment-related symptoms** over the phone and online.

CareChart Digital Health is a virtual nursing program that provides after-hours symptom management. The goal of the CareChart program is:

- to help you manage your symptoms at home, when possible, and
- avoid going to the emergency department when you don't need to.

Please note that the CareChart program is only available when GRRCC is closed.

Hours Open:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Statutory Holidays
Grand River Regional Cancer Centre	8:30am-4:00pm	8:30am-4:00pm	8:30am-4:00pm	8:30am-4:00pm	8:30am-4:00pm	Closed		Closed
CareChart	4:00pm-8:30am	4:00pm-8:30am	4:00pm-8:30am	4:00pm-8:30am	4:00pm-8:30am	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 (download through iOS or Android)

How do I use the CareChart Digital Health app?

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

When you register, 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 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, see the instructions attached on how to create an account with CareChart Digital Health.

I prefer to use the phone. How do I contact a CareChart nurse?

When you call the toll-free number (1-877-681-3057) you will be:

- connected to an intake specialist who will collect your information,
- transferred to an oncology nurse who can help you.

If the nurse is not available right away, the intake specialist will have the nurse call you back within 15 minutes.

Can I contact CareChart with questions about things other than my symptoms?

No. You can contact CareChart for your **cancer-related treatment symptoms** only. Call GRRCC for issues related to your care experience (for example, checking or changing appointment times, renewing prescriptions).

How will my cancer care team / treatment centre know that I contacted CareChart and got clinical advice?

The CareChart nurse will send a clinical note to your cancer care team. This note will be sent right after your call with CareChart, whether it is over the phone or online.

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

GRRCC may give you 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 your symptom.

If you have any further questions, please ask any of your cancer care team members.

Sincerely,

Grand River Regional Cancer Centre



Download the app through IOS or Android.

You can also visit www.carechart.ca on any device, or through the above QR code link, and create your personal account.

How to Register for CareChart

Registration information required:

- Name, contact information, residential address, and emergency contact information
- Health card number
- MRN number (if known)
- Cancer treatment centre and name of Oncologist
- Review our Privacy Policy and Terms and Conditions to understand how we protect and use your information.

If at any time you need to update your information, you can edit your profile to make the changes.



How to Connect with CareChart

- Connect with an experienced oncology nurse over video call or telephone.
- Prior to connecting with the nurse, you can choose to complete an optional symptom assessment to capture how you are feeling. The Symptom Assessment can be completed on your own on a device or over the phone with a nurse. You can stop the assessment at any time and use the call nurse button.
- The nurse will complete a health assessment and provide recommendations to help you manage the symptom/s.
- A follow up notification will be sent through the app, to ask how you are feeling.
- You will receive a notification to complete a patient survey. Your feedback is very important to us. Please complete the survey about your experience with the CareChart program.