

After-Hours Symptom Management Support

The cancer centre partners with CareChart Digital Health to offer you after-hours symptom management support. CareChart Digital Health can help you manage your cancer related symptoms at home when the cancer centre is closed. This may help prevent you from going to the Emergency Department.

Call 911 or go to the emergency department at the hospital closest to you for a medical emergency.

When to contact CareChart Digital Health for a cancer related symptom

Contact CareChart Digital Health from Monday to Friday, 4 pm to 8:30 am and anytime on weekends and holidays for symptom management support.

You can talk to a nurse using one of these options:

- Calling the after-hours telephone line at 1-877-681-3057.
- Requesting a video call by going to carechart.ca.
- Using the CareChart Digital Health App. This App is available to download for iOS or Android devices. See the attached handout for more information about this App.

You will be asked for this information:

- Your name, address, phone number,
- The name of your emergency contact and phone number
- Your Health Card Number

Benefits of using the CareChart Digital Health App

1. You can prepare in advance of talking to a nurse by:
 - Creating an account with CareChart Digital Health.
 - Completing a symptom assessment before you talk to the nurse.
2. The nurse may share information with you through the App on how to manage your symptom(s).

Will my healthcare team at the cancer centre know I contacted CareChart Digital Health?

The CareChart nurse will send an update to your healthcare team at the cancer centre. This update will be seen by your healthcare team during the hours the cancer centre is open.

When to call your primary nurse at the cancer centre

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.

Call for:

- Symptom management support
- Any other question or concern about your cancer care or treatment

Talk to a member of your healthcare team if you have questions or do not understand any of the information in this handout.

This handout was created by the Patient Education Program at the Durham Regional Cancer Centre/Lakeridge Health. It was last reviewed in May 2026.