

What to Expect for a Telephone Appointment

You have been scheduled for a **telephone appointment** with a member of your healthcare team at the cancer centre. This is planned as the right option for your care and follow up. This handout offers information on:

- What you can expect for your telephone appointment.
- How to prepare for a telephone appointment.

What you can expect for a telephone appointment

You may receive this telephone call:

- Up to 1 hour before or after the scheduled time of the appointment. An emergency may delay your healthcare team from calling at the scheduled time.
- From an unknown or blocked phone number.

How to prepare for a telephone appointment

1. Check the settings on your cell phone to see if calls from unsaved numbers are screened. These calls go to your voicemail without your phone ringing if this setting is turned on. This may cause you to miss your appointment. Turn this setting off before the scheduled time of this appointment.
2. Choose to be in a private and quiet setting for this appointment.
3. Do not put your phone on speaker without telling your healthcare team.
4. Tell your healthcare team who is joining this appointment with you (example: care partner, family member or friend).
5. Tell your healthcare team if you plan to record any part of this appointment. You are responsible for the safe keeping of a recording that may contain your personal health information. Your healthcare team will not record this appointment.
6. Complete the Your Symptoms Matter questionnaire on MyChart within 24 hours before this appointment.

Decisions about your care and treatment shared in a telephone appointment will be added to your electronic medical record.

When you consent (agree) to a telephone appointment with your healthcare team, you understand that Lakeridge Health cannot 100 % guarantee the security of a telephone appointment.

Talk to a member of your healthcare team if you have any questions or concerns about 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 September 2026.