




Who to call at the Fraser Valley Centre? A Telephone Reference list for FVC patients

EMERGENCY HELP: In an emergency, call 911.

- **WHEN THE CENTRE IS CLOSED:** if you have an urgent problem related to your cancer call 604-581-2211 (Surrey Memorial Hospital). Be sure to tell them you are a cancer centre patient. The switchboard operator will contact either the on call medical oncologist or radiation oncologist who will return your call.
PLEASE NOTE: If you report to Surrey Memorial Hospital Emergency in person, take a number, and report directly to the triage RN. Tell them you are an FVC patient.


-  **Appointment information (changes of questions):** **604-930-4001**
-  **Counseling and Nutrition programs** **604-930-4000**
-  **Radiation treatment appointments** **604-930-4007**
-  **Cancer Centre Pharmacy** **604-930-4002**

- If you have refills remaining on your prescription that you wish to pick up (Anti-nausea medications must be filled at your local pharmacy).

-  **Nursing Phone Line** **604-930-4053**

- Hours of operation Monday-Friday 8am-4:00pm closed on holidays

-  **Library and Cancer Information Centre** **604-930-4055 x 4576**

-  **Our Toll Free Number: 1-800-523-2885 (if calling long distance)**

- If you are connected to voice mail, please leave a message stating your name, your cancer centre registration number, a brief description of your reason for calling and we will return your call as soon as possible.

 **Your Oncologist:**

- Leave a detailed message with the secretary (phone number can be found on your appointment card) regarding new problems or specific questions for your oncologist. Test results will usually be available at your next appointment. Your oncologist will call you about test results of concern. For refills of **CANCER RELATED PRESCRIPTIONS**, please leave a detailed message (with your pharmacy phone number if appropriate). Some medications cannot be refilled by phone.

 **Your Family Doctor:**

- Your family doctor will be receiving information about what is happening at the cancer centre. They will remain your primary physician and you should continue to see them for other health issues as you have before. They can also be very helpful in managing issues that arise during and after your treatment and provide care for you closer to home when possible.