


Hereditary Cancer Program High-Risk Clinic Contact Information

BC Cancer - Vancouver Switchboard Toll Free (within BC and Yukon)	604 877 6000 1 800 663 3333
EMERGENCY HELP: In an emergency, call 911 or go to your nearest hospital emergency room.	
Website: Please visit our website (see QR code to the right) for answers to commonly asked questions, resources and supports available from the Hereditary cancer program and High-Risk Clinic. http://www.bccancer.bc.ca/our-services/services/hereditary-cancer/high-risk-clinic	 Scan QR code above for website link.
Our Team Dr Rona Cheifetz: High-Risk Clinic Medical Lead Amandip Uppal: High Risk Clinic Nurse Practitioner (NP) Katie McNamara: High Risk Clinic Nurse Practitioner (NP) Hilary Ahmed: High-Risk Clinic Nurse Practitioner (NP) Rebecca Morash: Care Coordinator/ Nurse Navigator (Registered Nurse) Email for <u>non-urgent</u> health related questions: HCPHRC@bccancer.bc.ca Email for appointment related questions: HRCbooking@bccancer.bc.ca (Please include your full name and PHN with your message)	High Risk Clinic main line: local 673240 Our clerical team will forward messages as needed to appropriate team member.
Your family doctor/nurse practitioner - Should remain your first contact about any new health concerns.	*please call your family Dr or NP*
Breast Booking Office - BC Cancer-Vancouver. Contact to change mammogram and breast ultrasound appointments <u>that are booked at BC Cancer Vancouver.</u>	local 672285

MRI Booking Office - BC Cancer-Vancouver. Contact to change MRI appointments <u>booked at the BC Cancer Vancouver location.</u> If booked at another facility, please contact them directly.	local 674896
BC Screening Mammography Program For screening mammogram appointments - Client Services Centre	1-800-663-9203
Hereditary Cancer Program Genetic Counsellors Contact your genetic counsellor with questions about your genetic test results, changes to your family history, or if you wish to proceed with new testing. Abbotsford office: 604-851-4710, local 645236	local 672198 (Vancouver)
BC Cancer Release of Information Office (ROI) Access to copies of medical records.	Local 672334 <i>Please contact this number or check the BC Cancer Website for details.</i>

When you call with a question or an update, please provide your first and last name(s), PHN, and the best phone number to reach you.

Hereditary Cancer Program High-Risk Clinic - Frequently Asked Questions

How do I change, cancel, or confirm an upcoming appointment?

- Call 604-877-6000, local 673240 to speak with a clerk or leave a message.
- You can also email: HRCbooking@bccancer.bc.ca

What if I'm running late or need to cancel last minute?

- Call 604-877-6000, local 673240 to speak with a clerk or leave a message.

How do I get the results of my recent mammogram or breast MRI?

- If there is anything abnormal that needs follow-up, the clinic NP or physician will contact you directly.
- If the result is normal, you may not receive a phone call.
- We recommend registering with Health Gateway, where you can view your imaging results online.
- Your family doctor also receives a copy of your results and can confirm them for you.

I had a biopsy or extra tests and want to know the results.

- Email us at: HCPHRC@bccancer.bc.ca
- We will contact you once results are received if further follow-up is needed.

I was told to call with the date of my next period for an MRI.

- Call 604-877-6000, local 674896 and leave a message for Imaging at BC Cancer – Vancouver.
- If your MRI is at a hospital, call that hospital's imaging department directly.

I'm waiting for an appointment and it is overdue (e.g., MRI, surgery, extra mammogram) or have questions about my care.

- Email us at: HRCbooking@bccancer.bc.ca

I have a new phone number, address, or family doctor.

- Call 604-877-6000, local 673240 to update your information.

I have a new health concern (e.g., a breast lump, unusual bleeding).

- Please call 811, or book an appointment with your primary care provider.
 - If you do **not currently have a family doctor or nurse practitioner**, you can register with the **Health Connect Registry**, which helps connect patients in B.C. to primary care providers in their community.

I'm ready to be referred to a surgeon.

- Call or email us and we'll connect with you to arrange the referral.

I have questions about risk, lifestyle, or something I read or heard about.

- Email HCPHRC@bccancer.bc.ca to request an appointment with our nurse, Rebecca.
- You can also bring your questions to your next clinic visit.

I need a prescription refill from the High-Risk Clinic.

- If possible, bring your refill request to your next appointment.
- If it's urgent, call 604-877-6000, local 673240 to speak with a clerk or leave a message.

A family member is interested in genetic testing.

- Call 604-877-6000, local 672198 and ask to speak with a genetic counsellor.

Someone in my family has been diagnosed with cancer and I want to update our file.

- Call the Hereditary Cancer Program at 604-877-6000, local 672198.

I missed a call from 604-877-6000 and no message was left.

- It's likely someone from BC Cancer will try calling again shortly.