

### **How does the service work?**

You can contact your Princess Margaret care team using the myUHN patient portal. A member of your care team will call you back during the clinic's working hours, Monday to Friday, 9:00 am – 4:00 pm. You will not get a response in myUHN messages. This option is available for patients with an appointment at select Princess Margaret clinics in the past year and/or upcoming year.

Do not use this service for urgent medical issues or emergencies. In an emergency, visit your nearest emergency department or call 911.

### **What can I contact my care team at Princess Margaret about?**

You may need to contact your clinic if you have a question or concern. For example, to change the time of an appointment, ask a question about your treatment plan, or discuss a symptom or side effect you are concerned about. Do not use this service for urgent medical concerns or emergencies.

### **Can I submit a request anytime?**

Symptom concerns or other medical questions can be sent when the clinic is open (Monday to Friday, 9:00 am – 4:00 pm). You cannot submit this type of request after hours. These requests will be responded to within 1 business day.

Appointment or other administrative questions can be sent to the clinic anytime. All requests are reviewed and responded to during clinic working hours. These requests will be responded to within 3 business days.

### **When will I get a response from my care team?**

For medical issues, please allow four working hours for a member of your care team to call you back. For administrative requests, please allow three business days. The clinic's working hours are Monday to Friday, 9:00 am – 4:00 pm.

### **Who will reply to me?**

The clinic's nursing or administrative staff will review your request and call you back.

### **Can I send a request in myUHN directly to my doctor at Princess Margaret?**

No, your request will not be sent directly to your doctor. Your care team will speak with your doctor if they need to, and then call you back to address your question or concern.

### **Can a family member submit a request on my behalf?**

Yes, a family member or substitute decision maker (SDM) can submit a request on your behalf. First, you need to provide proxy access in your myUHN patient portal. You can find more information about this by selecting **Sharing Hub** from the menu.

**Can I submit a request in a language other than English?**

No, unfortunately the service is only supported in English at this time.

**Are there other options to contact my clinic care team at Princess Margaret?**

Yes, you can call the clinic and leave a voicemail message. A member of your care team will return your call. To help the clinic respond as quickly as possible, please do not call if you have already sent a request about the same issue through myUHN.

**How do I get help after hours?**

Your questions and concerns are reviewed Monday to Friday, 9:00 am to 4:00 pm. If you have symptoms or concerns after having radiation therapy, chemotherapy or other systemic therapies and need to talk to a cancer nurse after hours or on the weekend:

- Call CarePath at 1-877-681-3057 or
- Go to CareChart at [carechartathome.ca](http://carechartathome.ca) and an oncology nurse will assist you.

**Can I submit a request using my mobile device?**

Yes, you can use Contact Princess Margaret Care team via myUHN app for mobile devices. To install the myUHN app, go to the App Store or Google Play Store and search for "MyChart". This feature is not available through an internet browser on your mobile device.

**What does the *In Progress* status mean when I try to submit a request to my care team?**

If you notice the In Progress status on a request, it means a request was started but not submitted. Click Continue to complete the request in progress. Click Start Over to begin a new request (this will delete the information you've previously entered). Your request will not be saved if you start a new login session.