

Name: _____ Your BC Cancer Chart#: _____

Hereditary Cancer Program High-Risk Clinic Contact Information

<p>BC Cancer - Vancouver Switchboard Toll Free (within BC and Yukon)</p>	<p>604 877 6000 1 800 663 3333</p>
<p>EMERGENCY HELP: In an emergency, call 911 or go to your nearest hospital emergency room.</p>	
<p>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</p>	 <p>Scan QR code above for website link.</p>
<p>Our Team Dr Rona Cheifetz: High-Risk Clinic Medical Lead Amandip Uppal: High Risk Clinic Nurse Practitioner (NP) Marco Gnoato: High-Risk Clinic Nurse Practitioner (NP) Rebecca Morash: Care Coordinator/ Nurse Navigator (Registered Nurse) Team email for <u>non-urgent</u> HRC health concerns: HCPHRC@bccancer.bc.ca (Please include your full name and PHN with your message)</p>	<p>High Risk Clinic main line: local 673240 Our clerical team will forward messages as needed to appropriate team member.</p>
<p>Your family doctor/nurse practitioner - Should remain your first contact about any new health concerns.</p>	<p>*please call your family Dr or NP*</p>
<p>Breast Booking Office - BC Cancer-Vancouver. Contact to change mammogram and breast ultrasound appointments. Office staff are unable to provide test results.</p>	<p>local 672285</p>
<p>MRI Booking Office - BC Cancer-Vancouver. Contact to change or confirm a breast MRI appointment at MRI staff are unable to provide test results.</p>	<p>local 674896</p>

<p>Appointment locations – Out of town patients will have appointments by telephone unless otherwise requested, and imaging appointments will be booked as close to home as possible.</p> <p>For in person appointments at BC Cancer - Vancouver Centre</p> <ul style="list-style-type: none"> 1st floor: MRI 2nd floor: clinic appointments 3rd floor: mammogram, ultrasound, lab 4th floor: Records and release of information 	<p>600 West 10th Ave, Vancouver BC</p>
<p>Hereditary Cancer Program Genetic Counsellors</p> <p>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</p>	<p>local 672198 (Vancouver)</p>
<p>BC Cancer Release of Information Office (ROI) Access to copies of medical records.</p>	<p>Local 672334</p> <p><i>Please contact this number or check the BC Cancer Website for details.</i></p>

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 or cancel or confirm booked appointments ahead of time?

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

Who do I call if I am going to be late or have to cancel an appointment at the last minute?

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

I want to know the results of my recent mammogram or breast MRI:

- You will be contacted by the clinic NP/MD with abnormal results that need follow-up.
- Normal results typically are not followed with a phone call. No news is good news!
- Your family doctor also receives reports & will be able to confirm normal results.

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

- Contact us by email: HCPHRC@bccancer.bc.ca. We will contact you if results need further workup.

I have finished breast-feeding and am now ready to book appointments.

- Contact us by email: HCPHRC@bccancer.bc.ca with the date you've finished breast feeding, and we will order your testing to resume three months from then.

I was told to call the MRI department with the date of my next menstrual period.

- Call 604-877-6000 local 674896 and speak to clerk or leave a message for imaging at BC Cancer-Vancouver, otherwise call the hospital where you will be having the MRI completed.

I am expecting an appointment (e.g. MRI, surgeon, extra mammogram) that has not been booked, or I have other questions about my ongoing care.

- Contact us by email: HRCbooking@bccancer.bc.ca

I have a new address, phone number, primary care provider.

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

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

- Book an appointment with your primary care provider for an exam.

I am now ready to be referred to a surgeon.

- Contact us by email: HCPHRC@bccancer.bc.ca

I have questions about risk management, lifestyle considerations, and/or something I read on the internet/heard on the news.

- Contact us by email: HCPHRC@bccancer.bc.ca to book an appointment with our nurse, or bring this to your next appt

I need a refill for a prescription from High-risk clinic NP or physician

- Try to bring this request to your next clinic appt rather than calling at the last minute.
- If urgent, call 604-877-6000 local 673240 and speak to clerk or leave a message.

A member of my family is now interested in genetic testing.

- They can call 604-877-6000, local 672198 and ask to speak to a genetic counsellor.

Someone in my family has a new cancer diagnosis and I want to update our file.

- Call 604-877-6000, local 672198 (Hereditary Cancer Program main office).

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

- Expect another call from the person at BC Cancer who tried to reach you.