

# Communicating With Your Cancer Care Team



## Patient Education

### When Should I Call Nursing Triage?

Calling Nursing Triage is the fastest way to reach your health care team during clinic hours (see the table below). Call Nursing Triage when:

- **You need an answer in the next few hours.**
- You are reporting symptoms or side effects from treatment.
- You need to explain something (problem, symptom, condition) in detail.

Note: If you need to report an urgent symptom or condition after hours, on weekends, or on a holiday, please use the paging operator line. Please give the operator the name of your Duke Cancer Doctor.

### When Should I Send a MyChart Message?

MyChart is a great way to send a message or question to your health care team about things that **don't need an answer right away**. Use MyChart messaging when:

- You can wait 3 business days for a reply.
- You can describe the problem in 1 or 2 sentences.
- Your message is about a single problem or concern.

Examples:

- "Is it okay for me to get a shingles vaccine?"
- "Can you write me a note for work?"
- "I do not understand the results of my recent tests. Do I need an appointment to discuss these?"

Please note:

- Your health care team does not check MyChart after hours, on weekends, or on holidays.
- Even if your message seems simple, we may feel it is best for you to schedule an appointment instead of responding through MyChart.

### How Do I Schedule or Reschedule an Appointment?

- Call the scheduling hub if you need to schedule, change, or cancel your cancer center visit.
- Only the Scheduling Hub can make or change your appointment. Please do not call Nursing Triage or send a MyChart message.



**Duke Cancer Institute**

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## Patient Education

### Duke Blood Cancer Center

8:00 a.m. to 5:00 p.m.

**Active Transplant Patients—Refer to your patient handbook**

**Nursing Triage:** 919-684-8964 x option 2

**Paging:** 919-684-8111 x option 1; then press 0 to speak with a hospital operator

**Scheduling:** 919-684-8964 x option 1

### Duke Cancer Center

8:00 a.m. to 5:00 p.m.

**Nursing Triage:** 919-668-6608 x option 6

**Radiation Oncology Nursing Triage:** 919-668-6660

**Paging:** 919-684-8111 x option 1; then press 0 to speak with a hospital operator.

**Scheduling:** 919-668-6688 x option 2

**Radiation Oncology Scheduling:** 919-660-2160

### Duke Cancer Center Cary

8:00 a.m. to 4:00 p.m.

**Nursing Triage:** 919-854-6900 x option 5

**Radiation Nursing Triage:** 919-854-4588

**Paging:** 919-954-3000 x option 3; then press 0 to speak with a hospital operator

**Radiation Oncology Scheduling:** 919-854-4588

### Duke Cancer Center of North Durham

8 a.m. to 4:30 p.m.

**Nursing Triage:** 919-470-8600 x option 3

**Paging:** 919-684-8111 x option 2; then press 0 to speak with a hospital operator

**Scheduling:** 919-470-8600 x option 2

**Radiation Oncology:** 919-470-8600

### Duke Cancer Center Raleigh

8:00 a.m. to 4:00 p.m.

**Nursing Triage:** 919-862-5400 x option 5

**Paging:** 919-954-3000 x option 3; then press 0 to speak with a hospital operator

**Scheduling:** 919-862-5400 x option 3

**Radiation Oncology:** 919-862-5402

### Duke Women's Cancer Care Raleigh

8:00 a.m. to 4:00 p.m.

**Nursing Triage:** 919-781-7070 x option 2

**Paging:** 919-954-3000 x option 3; then press 0 to speak with a hospital operator

**Scheduling:** 919-781-7070 x option 3

**Radiation Oncology:** 919-781-7070