

Communicating with your Cancer Care Team – DUHS



When Should I Call Nursing Triage?

Call Nursing Triage during business hours at the location you receive treatment (see table below) 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.

Who Should I Call After Hours or on Weekends?

Note: If you need to report an urgent symptom or condition after hours, on weekends, or on a holiday, please use the on-call operator line at 919-684-8111, option 0. Please give the operator the name of your Duke Cancer Doctor.

When Should I Send a My Duke Health Message?

My Duke Health 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 My Duke Health 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 My Duke Health 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 My Duke Health.

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 My Duke Health message.



Please use the camera on your mobile phone to scan the QR code to access a short video on sending messages to your care team through MyChart.



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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 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 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 3, option 3, option 1 Radiation Nursing Triage: 919-854-4588 Scheduling: 919-781-7070 x option 1 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 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 3, option 3, option 1 Scheduling: 919-862-5400 x option 1 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 3, option 3, option 1 Scheduling: 919-781-7070 x option 1 Radiation Oncology: 919-781-7070

