AHOS Nursing and Vision Ireland Document for AHOS nursing service patient information.

Plain Text Document: HSE, Acute Haematology Oncology Nursing Service and NCCP logos are at the top of the page.

This document is written in plain text as advised by Vision Ireland to allow use of screen reader machine for people accessing Acute Haematology Oncology Nursing Service information on the NCCP website who have partial or full vision loss.

Acute Haematology Oncology Nursing Service SOS Hotline Cancer Nursing Programme Information

The Acute Haematology Oncology nursing service provides cancer patients on treatment access to advice and support when they're feeling unwell, without needing to go to the emergency department (ED). Patients can call a dedicated phone line to speak with a clinical nurse specialist at one of 26 centres across the country that offer cancer treatment. This service helps schedule immediate care for patients who need attention during their active treatment.

Image of nurse specialist answering the phone: Direct access via telephone and video triage to a specialist nurse led service Monday to Friday between the hours of 0800hrs and 1600hrs

Image of doctor with a stethoscope: Vulnerable patients are assessed and where possible, avoid ED attendance

Image of hands: Enhanced links with community services e.g. Community Intervention Teams and GP's

Patients can call a clinical nurse specialist at 26 centres nationwide.

The 26 hospitals that deliver Systemic Anti-Cancer Treatment are:
Image of Map of Ireland with Designated Cancer Centres shown in green:
- Beaumont Hospital
- CHI at Crumlin
- Cork University Hospital
- Mater Misericordiae University Hospital
- St. James's Hospital
- St Vincent's University Hospital
- University Hospital Galway
- University Hospital Limerick
- University Hospital Waterford

SACT (systemic anti-cancer therapy hospitals shown in orange)

- Cavan General Hospital

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- Connolly Hospital
- Letterkenny Hospital
- Mayo University Hospital
- Mercy University Hospital
- Midlands Regional Hospital Tullamore
- Naas General Hospital
- Our Lady of Lourdes Hospital, Drogheda
- Portiuncula University Hospital
- Sligo University Hospital
- South Infirmary Victoria University Hospital
- South Tipperary General Hospital
- St Luke's General Hospital, Kilkenny
- St Luke's Hospital, Rathgar
- University Hospital Kerry
- Wexford General Hospital

Patient information leaflets and alert cards are available in 10 languages and Easy Reader format.

If you need a Braille copy of your SOS patient information or a Braille Alert card with 24 hour contact phone numbers, you can get one from the AHOS nursing team at any of the 26 hospitals that deliver systemic anti- cancer therapy.

SOS (Sort Out Symptoms) Hotline Patient Information

HSE, AHOS Nursing and NCCP logos are at the top of the page. This is the SOS Patient information.

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SOS Hotline for Cancer Patients Side One of Double Sided Document

Sort out Symptoms: Feeling unwell or concerned about symptoms before your next visit? Don't wait!

Phone our Nurse Specialist SOS (Sort Out Symptoms) Advice and Support Hotline – **image of red telephone is beside this text.**

You may need to attend the hospital for an assessment or for treatment.

When should I call? This service offers advice and assessment to you if you become unwell: when on cancer treatment, up to 8 weeks after cancer treatment is completed, up to 1 year following immunotherapy treatment.

Unsure when to call? If in doubt ALWAYS check it out.

What number should I call?

Call 999/112 immediately if you are suddenly unwell for example chest pain, difficulty breathing, loss of power in limbs.

SOS Hotline Side 2 of Double Sided Document

What will happen when I call?
Your nurse will ask you a number of questions relating to symptoms you may be experiencing

Some possible symptoms are listed below on the green, amber and red traffic light boxes - Traffic light image beside this sentence.

You may be given advice over the phone, asked to attend your nurse specialist, GP, Emergency Department.

Three Traffic Light Boxes are displayed – Green, Amber and Red

Green: Be alert and if you develop symptoms call the SOS hotline or out of hours number. Examples are listed: Tiredness, Loss of appetite, Skin changes that are not itchy or painful, Difficulty in coping with the treatment, Mood changes.

Amber: Call the SOS hotline if your symptoms continue or get worse: New/ increase in pain, Shivers hot and cold, Feeling sick/ vomiting, Problems passing urine, Diarrhoea (2-4 loose bowel motions in 24 hours) Constipation, Bleeding, Swollen limbs, Sore Mouth, Skin changes or rash, Sore/ watery eyes.

Red: Call SOS hotline immediately if you are experiencing the following symptoms: Temperature 37.5 degrees Celsius or above, Temperature below 36.0 degrees Celsius, Generally unwell, Worsening of any of your symptoms.

Please note this service is not for repeat prescriptions, appointment queries or general enquiries.

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