

SURC

Symptom Urgent Review Clinic

Supporting you through chemotherapy treatment



Phone: 0421 570 707 Open: Monday – Friday 8:30am – 4:00pm

For any SURC patients with medical concerns after hours, please contact on 0434 888 571.

What is SURC?

SURC = Symptom Urgent Review Clinic.

It is a specialist service located in Day Oncology, Ward 1E at Sunshine Hospital. The SURC clinic supports patients at home who are suffering from side effects after receiving chemotherapy treatment at Western Health.

SURC offers:

1. Phone advice for patients (or their support person) from an experienced and trained Cancer Nurse. There is also an oncology doctor who can offer advice if required.

Patients should call for advice if they

- Are feeling unwell
- Are feeling uncomfortable
- Are worried or unsure what to do.

It is important to call us before attending the clinic as we can often help you manage and improve your symptoms on the phone.

SURC Nurse – 0421 570 707

2. Nursing support to patients in the clinic itself.

What hours is the SURC clinic open?

Monday – Friday 8:30am - 4:00pm. (Closed on Public Holidays)

What should I do if I don't feel well but the SURC clinic is closed?

Go directly to the Sunshine Hospital Emergency Department or dial 000

Is there a cost for SURC services?

The SURC clinic is a free clinic to all patients undergoing chemotherapy treatment at Western Health.

How can the SURC Nurse help me?

When you call, the SURC Nurse will ask you some questions about what side-effects you are experiencing. This will help the SURC Nurse decide what type of care you need.

The SURC Nurse might then:

1. Give advice over the phone about how to manage or improve your symptoms
2. Advise you to come into the SURC clinic for review
3. Advise you to see your GP or attend the Emergency Department.

The SURC Nurse will also tell your oncologist that you contacted the SURC Nurse and provide a follow-up phone call if required.

What should I expect after chemotherapy?

Everyone's experience is different when they go through chemotherapy treatment but it is not uncommon to have one or more of the following side-effects:

- High temperature (more than 38 degrees Celsius)
- Nausea or vomiting
- Diarrhoea or constipation
- Mouth ulcers
- Numbness & tingling in the hands and feet
- Tiredness
- Rash or infections
- Hair loss.

Important self-care instructions

It is important to take care of yourself throughout chemotherapy. Where possible avoid contact with people who are unwell, coughing or sneezing. Wash your hands regularly to reduce your risk of infection. Check your temperature once a day or when feeling unwell. Eat a healthy balanced diet and drink 8-10 glasses of fluid per day to keep well hydrated. Brush your teeth at least twice a day, then rinse your mouth with a gentle mouthwash.

The Australian Charter of Healthcare Rights describes the rights of all people who use the Australian healthcare system. Copies of the charter in community languages are available near the main entrance of all Western Health hospitals, or ask a staff member or volunteer.

For more information, visit www.safetyandquality.gov.au/australian-charter-healthcare-rights



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