



Symptom & Urgent Review Clinic (SURC)

Medical Oncology

Patient information



Where is the clinic?

If you are asked to attend the clinic, it is located in the oncology department's Medical Day Unit on the lower ground floor of DD Block, Sir Charles Gairdner Hospital. You can also access the clinic via the Cancer Centre on Gairdner Drive.

When is the clinic open?

You can call the SURC helpline on **6383 3063** from 8.30am to 4pm, Monday to Friday.

The clinic is closed on Saturdays and Sundays, as well as public holidays.

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

If the matter is not urgent, seek assistance from your regular GP or an after-hours GP.

If the matter is urgent, call 000 for an ambulance or attend your closest Emergency Department.

SCGPHCG 1902 0122

Sir Charles Gairdner Hospital

- 📍 Hospital Ave, Nedlands WA 6009
- ☎️ (08) 6457 3333
- 👂 Hearing impaired (TTY) (08) 6457 3900
- 🌐 scgh.health.wa.gov.au

This document can be made available in alternative formats on request.



What is the SURC?

The Sir Charles Gardner Hospital (SCGH) Medical Oncology team have established a new nurse-led clinic to support patients throughout their treatment journey.

The Symptom and Urgent Review Clinic (SURC) offers a phone-based helpline – **6383 3063** – and/or a fast track nurse-led review within 24 hours.

The clinic, within the Medical Day Unit in oncology, provides assessment and support for patients at home who are experiencing treatment side effects.

How do I get an appointment?

If you are experiencing side effects, you or a family member or carer can phone the SURC helpline on **6383 3063** for advice prior to attending the clinic. The specialist nurse will discuss your issues in more detail and advise what action to take.

What happens when I call the clinic?

Your call will be taken by the SURC nurse during opening hours.

The nurse will ask you (or your family member or carer) some questions about how you're feeling and what type of symptoms or issues you are experiencing to help determine the most appropriate course of action.

The nurse may provide advice about how to manage your symptoms if you are well enough to stay home.

Alternatively, you may be offered an appointment at the SURC within 24 hours or be advised to see your general practitioner (GP).

If your symptoms or issues are considered urgent, you may be advised to attend the SURC in person the same day or attend the Emergency Department (ED).

Who is eligible to contact the clinic?

Anyone who has received anti-cancer therapy in the last three months from Sir Charles Gardner Hospital can call the SURC helpline.

Anti-cancer therapy can include any of the following: oral or intravenous, chemotherapy, immunotherapy or targeted therapy.

Who will I see when I attend the clinic?

The SURC will be run by a specialist cancer nurse. An oncology nurse practitioner or junior doctor may be contacted for a further review if required.

In some instances, you may be considered too unwell to return home and may be required to either be transferred to the ED or be admitted to a ward area.

Will the clinic cost me anything?

The SURC is a free service for patients undergoing treatment in medical oncology at SCGH.

