

OnCallogic Cancer Support



Answers to frequently asked questions

What is OnCallogic?

OnCallogic is a cancer support service that can provide you and your loved ones with counselling, information, and helpful resources. The goal is to offer practical support to people whose lives have been touched by cancer, and help make sure no one faces cancer alone.

How does it work?

The OnCallogic team provides practical, evidence based, empowering support. Their focus is helping you live with cancer whatever the outcome, and wherever you are in your journey.

Counselling

- Schedule up to four one-on-one sessions with a cancer specialist to ask questions and receive emotional support

Information on navigating the healthcare system

- Plan for meetings with your cancer care team, so you ask the right questions and feel prepared
- Support for children, family members, friends and colleagues
- Learn about the resources and programs available for people touched by cancer

Helpful resources

- Receive information on a wide variety of topics, including diet, exercise, mental health, support groups, support for children, spouses and partners, friends and colleagues

How do I know if OnCallogic is right for me?

If you have been diagnosed with cancer, you may be experiencing a range of uncomfortable emotions. Perhaps it's not you but someone you care about who has cancer. Either way, you may have questions. You may also be looking for support from people who understand your situation. OnCallogic can help.

What qualifications does the OnCallogic team have?

OnCallogic services are provided by registered mental health professionals with extensive, experience with oncology.

Is there a charge to use OnCallogic services?

OnCallogic is included in your AssistNow EAP delivered by HumanaCare, at no additional cost to you.

Is information shared with my employer?

As with all EAP services, OnCallogic is 100% confidential. HumanaCare does not report any personal information to your employer.

How do I get started?

For a referral to OnCallogic, call HumanaCare at 1 877 234-5327. An OnCallogic counsellor will call you within one to two business days to set up your first appointment.



For more information, please contact our customer service team at 1 800 267-0215 or by email at group.csu@empire.ca

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