When to call Your Oncologist’s Office

- Fever above 100.5 or higher; sweats or chills
- Chest pain
- Fast heartbeat
- Dizziness
- New or worsening
  - shortness of breath
  - cough
  - leg pain or swelling
- Uncontrolled
  - diarrhea
  - vomiting
  - pain
- Inability to keep food/fluids down
- Bleeding or unexplained bruising
- Urinary changes such as color, frequency or odor

Other new or uncontrolled symptoms

Calling Your Oncologist’s Office

During **business hours** 8am to 5pm Monday through Friday your call will be answered by our phone operator. Your call will be transferred either to a scheduler, triage nurse (for symptoms) or to a medical assistant (for non-symptom concerns).

- Please leave your name, date of birth, name of your physician, your best contact number, and reason for calling.
- Messages left before 4:00 pm will be returned within 1-2 hours and after that time will be returned the following business day.

If you call **after hours, on a weekend or holiday**, you will reach the answering service. The service will contact the physician on-call who will return your call.

**IN AN EMERGENCY:**

**Call 911 or go directly to the emergency department** in the setting of an emergency (such as new chest pain, new or sudden onset shortness of breath, uncontrolled bleeding, sudden loss of ability to speak, sudden loss of movement in one side of the face, or an arm or leg).