

Welcome to the ATC

When you need care and medical advice outside of the regular working day

Our Assessment and Treatment Center (ATC) supports you when you have urgent, but not life-threatening, symptoms. Hours: 24 hours a day, 7 days a week, year-round. The ATC does not accept walk-ins. You must be referred by your Roswell Park physician or the physician-on-call.

What do I do if I have urgent or life-threatening symptoms?

- **Urgent symptoms: Call your clinic.** (You can use the [Roswell Park phone directory](#)). Clinic hours are Monday to Friday, 8 a.m. – 5 p.m. After hours, call [716-845-2300](#) and the Roswell Park [Central Access Center \(CAC\)](#) will assist you. Our triage nurses are part of the CAC, which is available 24 hours a day. They can help get you a referral to the ATC, if needed. In complicated situations, the nurses will contact your physician who will decide if you should stay home, come to the ATC, or go to the ER.
- **Life-threatening symptoms/emergencies*: Dial 911 or go to nearest emergency room.**
*Chest pain or tightness, shortness of breath or trouble catching your breath – especially while resting, heavy bleeding you cannot stop, or signs of an allergic reaction (swelling in face, tongue, throat; trouble swallowing or breathing, fast heartbeat, and/or clamminess). It is very important to let us know when you go to the ER or are admitted to another hospital. Call your Roswell Park clinic or [716-845- 2300](#).

Who do I call if I have a medical issue or question?

- Call your Roswell Park ambulatory center/clinic with any questions about your cancer treatments, side effects, appointments, or prescription refills.
- Call your Primary Care Physician for any medical questions not connected to your cancer.

Do you need to cancel an appointment?

Please let us know so we can help you reschedule right away. To cancel an appointment:

- with your doctor/nurse or for a procedure/surgery: Call your ambulatory clinic
- with chemotherapy infusion: Call [716-845-8954](#)
- with radiation medicine: Call [716-845-3173](#)
- for a diagnostic test in our diagnostic radiology: Call [716-845- 3175](#)
- at our Amherst location: Call [716-845-2900](#)
- at our Niagara Falls location: Call [716-845-3500](#)

The [ATC](#) is made possible thanks to generous donations to the [Roswell Park Alliance Foundation](#).