When You Have Symptoms or Medical Questions

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

For emergency and life-threatening symptoms

- If you have chest pain or tightness; shortness of breath or trouble catching your breath, especially at rest; heavy bleeding you can’t control; or signs of allergic/hypersensitivity reaction (Swelling or tingling in your face, tongue, mouth, or throat; wheezing; trouble swallowing; and heart palpitations)
- Call 911 or go to your nearest hospital emergency department. Let the ER staff know the last time you were treated at Roswell Park. Please let Roswell Park know if you go to an emergency room and/or are admitted to another hospital.

Urgent (but not life-threatening) symptoms – or -

Questions about your cancer treatments or side effects

- If you have temperature of 100.4°F (38°C), any fall, new or worsening rash; increased bruising or bleeding; swelling, including swollen lymph nodes (“swollen glands”), or nausea or vomiting not controlled by your medications or that prevents you from eating and drinking
- Call your Roswell Park Ambulatory Center __________________________ Your call will be answered by Roswell Park’s Call Center and/or nurse triage line. If it is determined you need to be seen, you may be asked to come to our Assessment & Treatment Center (ATC), which is open 24/7. You need to be referred to the ATC by your Roswell Park provider (or the provider on-call). It is not a walk-in clinic.

If your clinic is closed, you can reach Roswell Park 24/7 at 716-845-2300 or toll free at 1-800-ROSWELL (1-800-767-9355).

When should I use the MyRoswell Patient Portal?

- For prescription medication refills
- Simple questions about your appointments or to make a non-urgent appointment
- Updating information such as medication, medical history, pharmacy, etc.
- Non urgent follow-up question from a clinic visit

If your question or message can wait until your next appointment, we encourage you to write them down and bring them with you.

For medical questions not connected to your cancer, call your primary care physician.

My doctor’s phone number ________________________________