



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 _____