

## Phone System Guide - Pediatrics

- Our automated phone system handles incoming phone calls more efficiently to help get you to the person that can assist you the best.
- The Center is open from 8:00a.m. – 5:00p.m., Monday through Friday. Phone: **716-845-4447**.
- After 5:00 p.m. and on holidays and weekends, call **716-845-2300** and the staff of Roswell Park's Call Center will assist you. Toll free: **1-800-ROSWELL (1-800-767-9355)**.
- **If your concern is urgent, go to the nearest emergency department or call 911.**
- If you need assistance with billing/financial issues, or counseling, please let us know.

### Once you are connected to the automated phone system you will be asked to press:

#### #1 - To make or change an appointment

**#2 - To manage your prescriptions and request refills:** When you need a prescription refill, do not call the pharmacy. Call the Lymphoma Myeloma Center and leave a message with the following information:

- First and last name
- Telephone number
- Medical record number
- Medication name, dose, and how often you take it
- Name and number of pharmacy

We are unable to guarantee prescriptions on the day you call and we request a 5 day notice for all refills. We will try to answer your telephone call within 24 hours (excluding off hours and weekends).

**#4 - To speak to a nurse.** If you leave us a message at any time, please speak clearly and be sure to include your:

- Full name
- Medical record number (on green card) or date of birth
- Phone number, with area code where you can be reached
- Provider's name