



Your Guide to the Transplant and Cellular Therapy (TCT) Center's Automated Phone System

In an effort to improve your experience at Roswell Park the TCT Center uses an automated phone system to more efficiently handle our incoming phone calls and better manage your care. This system is designed to get you to the person that can assist you the best.

Here are a few tips to help you navigate the system:

 You can reach the TCT Center at **716-845-1444**

Once you are connected to the automated phone system you will be presented with the following options:

- **Make an appointment**
- **Manage your prescriptions:** You will be prompted to leave a message with the following information:
 - ✓ Your first and last name
 - ✓ Your phone number, with area code, where you can be reached
 - ✓ Your medical record number, found on your Roswell Park "green card"
 - ✓ The name of the medication
 - ✓ Name and phone number of your pharmacy
- **Speak with a nurse**

If you do leave us a message at any time, please speak clearly and be sure to include the following:

- ✓ Your first and last name
- ✓ Your phone number, including area code, where you can be reached
- ✓ Your medical record number found on your Roswell Park “green card” or your date of birth
- ✓ Your doctor’s name:
 - Dr. Phillip McCarthy
 - Dr. Maureen Ross
 - Dr. Christine Ho
 - Dr. Sophia Balderman
 - Dr. George Chen

