Supportive and Palliative Center's Automated Phone System

The Supportive and Palliative Care Center's automated phone system is designed to efficiently handle our incoming phone calls and 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 our Center at **716-845-8214**

- Office hours: **8 a.m.– 5 p.m., Monday through Friday**

- **If you have a medical emergency, go to the closest emergency department or call 911**

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

- Press 1 for appointments.

- Press 2 for prescriptions refills. (Turn card over for more instructions on getting a refill.)

- Press 3 - Please leave a brief message reporting your concern, along with your name, medical record number, and the contact number where you can be reached.

If you leave us a message at any time, please speak clearly and be sure to include all of the listed information as well as anything else that may help us to provide you with care.

When you need a prescription refill, **do not call the pharmacy. Call the Supportive and Palliative Care service and press 2.** You will be prompted to leave a message. Please include the following information.

- ✓ First and last name
- ✓ Your telephone number
- ✓ Medical Record Number (was green card number)
- ✓ Medication name, dose, and frequency
- ✓ Name and number of pharmacy

We cannot guarantee refills on the day you call. Please give us a 3 business day notice for all refills.

We will try to answer your telephone call within 24 hours (excluding off hours and weekends).

For Symptom Concerns (option 3)

Please call us if:

- you have uncontrolled or worsening pain

- you have not had a bowel movement in 3 days or more

- you are having frequent nausea, vomiting, or diarrhea, despite taking prescribed medications

If you have non-cancer related symptoms, please contact your primary care provider for assistance

Please contact your oncologist if you have any NEW symptoms, as they may want to evaluate the cause.