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PATIENT & CAREGIVER EDUCATION

# About the Symptom Care Clinic at MSK Westchester

This information describes when to go to Memorial Sloan Kettering (MSK)'s Symptom Care Clinic at MSK Westchester. It also describes what will happen while you're there and after you're discharged.

## What is the Symptom Care Clinic?

The Symptom Care Clinic (SCC) is a special treatment center for MSK patients. It's for medical problems and services related to cancer or cancer treatments. Many tests and treatments can be done at the SCC, including imaging scans and intravenous (IV) medicine (medicine put into your vein).

The SCC is open Monday to Saturday. The hours are:

- 8 a.m. to 8 p.m. The last appointment is at 7 p.m.

You must have an appointment to be seen at the SCC.

Please note that masks must be worn in the SCC. Please see our [Visitor Policy](#) for the latest updates on our masking rules.

## Why would I need to go to the SCC?

You should go to the SCC if you have a medical problem that cannot wait until your healthcare provider can see you. This includes:

- A fever higher than 100.4 °F (38 °C) or as directed by your healthcare provider.
- Gastrointestinal (GI) symptoms, such as:

- Nausea (feeling like you're going to throw up).
- Vomiting (throwing up).
- Diarrhea (loose or watery poop).
- Constipation (pooping less often than usual).
- Flu-like symptoms, such as a cough, fever, muscle aches, or chills.

**If you're having a medical problem, call your MSK oncologist (cancer doctor) before going to the SCC.** They may be able to help you over the phone. If you call Monday through Friday from 9 a.m. to 5 p.m., a member of your oncologist's office will answer your call. After 5 p.m., during the weekend, and on holidays, the MSK operator will answer.

Your oncologist (cancer doctor) may decide you need to go to the SCC. They will ask the SCC staff to call you to schedule an appointment. The appointment is usually on the same day.

**If you have a life-threatening emergency, always call 911 or go to the closest emergency room.**

## **Where is the SCC located?**

The SCC is located in West Harrison. The address is:

500 Westchester Avenue  
West Harrison, NY 10604

## **Who is involved in my care?**

Your SCC care team includes healthcare providers from different specialties, including:

- Doctors
- Advanced practice providers (APPs), such as nurse practitioners (NPs) and physician assistants (PAs)
- Registered nurses (RNs)

- Nursing assistants

Other healthcare providers may also help with your care and discharge planning.

## **What will happen when I get to the SCC?**

After you check in, a staff member will bring you to an exam room. There, a SCC nurse will see you. The nurse will ask you about your symptoms and why you came to the SCC. You may also have blood tests, imaging scans, or other medical tests. Other SCC healthcare providers also will see you.

Sometimes, another person may be seen first if they need help right away. We do everything we can to make sure both you and our other patients are as safe as possible.

Depending on your medical problem, you may need more treatment than the SCC can provide. You will be transferred to a local hospital, based on your medical needs.

## **What should I do with my belongings?**

While you're in the SCC, you can put your belongings in the cabinet with a lock in your exam room.

## **Can I eat or drink while I'm in the SCC?**

**Do not eat or drink anything until a SCC healthcare provider tells you it's OK.** You may need certain tests that can't be done if you recently had anything to eat or drink.

## **Will I always be admitted to the hospital after coming to the SCC?**

No. Where you go next depends on your medical and surgical history, physical exam, and test results. After coming to the SCC, you may go home, be transferred to a local hospital, or be transferred to MSK's Urgent Care

Center (UCC). A SCC healthcare provider will talk with you about what's right for you.

## **Will my MSK oncologist know that I came to the SCC?**

Yes. Once all your test results are available, your SCC healthcare provider will contact your oncologist. They'll tell your oncologist what happened during your SCC visit. If your oncologist isn't available, your SCC healthcare provider will contact the doctor on call (covering) for your oncologist.

Your oncologist probably will not see you while you're in the SCC.

## **What happens when I'm discharged?**

Your SCC healthcare provider and nurse will:

- Talk with you about your current situation.
- Review any medications you were prescribed.
- Teach you how to care for yourself at home. They will also give you educational resources, if needed.
- Give you a list of instructions to follow.

## **Do I need to tell my insurance company when I visit the SCC?**

Yes. Contact your insurance company within 1 to 2 days after you visit the SCC. If you do not, you may have to pay a higher co-payment or the total charge for your visit. The number to call is usually on your insurance card.

If you have questions about preauthorization with your insurance company, call MSK's Patient Billing at 646-227-3378.

If you have questions or concerns, contact your healthcare provider. A member of your care team will answer Monday through Friday from 9 a.m. to 5 p.m. Outside those hours, you can leave a message or talk with another MSK provider. There is always a doctor or nurse on call. If you're not sure how to reach your healthcare provider, call 212-639-2000.

For more resources, visit [www.mskcc.org/pe](http://www.mskcc.org/pe) to search our virtual library.

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