

Outpatient Cellular Therapy Emergency Guide

	Emergencies Call 911	Non-Emergencies	
Alertness	<ul style="list-style-type: none"> • Can't wake up • Seizure • Sudden change in vision • Suddenly can't move arms or legs 	<ul style="list-style-type: none"> • Dizziness • Tremors or shakiness • Change in mood • Change in energy level • Unable to sleep 	<ul style="list-style-type: none"> • New or increased confusion • Change in level of alertness • Lethargic (slow-moving) • Numbness or tingling • Unable to get around • Trouble swallowing
Bleeding	<ul style="list-style-type: none"> • Bleeding that won't stop • Can't wake up 	<ul style="list-style-type: none"> • Vomiting blood • Unable to stop nosebleed • Bloody urine • Bloody diarrhea 	<ul style="list-style-type: none"> • Using 1 or more feminine pad per hour • Small red or purple spots on the skin • New or increased bleeding
Blood sugar	<ul style="list-style-type: none"> • Higher than 400 • Less than 50 	<ul style="list-style-type: none"> • Hard to wake up 	<ul style="list-style-type: none"> • Blood sugar between 50 and 400
Breathing	<ul style="list-style-type: none"> • Not breathing • Trouble breathing • Choking 	<ul style="list-style-type: none"> • Wheezing with breaths • Gets "winded" more easily with minimal activity 	<ul style="list-style-type: none"> • New or persistent cough • Coughing blood or green or yellow material • Trouble breathing when lying flat
Central venous catheter	<ul style="list-style-type: none"> • Line open to air and short of breath. Clamp the line right away. 	<ul style="list-style-type: none"> • Line broken or leaking • Line fell out • Unable to flush catheter • Drainage from insertion site 	<ul style="list-style-type: none"> • Pain at insertion site • Swelling of face or neck • Swelling, redness, or tenderness at insertion site
Diarrhea	<ul style="list-style-type: none"> • Uncontrolled diarrhea 	<ul style="list-style-type: none"> • New onset diarrhea and abdominal cramping 	<ul style="list-style-type: none"> • Whole pills passed in stool
Fall	<ul style="list-style-type: none"> • Change in consciousness after fall • Hit head during fall 	<ul style="list-style-type: none"> • Didn't hit head during fall • Fall at home 	<ul style="list-style-type: none"> • No changes in consciousness after fall
Fatigue	<ul style="list-style-type: none"> • Unable to wake up 	<ul style="list-style-type: none"> • Dizziness 	<ul style="list-style-type: none"> • Too tired to get out of bed or walk to the bathroom
Fever or chills	<ul style="list-style-type: none"> • Fever of 100.4 °F (38 °C) or higher by mouth 	<ul style="list-style-type: none"> • Cold symptoms (runny nose, watery eyes, sneezing, coughing) 	<ul style="list-style-type: none"> • Shaking chills, temperature may be normal
Mouth pain (mucositis)	<ul style="list-style-type: none"> • Not breathing • Trouble breathing 	<ul style="list-style-type: none"> • Bright red blood in mouth • Trouble swallowing 	<ul style="list-style-type: none"> • White patches or sores on gums, mouth, or lips • Pain not controlled by medication
Nausea or vomiting	<ul style="list-style-type: none"> • Severe stomach pain 	<ul style="list-style-type: none"> • Uncontrolled, constant nausea and vomiting • Can't keep medications down 	<ul style="list-style-type: none"> • Blood or "coffee grounds" material in vomit • Anti-nausea medication doesn't control nausea
Pain	<ul style="list-style-type: none"> • Severe chest pain • Severe squeezing or pressure in chest • Severe sudden headache 	<ul style="list-style-type: none"> • New or uncontrolled pain • Chest discomfort • Pounding heart • Heart "flip-flop" feeling • Pain at CVC insertion site 	<ul style="list-style-type: none"> • Burning in chest or stomach • Pain or burning during urination or bowel movements • Pain during infusion of medications or fluids through CVC
Rash		<ul style="list-style-type: none"> • New rash 	<ul style="list-style-type: none"> • Rash with pain, itching, or both
Swelling	<ul style="list-style-type: none"> • Swelling in throat • Trouble breathing 	<ul style="list-style-type: none"> • Swollen legs, arms, or hands 	<ul style="list-style-type: none"> • Sudden swelling with or without pain
Urination		<ul style="list-style-type: none"> • Bloody urine • Pain or burning while urinating 	<ul style="list-style-type: none"> • Unable to urinate for more than 8 hours

Read the next page for instructions.

For Emergencies

- 1. Call 911.** Don't transport the patient without Emergency Medical Services (EMS) support.
- 2. Ask to be taken to MSK's Urgent Care Center.**
 - Between 6:00 AM and midnight, enter at 425 East 67th Street (between First and York Avenues).
 - All other times, enter at 1275 York Avenue (between 67th and 68th Streets). Ask for directions at the security desk.
- 3. Identify the patient as a cellular therapy patient.**

For Homebound Transplant Patients

If you're enrolled in the Homebound Transplant program and have an emergency, call SeniorCare Emergency Service at **718-430-9700**.

When you call, say, "**Hello, I have an emergency and I need an ambulance.**" The person answering the phone might ask you some questions.

If they ask...	Tell them...
"What is the address of your emergency?"	The address where you are.
"Where is the patient located?"	The room, apartment, floor, suite, or office number.
"What phone number are you calling from?"	Your phone number.
"What is the nature of your emergency?"	The reason you're calling. For example, "The patient has a fever" or "The patient is having trouble breathing."
"Which hospital should the patient be brought to?"	Memorial Sloan Kettering Cancer Center's Urgent Care Center.

For Non-Emergencies

During the day (between 8:00 AM and 8:00 PM)

- Call the Cellular Immunotherapy Unit at 646-608-3150.
- A Cellular Immunotherapy healthcare provider will talk with you.

At night (between 8:00 PM and 8:00 AM)

- Call MSK at 212-639-2000.
- Ask to talk with the doctor covering Bone Marrow Transplant.