Memorial Sloan Kettering Cancer Center

PATIENT & CAREGIVER EDUCATION

Understanding the Infusion Status Board

One role of the infusion status board is to give you updates before you go into a treatment room. These updates can help you keep track of what your care team is working on while you wait.

When your care team updates your status, the board updates, too. If you have questions about your status, ask someone on your care team. You can also ask them how you can find your information on the status board.

What do the statuses mean?

The list below shows examples of some of the updates you may see. Your status board may not show all of them. And it may not show updates in the order you see on this list. That's because your care team updates your status as you move through your visit.

In Review

Your lab tests are being checked, and we're waiting for your results. We get most results back within an hour, but it can take longer.

When your lab results are back, your nurses and pharmacists look over your treatment plan. They'll make sure it's safe to start your treatment.

Pending Blood Bank

The Blood Bank is checking your blood type and matching the blood product you need.

Some blood types and blood products take longer to match than others. If it takes more time, your care team will let you know. To learn more read *Common Questions About Blood Transfusions and Tests Before Blood Transfusions* (www.mskcc.org/pe/questions-transfusion-tests)

Medicine Mixing

Our pharmacy team is getting your treatment medicines ready.

Some medicines cannot be made ahead of time and take longer to get ready. They can be made only after your care team checks your results. Your care team must be sure it's safe for you to start treatment.

Pending Room Assignment

We're waiting for a treatment chair or room to open up. Once a space is free, we can take you to the treatment area. Then your care can start.

Pending Nurse Assignment

We're waiting for a nurse to be assigned to your care. Once you have a nurse, we can take you to the treatment area. Your nurse will start the steps you need for your visit. This can include an assessment and setting up your IV or implanted port.

A reminder about your infusion board status

We try to see everyone as close to their appointment time as we can. Here are a few helpful tips about updates on the board:

- You may not see every status on the board.
- The order can change from person to person.
- Your status depends on what your care team is working on and what they need for your treatment to start.

Another person may **seem** to move through the process before you do. But this does not mean we have forgotten you.

Many things can affect timing. These include treatment

needs, getting medicine ready, when a room or nurse is free, and patient safety. Your care team is working to get ready for your visit and give you safe, quality care.

Learn more about MSK infusion visits

Read: *What To Expect During Your Treatment at MSK's Infusion Units* (www.mskcc.org/pe/treatment-infusion-unit)

Watch: *What to Expect During Your Treatment at MSK's Infusion Units* (www.mskcc.org/pe/infusion-unit-video)

Watch: *About Your Chemotherapy at MSK* (www.mskcc.org/pe/chemo-msk)

Watch: *About Your Immunotherapy at MSK* (www.mskcc.org/pe/immuno-msk)

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 to search our virtual library.

Understanding the Infusion Status Board - Last updated on October 16, 2026
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