Memorial Sloan Kettering Cancer Center

PATIENT & CAREGIVER EDUCATION

About the Urgent Care Center at Memorial Sloan Kettering

This information describes when to go to MSK's Urgent Care Center. It also describes what will happen while you're there and after you're discharged.

What is the Urgent Care Center?

The Urgent Care Center (UCC) is a special treatment center for MSK patients. It's located at our main hospital in Manhattan.

The UCC is meant for urgent medical issues and services related to cancer or cancer treatments. Many tests and treatments can be done in the UCC, such as blood transfusions and intravenous (IV) medications (medications put into your vein).

The UCC is open 24 hours a day, 7 days a week. It's located at MSK's Memorial Hospital in Manhattan.

Please note that masks must be worn in the Urgent Care Center. Please see our Visitor Policy for the latest updates on our masking rules.

Why would I need to go to the UCC?

You should go to the UCC if you have an urgent medical problem that can't wait until your healthcare provider can see you. Examples of urgent medical problems include:

- A fever above 100.4 °F (38 °C) or as directed by your healthcare provider.
- Bleeding that won't stop.
- Flu-like symptoms (such as a cough, fever, or chills).

- Any other urgent medical problems.

If you're having an urgent medical problem, call your MSK doctor before going to the UCC. They may be able to help you over the phone.

- Monday through Friday from 9 a.m. to 5 p.m., call your doctor's office.
- After 5 p.m., during the weekend, and on holidays, call 212-639-2000. Ask to speak with the doctor on call for your doctor.

If your doctor decides you need to go to the UCC, they'll tell the UCC staff to expect you.

If your doctor decides you need to be admitted to the hospital, you still need to come to the UCC first. The UCC staff will help you while you wait for your inpatient room to be ready.

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

Where is the UCC located?

The UCC is on the 1st floor of Memorial Hospital (MSK's main hospital). The address is:

> 425 E. 67th St.
> (between York and First avenues)
> New York, NY 10065
>
> For information about MSK's locations, including directions and parking options, visit www.msk.org/locations

What will happen when I get to the UCC?

First, check in at the front desk. Then, have a seat in the waiting area. Listen for a UCC staff member to call your name.

After you check in, a UCC nurse will see you. The nurse will ask you about your

symptoms and why you came to the UCC. You may also have blood tests, imaging scans, or other medical tests.

After that, you'll go back to the UCC waiting area until an exam room is ready. As soon as a room is ready, a UCC healthcare provider will see you.

Even if you're going to the UCC to be admitted to the hospital, an inpatient bed may not be ready right away. The UCC staff will take care of you while you're waiting. They'll tell you when an inpatient bed is ready.

How long will I be waiting?

How long you wait depends on:

- The type of medical problem you're having.
- How many other people are in the UCC. If it's busy, you may need to wait longer.
- The tests and procedures you have in the UCC. Depending on which ones you have, it may take time to get the results.

When you visit the UCC, we try to get you to an inpatient bed or discharged as soon as possible. It can be hard to know the exact amount of time this will take.

Why was another person seen before me even though I got here first?

Many things affect the order in which people are seen. Sometimes, another person may be seen first if they have more urgent medical needs. We do everything we can to make sure both you and our other patients are as safe as possible.

What should I do with my belongings?

Keep your belongings with you while you're in the UCC. If you'd like a bag to put them in, ask a UCC staff member.

Can I eat or drink while I'm in the UCC?

Do not eat or drink anything until a UCC healthcare provider tells you it's okay. You may need certain tests that can't be done if you recently ate or drank.

Will I always be admitted to the hospital after coming to the UCC?

No. Where you go after coming to the UCC will be based on your medical and surgical history, physical exam, and test results. If it's medically safe for you to go home, you'll be discharged from the UCC. If you need more tests or treatment, you may:

- Be transferred to the Clinical Decision Unit (the UCC's observation unit, where you can get tests and short-term treatment).
- Be admitted to the hospital.
- Be transferred to another hospital.

A UCC healthcare provider will talk with you about what's right for you.

Will my MSK doctor know I came to the UCC?

Yes. Once all your test results are available and a UCC healthcare provider decides the next steps for your care, they'll tell your doctor. If your doctor isn't available, the UCC healthcare provider will contact the doctor on call (covering) for your doctor.

Your doctor probably won't see you while you're in the UCC.

What happens when I'm discharged?

Before you're discharged from the UCC, a UCC healthcare provider or 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'll 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 UCC?

Yes. Contact your insurance company within 1 to 2 days after you arrive at the UCC. If you don't, 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 to search our virtual library.

About the Urgent Care Center at Memorial Sloan Kettering - Last updated on April 23, 2026
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