



PATIENT & CAREGIVER EDUCATION

Urgent Medical Care for MSK Patients

If you're an MSK patient, we have urgent care services to help when you're not feeling well. Our urgent care services can also help if you have a health problem related to cancer or its treatment.

How To Get Urgent Care at MSK

Call your care team if you have new symptoms or your symptoms are getting worse. If you're not sure how to reach your care team, call 212-639-2000. You can call any time, day or night. We'll help you get the care you need and guide you to the right urgent care services.

If you think you're having a heart attack, stroke, or another life-threatening emergency, always call 911 or go to the closest emergency room.

We're here for you anytime, anywhere.

During cancer treatment, there may be times when you just don't feel like yourself.

Cancer and its treatment can affect many parts of your life. You may have new physical symptoms, or symptoms that got worse. You may have emotional concerns or practical needs.

Your care team is here to support you and connect you with resources throughout your care. We're here for you 24 hours a day, 7 days a week.

How To Get Urgent Care at MSK

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Call right away. If you have any concerns or symptoms, call us as soon as you can. Calling your care team early helps us figure out what's going on and plan the next steps. We can help you before problems get worse. If you're not sure if you should call, call your care team.

Who Helps You at MSK When You Need Urgent Care

We have teams of nurses and doctors with special training in the urgent needs of people with cancer. They have access to your medical records, and they know about your treatment plan. They'll notify your primary (main) MSK care team. Your primary care team will have access to everything that happens if you come for urgent care.

Read more below about where you can get urgent care if you're an MSK patient.

Urgent Care Center in New York City

The Urgent Care Center (UCC) is for MSK patients who have urgent medical issues related to cancer or cancer treatments. At the UCC, you can get many tests and treatments, such as blood transfusions and intravenous (IV) medicines. IV medicine is medicine that's put into your vein.

When to go to the UCC: Call your MSK care team first. They'll tell you if you need to go to the UCC or somewhere else.

Do not eat or drink anything until a UCC healthcare provider tells you it's OK. Eating or drinking before your visit may delay or prevent certain tests

Where the UCC is located: The UCC is in Memorial Hospital (MSK's main

hospital). The UCC entrance is at 425 East 67th Street, New York, NY 10065.

UCC hours: The UCC is open 24 hours a day, 7 days a week. You do not need an appointment to come to the UCC.

What to expect in the UCC

1. Check in at the front desk and have a seat in the waiting area.
2. You must wear a mask in the UCC.
3. A UCC team member will assess your symptoms. They may take blood samples for blood tests.
4. You'll go back to the waiting area until an exam room is ready.
5. A UCC doctor or advance care provider (APP) will then see you.

Wait times in the UCC depend on:

- The reason you came to the UCC.
- The number of other people getting care in the UCC.
- How long it takes for your test results to be ready and then reviewed by the UCC team.

We care for everyone as safely and fast as we can. People with more urgent medical needs will be seen first. That means someone who got to the UCC after you may be seen before you.

After your UCC visit

A UCC healthcare provider will talk with you about the best plan for you. It's based on your medical history, physical exam, and test results. After your UCC visit, you may:

- Be discharged home with instructions.
- Instructed to follow up with your primary care team.
- Be transferred to the Clinical Decision Unit (CDU). This is MSK's observation unit for short-term treatment.

- Be admitted to MSK's hospital.
- Be transferred to another hospital.

The UCC will notify your MSK doctor about your UCC visit. We recommend following up with your primary care team after your UCC visit.

Urgent Medical Care Outside New York City: Symptom Care Clinics

Our Symptom Care Clinics (SCCs) are special treatment centers for MSK patients. An SCC is for medical problems and services related to cancer or cancer treatments. At an SCC, you can have many tests and treatments, including imaging scans and intravenous (IV) medicines. IV medicine is medicine that's put into your vein.

Where SCCs are located

Memorial Sloan Kettering Westchester

500 Westchester Avenue West Harrison, NY 10604

Memorial Sloan Kettering Nassau

1101 Hempstead Turnpike Uniondale, NY 11553

Memorial Sloan Kettering Monmouth

480 Red Hill Road Middletown, NJ 07748

Memorial Sloan Kettering Commack Nonna's Garden Foundation Center

650 Commack Road Commack, NY 11725

Memorial Sloan Kettering Bergen

225 Summit Avenue Montvale, NJ 07645

Memorial Sloan Kettering Basking Ridge

136 Mountain View Boulevard Basking Ridge, NJ 07920

When to go to an SCC: Call your MSK care team first. They'll tell you if you should go to a SCC or somewhere else.

SCC hours: Monday through Friday

You must have an appointment. If your care team recommends an SCC visit, they'll have SCC staff contact you to schedule your appointment. We often have same-day appointments available.

All SCCs are open Monday through Friday from 8 a.m. to 7 p.m.

Saturday

The Monmouth and Westchester SCCs are open for appointments and accept walk-in patients. Even on Saturdays, we recommend calling your MSK care team before you come to the SCC.

- The Monmouth SCC is open Saturdays from 8 a.m. to 5 p.m.
- The Westchester SCC is open Saturdays from 8 a.m. to 7 p.m.
- All other SCCs are closed on Saturdays.

What to expect in the SCC

- After check-in, a nurse will bring you to an exam room and ask about your symptoms.
- You may have blood tests, imaging scans, or other tests.
- Your care team may include doctors, nurse practitioners (NPs), physician assistants (PAs), registered nurses (RNs), and a medical assistant.

You must wear a mask in the SCC. See [MSK's Visitor Policy](#) for the latest masking guidelines.

After your SCC visit

An SCC healthcare provider will talk with you about the best plan for you. It's based on your medical history, physical exam, and test results. After your SCC visit, you may:

- Be discharged home with instructions.

- Instructed to follow up with your primary care team.
- Be transferred to a local hospital.
- Be transferred to MSK's Urgent Care Center (UCC) in Manhattan.

The SCC will notify your MSK doctor about your SCC visit. We recommend following up with your primary care team after your SCC visit.

After-Hours Telephone Triage (AHTT)

The AHTT is a call center for MSK patients who have urgent symptoms related to their cancer care.

The AHTT care team will answer your call when doctor's offices are closed. They'll answer:

- Monday through Friday from 5 p.m. to 9 a.m.
- Saturday, Sunday, and holidays: 24 hours a day.

How to call the AHTT: Call your MSK healthcare provider. If you do not know the number, you can be connected through the MSK operator at 212-639-2000.

What happens when you call:

1. A care coordinator will answer your call and collect your information.
2. An MSK healthcare provider will call you back to assess your symptoms. We respond to calls based on how urgent your need is, and you may have to wait a while.
3. Based on your symptoms, the MSK healthcare provider may:
 - Tell you how to manage your symptoms at home.
 - Make an appointment for you at the Symptom Care Clinic (SCC) closest to your home.
 - Direct you to the Urgent Care Center (UCC) in Manhattan.
 - Direct you to the nearest emergency department or Shared Care Supported Hospital.

They'll notify your MSK oncologist after your call is complete.

Urgent Medical Care Closer to Home: MSK Shared Care Supported Hospitals

What is Shared Care?

MSK's Shared Care program lets you get coordinated care from MSK at a hospital closer to your home.

There's a list of our Shared Care supported hospitals below. When you're treated at one of these hospitals, the hospital's team will care for you. But MSK's Shared Care team will coordinate your care. They'll work with both your local hospital's providers and your primary MSK team, and keep everyone updated.

When to go to a Shared Care hospital: Call your MSK care team first. They'll tell you if you need to go to a Shared Care supported hospital or somewhere else.

What to expect: A Shared Care nurse will contact you between 8 a.m. and 8 p.m. They'll answer any questions you or your caregivers may have. They help keep your local care team and your MSK care team connected during your hospital stay.

Read more about our Care Closer to Home program:

Care Closer to Home: Cancer Medicine: What to Do If You Are Worried About Symptoms (www.mskcc.org/pe/care-closer-to-home-cancer-medicine)

Care Closer to Home: Radiation Therapy: What to Do If You Are Worried About Symptoms (www.mskcc.org/pe/care-closer-to-home-radiation)

Care Closer to Home: After Surgery: What to Do If You Have Concerns (www.mskcc.org/pe/care-closer-to-home-surgery)

Shared Care Supported Hospitals:

New Jersey

Bergen County

Hackensack University Medical Center

30 Prospect Avenue

Hackensack, NJ 07601

Holy Name Medical Center*

718 Teaneck Road

Teaneck, NJ 07666

The Valley Hospital

4 Valley Health Plaza

Paramus, NJ 07652

Union County

Overlook Medical Center*

99 Beauvoir Avenue

Summit, NJ 07901

Monmouth County

Riverview Medical Center*

1 Riverview Plaza

Red Bank, NJ 07701

*An MSK care team member is on-site at this hospital for limited hours.

New York

Westchester County and Hudson Valley

White Plains Hospital

41 East Post Road

White Plains, NY 10601

New York City

The Brooklyn Hospital Center

121 DeKalb Avenue
Brooklyn, NY 11201

Long Island Jewish Forest Hills (Northwell)

102-01 66th Road
Queens, NY 11375

Montefiore Medical Center (Einstein Campus)

1521 Jarrett Place
Bronx, NY 10461

Mount Sinai Brooklyn

3201 Kings Highway
Brooklyn, NY 11234

Long Island (Nassau County)

Long Island Jewish Medical Center (Northwell)

270-05 76th Avenue
New Hyde Park, NY 11040

Mercy Hospital (Catholic Health)

1000 North Village Avenue
Rockville Centre, NY 11570

North Shore University Hospital (Northwell)

300 Community Drive
Manhasset, NY 11030

NYU Langone Hospital-Long Island

259 1st Street
Mineola, NY 11501

St. Francis Hospital (Catholic Health)

100 Port Washington Boulevard
Roslyn, NY 11576

Long Island (Suffolk County)

Good Samaritan University Hospital (Catholic Health)

1000 Montauk Highway

West Islip, NY 11795

Huntington Hospital (Northwell)

270 Park Avenue

Huntington, NY 11743

Mather Hospital (Northwell)

75 North Country Road

Port Jefferson, NY 11777

NYU Langone Hospital-Suffolk

101 Hospital Road

Patchogue, NY 11772

Peconic Bay Medical Center (Northwell)

1 Heroes Way

Riverhead, NY 11901

South Shore University Hospital (Northwell)

301 East Main Street

Bay Shore, NY 11706

St. Catherine of Siena Hospital (Catholic Health)

50 NY-25A

Smithtown, NY 11787

St. Charles Hospital (Catholic Health)

200 Belle Terre Road

Port Jefferson, NY 11777

Stony Brook Southampton Hospital

240 Meeting House Lane

Southampton, NY 11968

Stony Brook University Hospital
101 Nicolls Road
Stony Brook, NY 11794

Non-Urgent Questions and Requests

For topics that are not urgent, please contact your healthcare provider's office Monday through Friday, 9 a.m. to 5 p.m.

You also can send your care team a message through MSK MyChart. We do our best to respond to all MSK MyChart portal messages within 2 business days.

Do not send your care team a message about symptoms through MSK MyChart.

Examples of topics that are not urgent include:

- Appointments and referrals
- Home care services
- Insurance questions
- Prescription refills that are not urgent

If you need medical care right away, call 911 or go to your local emergency room.

For more resources, visit www.mskcc.org/pe to search our virtual library.

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