Memorial Sloan Kettering Cancer Center

PATIENT & CAREGIVER EDUCATION

About After-Hours Telephone Triage at MSK

What is the After-Hours Telephone Triage call center?

The After-Hours Telephone Triage (AHTT) is a call center for patients at Memorial Sloan Kettering (MSK). It’s for patients who have urgent symptoms related to their cancer care.

The AHTT is available 7 days a week when doctors’ offices are closed. The hours are:

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

When should I call the AHTT center?

Call when you have an urgent symptom or problem that needs attention right away. The AHTT lets you talk with a healthcare provider when your medical problem can’t wait until your care team is available.

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

How can I reach the AHTT number?

Please **call the office of your primary oncologist (cancer doctor)** and follow the prompts to reach the AHTT. You also can call the MSK operator at 212-639-7900.

Who is involved in my care?

Your AHTT team includes a registered nurse (RN) and an administrative care coordinator. The RN may consult with a doctor during your call.

What happens when I call the AHTT number?

We will connect you to a care coordinator who will collect your information and give it to the registered nurse. The nurse will call you back at the number you gave us. They will assess your symptoms and make a care plan based on your current medical needs.

What happens next?

As part of your care plan, the nurse could recommend how you can manage your symptoms. The nurse also

could decide that you should go somewhere to be examined. Options include:

- MSK’s Symptomatic Care Clinic (SCC).
- MSK’s Urgent Care Center (UCC).
- The nearest emergency department.

During your stay, they may decide to admit you for observation.

Will my MSK oncologist (cancer doctor) know I called the AHTT center?

Yes. After the RN completes your call, they will contact your oncologist and explain why you called the AHTT center.

How do I communicate with my care team about non-urgent topics?

Your healthcare provider’s office can answer non-urgent questions and requests. You can call the office during regular business hours. Topics include:

- Appointments
- Referrals
- Home care services
- Insurance questions

- Non-urgent prescription refills
- Symptom management

You can also communicate with your care team about non-urgent questions or requests by sending a message through MyMSK. For more information and examples of MyMSK message topics, please see the patient education resource Communicating With Your Care Team Using MyMSK. It's online at mskcc.org/pe/communicating_using_mymsk

> 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.

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