

Outpatient Cellular Therapy Emergency Guide

Instructions:

For Major Emergencies (life-threatening):		MSK's Urgent Care Center (UCC) Address: <ul style="list-style-type: none"> Between 6 a.m. and midnight, enter at 425 E. 67th St. (between 1st and York avenues). All other times, enter at 1275 York Ave. (between East 67th and East 68th streets). Ask for directions at the security desk.
<ol style="list-style-type: none"> 1. Call 911. Don't transport the patient without Emergency Medical Services (EMS) support. 2. Tell EMS to take you and the patient to MSK's Urgent Care Center (UCC). 3. When you arrive, tell a UCC staff member that the patient is a cellular therapy patient. 		
For Minor Emergencies (not life-threatening): <ol style="list-style-type: none"> 1. Take the patient to MSK's Urgent Care Center (UCC). 2. When you arrive, tell a UCC staff member that the patient is a cellular therapy patient. 		
For Non-Emergencies:	Call Cellular Therapy at 646-608-3150.	

For Homebound Transplant Patients Only:

If the patient is in the Homebound Transplant program and has an emergency, call SeniorCare Emergency Medical Services 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. Give them the best phone number to reach you so they can call you back if you get disconnected.
"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.



	Major Emergencies: Call 911	Minor Emergencies: Go to MSK's UCC	Non-Emergencies: Call Cellular Therapy at 646-608-3150
Alertness	<ul style="list-style-type: none"> • Will not wake up • Suddenly cannot move arms or legs • Seizure (uncontrolled shaking or stiffening of body) 	<ul style="list-style-type: none"> • Sudden change in vision 	<ul style="list-style-type: none"> • Dizziness • Tremors or shakiness • Change in mood • Change in energy level • Cannot sleep • New confusion or more confusion than usual • Trouble finding words • Change in level of alertness • Numbness or tingling • Cannot get around • Trouble swallowing
Bleeding		<ul style="list-style-type: none"> • Bleeding that will not stop 	<ul style="list-style-type: none"> • Vomiting (throwing up) blood • Nosebleed that will not stop • Bloody urine (pee) • Stool (poop) that is black and tarry (sticky) • Using 1 or more feminine pads every hour • Petechiae (small red or purple spots on the skin) • New bleeding or more bleeding than usual
Blood sugar		<ul style="list-style-type: none"> • Blood sugar is less than 50 • Blood sugar is more than 400 • Hard to wake up 	<ul style="list-style-type: none"> • Blood sugar is between 50 and 400
Breathing	<ul style="list-style-type: none"> • Not breathing • Trouble breathing • Choking 		<ul style="list-style-type: none"> • Wheezing (whistling or squeaking sound when breathing) • Gets winded (short of breath) more easily with very little activity • New cough or cough that will not go away • Coughing up blood or green or yellow mucus • Trouble breathing when lying down
Central venous catheter (CVC)		<ul style="list-style-type: none"> • Line open to air and short of breath. Clamp the line right away. • Line broken or leaking • Line fell out 	<ul style="list-style-type: none"> • Cannot flush catheter • Drainage from insertion site • Pain at insertion site • Swelling, redness, or tenderness at insertion site • Swelling of face or neck
Diarrhea (loose or watery poop)		<ul style="list-style-type: none"> • Uncontrolled, constant diarrhea 	<ul style="list-style-type: none"> • Starts having diarrhea and abdominal (belly) cramping • Whole pills passed in stool (poop)
Fall	<ul style="list-style-type: none"> • Change in consciousness after fall 	<ul style="list-style-type: none"> • Hit head during fall 	<ul style="list-style-type: none"> • Did not hit head during fall • Fall at home • No change in consciousness after fall

	Major Emergencies: Call 911	Minor Emergencies: Go to MSK's UCC	Non-Emergencies: Call Cellular Therapy at 646-608-3150
Fatigue (feeling more tired or weak than usual)	<ul style="list-style-type: none"> Will not wake up 		<ul style="list-style-type: none"> Dizziness 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, when taking temperature by mouth Shaking chills (temperature may be normal) 	<ul style="list-style-type: none"> Cold symptoms (runny nose, watery eyes, sneezing, coughing)
Mouth pain (mucositis)	<ul style="list-style-type: none"> Not breathing Trouble breathing 		<ul style="list-style-type: none"> Bright red blood inside mouth Trouble swallowing White patches or sores on gums, on lips, or inside mouth Pain that does not get better after taking pain medication
Nausea or vomiting (feeling like you're going to throw up or throwing up)		<ul style="list-style-type: none"> Very bad stomach pain Blood or "coffee grounds" material in vomit (throw up) Uncontrolled, constant nausea and vomiting 	<ul style="list-style-type: none"> Cannot take medications without vomiting Nausea does not stop after taking anti-nausea medications
Pain	<ul style="list-style-type: none"> Very bad chest pain Very bad squeezing or pressure in chest 	<ul style="list-style-type: none"> Sudden headache that is very painful 	<ul style="list-style-type: none"> New or uncontrolled pain Pounding heart Heart "flip-flop" feeling Burning in chest or stomach Pain or burning during urination (peeing) or bowel movements (pooping) Pain at central venous catheter (CVC) insertion site Pain when medications or fluids are being put through CVC
Rash			<ul style="list-style-type: none"> New rash Rash with pain, itching, or both
Swelling	<ul style="list-style-type: none"> Trouble breathing 	<ul style="list-style-type: none"> Swelling in throat 	<ul style="list-style-type: none"> Swelling in legs, arms, or hands Sudden swelling with or without pain
Urination (peeing)			<ul style="list-style-type: none"> Bloody urine (pee) Pain or burning while urinating (peeing) Cannot urinate (pee) for more than 8 hours