Cancer Patient Help Line: 504-842-3910

Ochsner Cancer Center has a direct phone (504-842-3910) for patients to reach the oncology team for all urgent symptoms and health issues. This will direct your call to oncology staff 24 hours a day.

During daytime hours (Monday-Friday, 8am to 5pm) calls are directed to clinic nurses.
- **After 5pm and on weekends, ask to speak with the on-call provider.**
- **If you are a blood cancer or bone marrow transplant patient, ask for the BMT provider on-call.**
- **For all other cancer diagnoses, ask for the medical oncologist provider on-call.**

**IMPORTANT: Use this phone for all COVID-19 related concerns. This will connect you with a dedicated oncologist to facilitate care based on your personal diagnosis and needs.**

Call **immediately** if you have any of the following symptoms:

- A fever of 100.4°F (38.1°C) or higher
- Coughing or wheezing or shortness of breath
- A racing or irregular heartbeat
- Uncontrolled diarrhea or vomiting
- Presence of blood in urine or dark red stool
- Vomiting that contains blood or coffee-ground material
- A nosebleed lasting longer than 15 minutes
- Shaking, chills, sore throat, overall tiredness or flu-like symptoms
- Painful and/or frequent urination or inability to urinate
- Fainting and dizziness
- Extreme fatigue where you feel too tired to get out of bed or move
- Disorientation or confusion
- A fall with injury or loss of consciousness
- Uncontrolled pain
- Drainage at the treatment site

If you have a catheter or implanted device, call immediately if you experience:

- Any signs of infection at your catheter site (pain, redness, drainage, burning or stinging)
- Leaking or bleeding at your catheter site or damage to catheter
- Gurgling noises coming from an external catheter

© Ochsner Health