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. We offer same day or next day urgent care visits to our active, established hematology patients.

The goal of our urgent care process is to improve quality of care and reducing the burden of unplanned emergency events. Our urgent care clinic is staffed primarily by the hematology and oncology Advanced Practice Providers (APPs). It is open during the below daytime hours. **When you have an urgent need we encourage you to call the help line, to ensure a timely response.** MyOchsner messages may not be answered as quickly.

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