

“As a patient, you learn that help is never too far away.”
— BMT Survivor

CHAPTER 14



When and Where to Call for Help
Nursing Triage Call Center

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Nursing Triage Call Center

What is the Nursing Triage Call Center?

A registered nurse is available 24 hours a day at the Nursing Triage Call Center to answer City of Hope patients' questions about health problems or self-care issues that may arise. This service is for nonlife-threatening situations only.

City of Hope Nursing Triage Call Center — Call 24 Hours: (626) 471-7133

For questions about a prescription refill or renewal, please call the City of Hope pharmacy at (626) 301-8304 or call the pharmacy where your prescription was filled if other than City of Hope.

When Should I Call the Nursing Triage Call Center?

You should call for urgent but not life-threatening health problems such as:

- High fever (100.5°F or higher)
- Nausea, vomiting or diarrhea that is not controlled by your medications
- Uncontrolled pain
- Problems with your central venous access device (i.e., VAD or PICC line)
- Any other health problem where you were instructed to call City of Hope

You should also call the Nursing Triage Call Center if you have other non-urgent health problems and are not sure what to do or have questions about self-care procedures. Based on the information you give, the nurse can answer your questions and make recommendations.

If needed, the nurse can contact your doctor, instruct you to come to City of Hope or tell you to go to the nearest emergency room. If you wish to speak with your doctor about your concerns or the nurse's recommendations, the nurse will arrange that for you.

When calling the Nursing Triage Call Center, please have your Medical Record Number available.

When Should I Call 911 Instead of the Nursing Triage Call Center?

DO NOT call the triage nurse if you have a life-threatening emergency.

Call 911 immediately if you have a life-threatening emergency:

- Severe chest pain
- Difficulty breathing
- Poisoning
- Uncontrollable bleeding
- Signs of shock (rapid weak pulse, cold pale clammy skin, confusion, rapid breathing)
- Unconsciousness
- Serious injuries or burns

If you go to an emergency room, identify yourself as a City of Hope patient.