

Cellular Therapy Discharge: Transitioning to Outpatient Care

How can I contact the Clinic?

- **The clinic call center is open Monday - Friday 7:00am – 7:00pm**

During these hours please call (734) 936-9814. Clerical staff will answer your call and take a message for clinic nurses to review. You should get a call back from the nurse on the same business day. Urgent calls are returned first.



- **After 7:00pm and on weekends and holidays:** contact the Michigan Medicine paging operator at (734) 936-6267 and ask for the BMT/Cellular Therapy physician on-call.
- For **non-urgent concerns** you may send a message through the patient portal (<http://MyUofMHealth.org>).

What can I expect at the outpatient clinic?

Once you are discharged, your care will be directed by your physician and an advanced practice provider (nurse practitioner or physician assistant).

Registered nurses and medical assistants provide support to our providers in the outpatient clinic.

Please arrive on time to your appointments. If you will be late, call the clinic at (734) 936-9814 and indicate what time we should expect you. If you do not notify the clinic within 45 minutes of your appointment, you may be asked to reschedule.

What can I expect at the outpatient clinic? (continued)

1. You will have labs drawn before each clinic visit at the blood draw station on Level 2 of Mott Children's and Women's Hospital. Labs should be drawn **1 hour before your clinic visit**. This allows time for the results to be ready at your visit.

2. After you are done with labs, please check in with our clerical staff at the Mott Children's and Women's Hospital, on Level 7, Reception B.
3. A medical assistant will take your vitals and place you in a clinic room. The clinic nurse will review your medication list with you. Your nurse practitioner or physician assistant (and often your doctor) will examine you and review your treatment plan.
4. Remember to check out with our clerical staff once your visit is completed.

What happens if I need additional tests?

Your provider may decide additional testing or treatments are necessary. At times these may be scheduled as an outpatient test or procedure. You may have to be admitted to the hospital based on your clinic evaluation. This will be decided at your clinic visit and cannot always be anticipated. Please be prepared for such unexpected circumstances.

Medications and medication list

Bring your current medication list with you to every clinic appointment so that it can be reviewed.

How can I get medication refills?

Check your medication supply before your appointment. This is the best time to ask for refills and will ensure that you always have what you need. If needed, you may request medication refills by calling the clinic at (734) 936-9814. You can also request refills through the patient portal (<http://MyUofMHealth.org>). Please allow at least 72 hours for the processing of refills.

Some medications may not be available at community pharmacies. Some medications require insurance prior authorizations and may take longer to process. There may be times we ask you fill your prescriptions at a Michigan Medicine Pharmacy to prevent delays in your care. Michigan Medicine Pharmacies specialize in difficult to obtain medications.



Let your clinic nurse know if you have problems getting medications. We can speak with social work or the guest assistance program to address financial barriers to obtaining medications.

Disability paperwork and letters

Bring disability paperwork that needs completion to your clinic visit. Please allow 7-10 days for the completion of the paperwork and letters. Completed paperwork can be submitted to your insurance company, employer, or other recipient as directed. A copy can be mailed to your home address if requested.



Lab draws

Lab work may be ordered for non-clinic visit days. Please go first thing in the morning to help us get results quickly. If you would like to have labs drawn locally, be sure the clinic nurse has the name and contact information for the facility so that we can get the results. Certain labs that result quickly at Michigan Medicine may take several days at outside facilities. There may be times that an outside facility will not be preferred as it could delay your care. Please discuss this with your team.

You will not be called with your results unless there is a change in your treatment plan. Please contact the clinic if you would like your results.

Chimeric Antigen Receptor (CAR) T-cell Therapy Patient and Family Resource Information.
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