

# Contact Information and Tip Sheet for Possible Emergencies

---

My doctor is: \_\_\_\_\_

## Clinic contact information:

- Monday through Friday, 8:00 AM - 5:00 PM: Call (734) 647-8902
- Monday through Friday after 5:00 PM, or on weekends or holidays: Call the emergency on-call line at (734) 936-6267 and ask for the hematology/oncology provider on call

Read through the information below to help you figure out who you should contact based on any symptoms or concerns you're having.



**Go to the emergency department (ED) or call 911 if you have any of these symptoms:**

- **Fever of 100.4° F or higher**
- Uncontrolled bleeding
- Shortness of breath, wheezing, or difficulty breathing
- Chest pain, or feeling like your heart is beating fast and in a way that is not normal (having heart palpitations)
- Confusion, altered mental status (you can't think as clearly or quickly as your normally do), or hallucinations (seeing, hearing or sensing things that are not actually there)

- Signs or symptoms of a stroke (like blurred vision, weakness or numbness on one side of your body, difficulty walking, slurred speech) or seizures

If you go to your local ED, please also contact your clinic to let them know. The ED does not automatically contact the clinic for you.

If your local ED has questions for your Michigan Medicine team, please tell them to call M-Line at: (800) 962-3555. This is a doctor-to-doctor phone line only.



**Contact the Rogel Cancer Center clinic if you have any of these symptoms (called the “rule of 3’s”):**

- No bowel movement in 3 days
- Vomiting 3 times in 1 day
- More than 3 diarrhea episodes in 1 day

Contact our clinic for help managing your symptoms (those listed above, as well as any symptoms or side effects from your cancer or cancer treatment).



**Use the MiChart patient portal to message the clinic if you have any non-urgent concerns.**

- We encourage patients to use the online portal at [MyUofMHealth.org](https://myuofmhealth.org) for sending messages to the clinic if the matter is non-urgent. Non-urgent

matters include general health questions, follow-up questions, scheduling requests, following up on results or imaging, etc.

- You can expect to get a response to your message within about 48 hours. We do not check or respond to portal messages overnight, on weekends, or on holidays.
- If you have questions about accessing the portal online, call the MiChart Portal Help at: (734) 615-0872
- **Do not use the portal to message the clinic for emergencies, or if you have any of the symptoms above.**

Disclaimer: This document contains information and/or instructional materials developed by University of Michigan (U-M) Health for the typical patient with your condition. It may include links to online content that was not created by U-M Health and for which U-M Health does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition, or your treatment plan.

Author: Ava Petrie, BSN RN

Edited by: Brittany Batell, MPH MSW

Icon attributions: “[phone call](#)” by [Kosong Tujah](#) and “[Computer](#)” by [astra nina](#)  
from Noun Project ([CC BY 3.0](#))

Patient Education by [U-M Health](#) is licensed under a [Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International Public License](#). Last revised 06/2024