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## CONTACTING THE TRANSPLANT INSTITUTE DURING ROUTINE OFFICE HOURS

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- Routine medication refills, including **pain medicine. Narcotics may not be refilled outside of routine office hours.**
- Prior authorizations
- Checking on upcoming appointment(s) or rescheduling appointment(s)
- Requesting lab results
- Requesting MELD score
- Requesting test results be sent to PCP
- Tissue typing questions
- Requesting routine vaccination information
- Requesting lab order renewal

### OTHER RECOMMENDATIONS:

- Please be available to answer your phone if you need to page the coordinator on call
- If you are a patient at BIDMC or in the Emergency Department, the inpatient team is responsible for your care
- Keep in mind that when the office is closed on weeknights, holidays, and the weekend, we cannot send or receive faxes

## URGENT CLINICAL NEED OR EMERGENCY

### CONTACTING THE TRANSPLANT INSTITUTE WHEN THE OFFICE IS CLOSED

Call **617-632-9700** if you experience any of the following symptoms.

**The Answering Service will page the on call transplant coordinator.**

- Temperature higher than 100 degrees
  - Severe stomach cramps, vomiting, or diarrhea; inability to take your transplant medications
  - Constipation associated with abdominal pain
  - Increased pain, redness, or swelling around your incision
  - Bloody drainage or pus from your incision
  - Pain, burning, frequency, or urgency with urination
  - Flu like symptoms: chills, joint pain, and headache
  - Blood sugar over 400
  - A 6 pound weight gain or loss in less than 3 days
  - Swelling in your hands or face
  - Decreased urine output
  - Tenderness over the kidney
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