
CONTACTING THE TRANSPLANT INSTITUTE DURING ROUTINE OFFICE HOURS

- 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 101 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
 - A three-pound weight gain in two days
 - Flu like symptoms: chills, joint pain, and headache
 - Blood sugar over 400
 - Tenderness over the liver
 - Dark or tea colored urine
 - Light or clay colored bowel movements
 - Yellow color of your eyes or skin
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