

# When And How To Call Your Healthcare Provider

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## Call your healthcare provider if your child has:

- **Fever**—call immediately if your child has:
  - ❖ A temperature of **101.3 F (38.5C)** or higher once
  - ❖ A temperature of **100.4 F (38 C)** or higher twice in 24 hours
  - ❖ We recommend you recheck a temperature in one hour if it is 100.4 F (38 C) or higher
  - ❖ Shaking or chills
  - ❖ Do not give any fever reducing medicine until you have spoken to your healthcare provider
- **Unusual bleeding** that you and your child can see:
  - ❖ Nosebleed or bleeding gums that doesn't stop with gentle pressure after 15 minutes
  - ❖ Blood in the urine or bowel movements
- **Easy bruising** or tiny red spots (red "freckles") on the surface of the skin
- **Very fast breathing** while resting
- **Change in vision**, hearing, sense of balance, or decrease alertness
- **Persistent headaches**, especially ones in the morning
- **Rash or change in skin color**
- **Diarrhea**: loose, liquid bowel movements that occur 3-4 times a day (or more)
- **Constipation**: no bowel movement in 2 days
- **Change in appetite or fluid intake**
  - ❖ Nothing to eat or drink for 6 hours while awake if your child is under 1 year of age
  - ❖ Nothing to eat or drink for 8 hours while awake if your child is over age 1 year
- **Vomiting** more than twice in one hour
- **Decrease in urine output** or no urination for 6-8 hours while awake
- **Exposure** to chicken pox, shingles, measles, German measles or any other contagious disease
- **Signs of a seizure**: patient becomes confused, dazed and may shake or become unresponsive

## Emergencies:

**Call 911** immediately if your child has/is...

Trouble breathing

Blue or gray skin color

Unresponsiveness

Excessive bleeding

Other life threatening symptoms

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## **Monday – Friday, 8:00am to 5:00 pm:**

Call the Jimmy Fund Clinic at **617-632-3270** immediately if:  
your child has any medical issues  
you think your child may need to be seen that day

## **Evenings (after 5:00pm), Weekends, and Holidays:**

Call the Dana-Farber page operator at **617-632-3352**.  
Ask to have the pediatric oncology fellow paged.  
The doctor on call will call back within 20 minutes.  
If you don't hear back within 20 minutes, call the page operator and have the on-call doctor paged again.

## **Less urgent medical questions**

### **1. Prescription refills:**

- ❖ Call the clinic at 617-632-3270 at least 48 hours before your child will need a medication refill.
- ❖ Leave the name of the medication and the pharmacy phone number with the triage nurse.
- ❖ The information will be sent to your healthcare provider.

### **2. Home health or VNA services:**

- ❖ Call the clinic at **617-632-3270** if you have a question about a blood draw or medications that your child is receiving at home via home health care ("VNA") services.
- ❖ The triage nurse will either answer your question directly, or will follow up right away with your healthcare team and call you back.

### **3. Tests and studies:**

- ❖ Call the Jimmy Fund Clinic at **617-632-3270** for questions about scheduled radiology tests or other studies to be done at Children's Hospital Boston.
- ❖ If your study has already been scheduled and you need to find out details such as the date and time, the front desk staff will be able to give you that information.
- ❖ If you have other questions about your test or study, or if your test/study has not yet been scheduled, your call will be sent to the triage nurse, who will help answer your question.

### **4. Health care and supply company services:**

- ❖ Call the Jimmy Fund Clinic Case Manager at **617-632-3258** if you have a question about home health care companies, supply companies, infusion companies, or health insurance issues.

### **5. Division of Psychosocial Oncology and Palliative Care:**

- ❖ Call the Division of Pediatric Psychosocial services at **617-632-5425** if you have a question about psychosocial services or need support.

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## Frequently Used Phone Numbers Numbers at Dana-Farber

Jimmy Fund Clinic Main Number	(617) 632 3270
Pediatric Patient Registration	(617) 632 3913
Blum Pediatric Resource Room	(617) 632 3900
Division of Pediatric Psychosocial Services	(617) 632 5425
School Liaison Program	(617) 632 5909
Resource Specialists	(617) 632 3365
Activities Department	(617) 632 3278
Perini Clinic	(617) 632 5124
Stop & Shop Outcomes Clinic	(617) 632 2680
New Patient Referrals	
General Oncology	(888) 733 4662
Neuro Oncology	(617) 632 2680
Stem Cell Transplant	(617) 632 3961
DHCI Financial Office	(617) 632 3455
DHCI Page Operator	(617) 632 3352

## Numbers at Boston Children's Hospital

6 Northeast	(617) 355 8066
6 West	(617) 355 8069
9 Northwest	(617) 355 8096
Main Number	(617) 355 6000
6th floor Resource Room	(617) 355 5645
Blood Donor Center	(617) 355 6677