



**Call 911 if you are experiencing a life-threatening emergency**

**Emergencies Phone #: 585-273-3760 or 800-892-4964**

**Off hours/weekends: You will be connected to an answering service.**

**Provide your name, phone number and ask to speak to “Provider On-Call.”**

**Provider will call you back.**

### **Don't Panic: When to call the on-call service**

In case of unforeseen circumstances and emergencies there is a provider on call for patients 24/7. This is a service that should only be used for things that cannot wait until normal business hours. Our team has come up with a list of circumstances for which it is appropriate to use the on-call service in the evening or the weekends:

- Fever that is higher than 100°F
- Nausea, vomiting and/or diarrhea.
- Sudden onset of shortness of breath.
- Weight gain greater than 5 lbs. in a 24 hour period.
- Mental status changes or any concern for a possible stroke.
- Missed medication doses (especially immunosuppressant medications)

***All of the above SHOULD NOT be communicated via MyChart.***