About the Clinic

Welcome to the Adult Hematology Clinic at the University of Michigan Comprehensive Cancer Center. Our team is made up of doctors, physician assistants, nurse practitioners, nurses, medical assistants and other clinical staff from the Division of Hematology/Oncology. We care for patients with cancer and other disorders of the blood and bone marrow. We have put the information on this sheet together to help you be an active part of the care you receive in our clinic.

We work closely with your other doctors and there will be times when we will send you to your primary care doctor for follow up or tests. If you do not already have a primary care doctor please establish care with a new doctor as soon as possible. If you would like help finding a primary care doctor within the University of Michigan Health System, please call 1-800-211-8181 or go to www2.med.umich.edu/healthcenters for a referral to a doctor in your area.

Please understand that because of a very busy clinic schedule we cannot see you without a scheduled appointment. However, your questions are very important, and if you have a question please follow the Who to Call with Questions guidelines below.

The Cancer Center has many services for patients and families. You will receive a book called “Patient and Family Support Services’’ that outlines all of them. These include support groups, nutrition, psychological support, music therapy, guided imagery, and many more. Please ask us if you have questions about any of these services.
Test Results

If you need to have your blood drawn it is best if you use a University of Michigan lab. If that is not possible, please try to use a Quest Diagnostic Lab site to ensure the results are faxed to us within 24-48 hours. It is always best to have your labs drawn early in the morning if possible. Lab facility location information is included in your new patient folder. Please let us know where you will be having your blood drawn. It is best to use the same lab each time, but if at any time you have your blood drawn at a different facility, please call to let us know so we can obtain the results from that lab.

If you are on active treatment you will receive a phone call from a nurse or medical assistant to talk about your blood results. If you are NOT on active treatment, and your test results are within acceptable limits, a letter will be sent to you telling you this and that there are no changes in your care plan. If something about your plan needs to be changed, we will call you.

Who to call with Questions

For medical emergencies call 911. Emergencies include but are not limited to: Sudden chest pain, uncontrollable bleeding or sudden difficulty breathing.

For other issues or questions, on weekdays (8 a.m. to 5 p.m.; Monday-Friday) contact the clinic at (734) 647-8901.
If you have questions **after 5 p.m., on the weekends or holidays** and it is not an emergency you can contact the Hematologist on-call through the hospital operator. Dial hospital paging at (734) 936-6267 and ask for the Hematologist on-call. **This number should only be used for questions or concerns that cannot wait until the next business day.**

If your primary care doctor, or another doctor has a question about your care, there is an operating service available 7 days a week, 24 hours a day for this purpose: **M LINE 1-800-962-3555.** Please give this number to any outside (non University of Michigan) doctor that you see.

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**Response times for Hematology Clinic Phone Calls:**

- Please contact the clinic by 2:00 p.m. for any request that requires a same day response.
- Allow 72 hours for routine questions or requests.
- Allow at least 72 hours for all prescription refills. Please give your pharmacy’s name and phone number when calling to request a refill.
- Allow at least two weeks for paperwork requests like disability forms or letters.