



*healing happens here<sup>SM</sup>*

Dear Patient,

Thank you for choosing **Kelsey-Seybold Clinic** for your healthcare needs. We know that receiving a cancer diagnosis can be overwhelming, but our team of cancer experts will be here for you each step of the way. Please take a few moments to review the information below, as it provides an overview of our services and how to reach us.

### **Office Hours and Appointments**

We currently have two Cancer Center locations:

Berthelsen Main Campus  
2727 W. Holcombe Blvd.  
Houston, TX 77025

Spring Medical and Diagnostic Center  
15655 Cypress Woods Medical Dr.  
Houston, TX 77014

Our Cancer Program offers the full spectrum of outpatient treatments options in our Hematology/Oncology Clinic, Infusion Centers, IV Therapy Center, and Radiation Oncology Department. Our office hours are Monday through Friday from 8am to 5pm.

To schedule, cancel, or re-schedule an appointment with your physician, nurse practitioner, or the Infusion Center, please call us at **713-442-1081** and follow the prompts of the automated system.

### **MyKelseyOnline**

MyKelseyOnline (MKO) is a secure patient portal that allows you to communicate with your healthcare team and view your test results online. MKO is easy to use and comes at no cost to you.

While MKO facilitates convenient communication between patients and physicians, it should not be used for urgent health care issues. For urgent concerns, please call our office or seek emergency care instead of sending messages through MKO.

To sign up for an MKO account, log on to **MyKelseyOnline.com** and follow the step-by-step instructions. If you need help creating or using your MKO account, please call the MKO Help Line at **713-442-6565**.

### **Prescription Refills**

If you need a prescription refill, we recommend contacting your pharmacy directly. Your pharmacy will contact us for any refills that need your physician's approval. Please allow a minimum of 3 working days for refills in case your refill requires additional steps such as prior authorization.

### **Symptoms to Report to Your Cancer Treatment Team**

Our healthcare professionals are available 24 hours a day, 7 days a week. To speak with a nurse during regular business hours, please call us at **713-442-1081**. It is important that you let our office know if you are experiencing any of the following symptoms:

- Fever greater than or equal to 100.5 F
- Difficulty breathing or shortness of breath (report to ER or call 911 if severe or sudden)
- Prolonged nausea or vomiting (4+ episodes in a 24-hour period)
- Frequent diarrhea (4+ episodes in a 24-hour period)
- Prolonged constipation
- Mouth sores and/or pain when swallowing
- New or increased numbness or tingling of hands and/or feet
- Signs of bleeding, such as unusual bruising, blood in stool or urine, or tarry stools
- A wound that isn't healing or that appears infected
- New or increased swelling of the hands, arms, legs, or feet
- IV or port site redness, swelling, or drainage
- Other new or worsening symptoms

For after-hours assistance, please call **713-442-0000**. You can access this service after regular business hours Monday through Friday and on weekends and holidays. Just follow the prompts of the automated system and your call will be directed to the appropriate personnel.

**If you are experiencing a life-threatening emergency, dial 9-1-1.**

### **Your Healthcare Team**

As part of your cancer treatment team at Kelsey-Seybold Cancer Center, you have the full support of a hematologist-oncologist, chemotherapy-certified nurses and pharmacists, financial specialists, nurse navigators, and social workers. They will answer your questions, provide resources and support services, and offer guidance when you need help in any aspect of your cancer treatment. They are invaluable resources in your fight against cancer. If you have questions or would like more information, please contact us at **713-442-1081** so that we may connect you with the appropriate person to help.

Your health is important to us at Kelsey-Seybold Cancer Center and we thank you again for the privilege to be your healthcare provider.

Sincerely,

**Your Care Team at Kelsey-Seybold Cancer Center**