



Utah Hematology Oncology
OGDENCLINIC

PATIENT DIRECTORY

**We are your care team and part of your support system.
Here's how to reach us.**

You are now part of a team. Some patients consider us family, others call us part of their support team—we are honored to be called both. One of our goals is to help you to be prepared to manage any side effects of your therapy and disease, both physically and mentally. Communication is important: we can't help problems we're unaware of. Please feel free to ask questions and tell us your concerns. This is a vital part of your treatment.

| Care Team Directory | |
|---------------------------------------|---|
| Oncologists/Hematologists | Dr. Carl Gray and Dr. Joshua Ramsay |
| Our Nurse Practitioners | Jan Davis, ACNP; Lynn Larsen, NP-C; Kylie Money, PA-C, Kelly Mikesell, PA-C. |
| Registered Oncology Nurses | They administer chemotherapy, assist in education, help manage side effects, and will answer your questions about your diagnosis and treatment. |
| Receptionists & Schedulers | They greet you when you arrive and help schedule your appointments. |
| Billing Office | They assist with billing and insurance issues and can be reached at 801-689-3900 or at Ogden Clinic's main billing line, 801-475-3500 . |
| Patient Financial Specialist | They are on site and able to answer your questions. Please use the main phone line at 801-476-1777 and select your provider's medical assistant from the phone menu. |

Directory for Medical Needs and Questions

Medication Refills

Call our main line at 801-467-1777 and select your provider's name from the phone menu.

Please have the bottle with you when you call to ensure the correct strength and dosage. Please do not wait until you are completely out before calling for a refill. If possible, have refills completed at your doctors' visit. Once you have left a request, please allow 48-72 hours for refill processing and call the pharmacy. If you want to check the status of your request, please contact the pharmacy.

Questions & Concerns

Call our office at 801-476-1777

Your calls are important to us and we will do our best to answer them promptly. If you are asked to hold, please know we are assisting other patients. If you cannot hold, please leave us a message.

Questions after-hours & urgent needs

If you need to reach us after hours or in case of an emergency, please use the main phone line at 801-476-1777

Be aware that we use an on-call provider during non-business hours. If no one is picking up the phone, you may leave us a message which will be automatically sent to our team. We will call you back as soon as we are able.

Patient Portal (lab results, notes, etc)

You'll soon receive an email to register for our eCW Patient Portal. Once set up, you can always refer to this portal for lab results and other information.

Appointments Going Forward

Please check in at the receptionists' desk at least five minutes before your appointment. They will give you further instructions.

If blood needs to be drawn, a lab tech phlebotomist from our lab may draw it or if you have a port it may be an RN, or if you just need a CBC or PT/INR the MA will draw it.

We recognize your time is just as valuable as ours. Keep in mind that you may not be called back in the order that you arrive as there are multiple schedules going on.

Our Website

utahhemonc.com

When to Contact Your Doctor or Healthcare Provider

Seek emergency help IMMEDIATELY if you experience these symptoms

- Shortness of breath, wheezing, difficulty breathing, closing up of the throat, swelling of facial features, hives (possible allergic reaction).
- Chest pain or pressure
- Development of confusion, hallucinations or seizure
- Fever of 100.5° F (38° C) or higher, chills (possible signs of infection).
- Urinary retention or inability to urinate
- Significant bleeding from nose, mouth, vagina, rectum that does not stop within 15 minutes.
- Symptoms associated with a possible blood clot, such as chest pain or pressure, pain in your arms, back, neck or jaw, numbness or weakness on one side of your body, trouble talking, sudden or severe headache, sudden vision changes

Contact your provider within 24 hours if you experience any of these symptoms

These symptoms are less severe but still require medical attention. Contact your provider within 24 hours if you experience any of these symptoms

- Nausea that interferes with ability to eat and is unrelieved with prescribed medication
- Vomiting more than 4-5 times in 24 hours
- Diarrhea more than 3-4 liquid bowel movements in a 24-hour period
- Constipation: Call if more than 3 days without a bowel movement (unless this is normal for you)
- Unable to eat or drink for 24 hours or have signs of dehydration: tiredness, thirst, dry mouth, dark and decreased amount of urine, or dizziness (particularly with standing)
- Extreme fatigue: Inability to carry on self-care activities or get out of bed
- Unusual bleeding or bruising
- Black or tarry stools, or blood in your stools
- Blood in the urine, pain or burning with urination
- Lip or mouth sores: Painful redness, swelling or ulcers, white patches or film in mouth
- Swelling, redness and/or pain in one limb (arm or leg)
- Yellowing of the skin or eyes.
- Cough, shortness of breath.
- Muscle cramps or twitching
- Swelling of the feet or ankles
- Changes in hearing, ear or sinus pain
- Dizziness, confusion, or visual changes
- Skin rashes
- Eye irritation
- Tingling or burning, redness, swelling of the palms of the hands or soles of feet
- Signs of infection including sweats, cough, flu-like symptoms, shortness of breath, blood in your phlegm, anal itching or pain, sores on your body, warm or painful areas on your body
- More sputum or change in color of sputum
- Redness or pain at the infusion or injection site