Oncology and Haematology 24hr Helpline/ A&E Oncology Admissions

The oncology/haematology helpline is a 24hr emergency triage service, for oncology and haematology patients, receiving systemic anti-cancer treatment.

The oncology/haematology helpline service is provided for:

* Patients with complications of chemotherapy
* Patients with complications of immunotherapy
* Patients with complications of targeted therapy
* Oncology/Haematology emergencies (Neutropenic sepsis, metastatic Spinal Cord Compression, hypercalcaemia, superior vena cava obstruction, tumour lysis syndrome, deranged electrolytes following treatment)
* Patients who feel unwell and have received chemotherapy/immunotherapy/targeted therapy in the last 8 weeks
* Patients who are chronically immunocompromised due to their **haematological** condition (i.e. Myelodysplastic Syndrome/Acute Myeloid Leukaemia)

In and Out of Hours: patients to ring **helpline (01422 222999)** for advice.   
If requested by the triage nurse to attend for review.

Patient to attend Ward 12 for assessment unless clinically indicated; if patient is haemodynamically unstable or critically unwell to attend via ED or ring 999.

9am-5pm Monday to Friday – ward 12 oncology/haematology Drs to review patients which present via the helpline to ward 12. This needs to be discussed with the oncology/haematology consultant/Spr.

Out of Hours patient who attend ward 12 via the helpline – SHO on-call to review patient on ward 12 and discuss with on call Oncology/Haematology SpR/Consultant - who can be contacted via switchboard.

On-call Oncology/Haematology SpR to be informed of patient and decision to admit or discharge. Please only contact the appropriate consultant if SpR unavailable.

**Oncology and Haematology patients on active SACT (Systemic Anti-Cancer Treatments) in A&E**  
  
Oncology/Haematology patients attending A&E via the helpline –

* Helpline triage nurse to ring A&E co-ordinator on ext. 5808 to make aware of patient being sent.
* Helpline staff – to inform the appropriate Onc/Haem consultant or Spr of A&E admission. Oncology/Haematology consultants and SpR can be contacted via the switchboard.
* Helpline nurse to review patient in A&E (depending on staffing capacity). Nurse can take bloods, cannulate, and start antibiotics via PGD (if patient neutropenic sepsis).
* To liaise with ward 12 for admission ext. 2475.   
  If no bed capacity, patient to be admitted to the acute floor.
* Ward 12 will keep a live list of patients waiting for social input who can be moved to another ward, allowing admissions from the helpline and A&E for patients who are unwell and on SACT.
* Oncology/Haematology medical review in A&E (depending on medical ward 12 cover 9-5pm Mon – Fri). Oncology/Haematology consultant or SpR team can be contacted via the switchboard or on ext. 7366.
* Oncology/haematology consultant/SpR over weekend and out of hours can be contacted via the switchboard for advice.   
    
    
  **Metastatic spinal cord compression in A&E**  
    
  Patient attending ED with:
* Malignant spinal cord compression with a diagnosed cancer on SACT
* Complications of previously diagnosed cancer but not on active treatment
* No known cancer history but new radiological diagnosis of malignancy causing acute compromise e.g., Malignant spinal cord compression on imaging.

ED team to discuss with SpR/Consultant on call for oncology/haematology for further advice and management (contact via switchboard).  
  
Can also contact the acute oncology team 07881502302 to review/advice/manage further care.

If patient needs to be admitted to ward 12 please contact ext. 2475.