Your Child with Cancer: When to Call

Please call if you have questions or concerns about how your child is feeling. We have staff available to talk with you 24 hours 7 days a week.

Symptoms
During cancer treatment your child is at risk for infection and other side effects. **Call your provider right away** if your child has any of these symptoms.

- Fever of 100.4ºF (38.0ºC) or higher or shaking/ chills
- Bruising, bleeding, or small red or purple spots on the skin called petechiae
- Head injury
- More tired than usual
- Uncontrolled pain
- Concern for stroke (severe headache, sudden vision change, weakness of the face/arm/leg or slurred speech) or seizure
- Problems with urination
- Repeated vomiting or diarrhea
- Constipation or change in normal bowel movements
- Trouble breathing, shortness of breath or frequent cough
- Skin rash or any signs of infection
- Problems with their central line catheter
- If your child has a brain tumor, call with vision changes, vomiting or headache.

Who and When to Call

Urgent Medical Concerns
8:00am-4:30pm
(608) 915-0520
Ask to speak to a nurse for an urgent concern.

Evening, Weekend, or Holidays
(608) 262-0486
Ask to speak with the pediatric hematologist-oncologist on-call.

Non-Urgent Medical Concerns
(608) 915-0520

Your call will be directed to a clinic scheduler or nurse. They can answer questions about your lab or test results, appointments, or medicines. You can also send a message through MyChart.

Please be ready to share the following:

- Your child's name and diagnosis
- Name and date of recent chemotherapy
- Your child's most recent labs
- Reason for your call

Neutropenia
Neutrophils are a specific type of white blood cell that help our bodies fight infection. Neutropenia is when the ANC (absolute neutrophil count) is less than 500 cells/mm^3 and there is a greater risk for infection.

Chemotherapy, radiation, or your child's cancer can cause neutropenia. You need to know the signs and symptoms of infection when your child is neutropenic or has a low neutrophil count.

Keeping Your Child Safe

There are things you should do if your child is neutropenic.

- Wash your hands. Wash before making meals, eating, after using the bathroom and playing outside. This is the best way to prevent infection.
- **Avoid** people who are ill.
- **Do not** share food, drinks, cups, utensils or personal items.
- Brush teeth twice daily with a soft toothbrush.
- If your child has had a stem cell transplant, you may need to wear a mask. Your provider will tell you when you need to wear a mask.

Your health care team may have given you this information as part of your care. If so, please use it and call if you have any questions. If this information was not given to you as part of your care, please check with your doctor. This is not medical advice. This is not to be used for diagnosis or treatment of any medical condition. Because each person's health needs are different, you should talk with your doctors or others on your health care team when using this information. If you have an emergency, please call 911. Copyright © 9/2024. University of Wisconsin Hospitals and Clinics Authority. All rights reserved. Produced by the department of Nursing. HF#8060