Welcome to The James Neuroendocrine Tumor Clinic

James Neuroendocrine Tumor Clinic
JamesCare at Morehouse Plaza
10th Floor Tower, 2050 Kenny Road
Columbus, Ohio 43221
Phone: (614) 293-8629
Fax: (614) 293-3112

Here is important information about your care and how to contact the health care team at our clinic.

Appointments
To make an appointment, please call the office at (614) 293-8629. If you need to cancel your appointment, call our office at least 24 hours before your appointment time and reschedule.

Telephone Calls
Weekdays (Monday-Friday) 8:00 a.m. to 5:00 p.m., call during regular office hours. Our office staff will direct your questions and concerns to the appropriate person. If you need to talk with a doctor or nurse, you can leave a message and your call will be returned within 24 to 48 hours.

After Office Hours and Emergency Calls:
After 5:00 p.m., weekends or holidays, call the office at (614) 293-8629. The answering service will contact your doctor or the doctor on call. You will need to leave a detailed message with the answering service.

If you have an emergency, go to the nearest emergency room or call 911.

This handout is for informational purposes only. Talk with your doctor or health care team if you have any questions about your care.

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Blood Tests and Labs
Most blood test results are ready within 24 hours. Results for tumor markers may take up to 14 business days after the labwork was drawn. Bloodwork results will be mailed to you or sent to your OSU MyChart.

Radiology Testing
It is best to schedule any blood tests or radiology tests to be done two weeks before your follow-up appointment. This will give the doctor time to have all testing results available for discussion at your appointment.

Prescriptions and Refills
You can send prescription refill requests to your OSU MyChart or your can call the office at (614)-293-8629.

- **Pain Medicine**: Most pain medicines are controlled substances. Call your doctor’s office 7 to 10 days before your pain medicine runs out. If your pharmacy takes an E-Script (electronic prescription), we will send it to your pharmacy.

- **We need a 5-day notice** for the E-Script to be sent. If your pharmacy does not take an E-Script, we will mail you a written prescription. Your doctor may not always be in the office to sign a prescription on the day you call, so a same day pain medicine is not available.