

New Patient Information

newyorkoncology.com

Insurance and Billing Information

Insurance Coverage

NYOH works with most major insurance plans. For the most current list, just visit our website. If your insurance or personal information changes, please let us know right away so we can keep everything up to date.

Payments & Copays

Copays are due at the time of your visit, based on your insurance plan. We accept cash, checks, and all major credit cards. You can also make payments online anytime through our secure payment portal.

Experiencing a financial hardship?

If you're going through financial difficulties, we're here to help. Our Patient Benefits Representatives can talk with you about payment plans, Medicaid eligibility, and other support programs.

Have Billing Questions?

Give our business office a call at (518) 650-2324, Monday through Friday, from 8:30 a.m. to 4:30 p.m.

For directions to our offices, visit our website newyorkoncology.com or scan the QR code.



Getting Ready for Your First Visit

To help you prepare for your first visit, here are a few things to bring with you:

New Patient Forms

You'll find the forms you need in this packet. Please fill them out ahead of time and bring them with you. If it's easier, you can also find and print them from our website.

Insurance Cards

Make sure to bring both your medical and pharmacy insurance cards. We'll need them to verify your coverage before we get started.

Photo ID

Please bring a valid photo ID, like a driver's license, passport, or school/military ID.

List of Medications

Bring a current list of all medications, prescription and over-the-counter, you're taking, including the dosage.

Bring a Friend or Family Member

If you can, bring someone with you for support. They can help take notes, ask questions, and be an extra set of ears during your visit.

Write Down Your Questions

Jot down any questions you have ahead of time so you don't forget to ask your doctor.



Our Practice Guidelines

To help keep everyone safe, comfortable, and respected while within our practices, we ask that you please follow these important guidelines:

Cancellations & No-Shows

Can't make your appointment? Please call us at least 24 hours in advance to cancel or reschedule your appointment. Missed appointments without notice may result in a \$50 no-show fee.

Reaching Your Doctor

NYOH physicians are available 24/7 for emergencies—including weekends and holidays. For non-urgent matters, a nurse will return your call within 24 hours. If your doctor needs to call you directly, that may happen later in the afternoon or evening.

Prescription Refills

Please give us at least 48 hours' notice for all prescription refill requests. Refills requested after hours, on weekends, or holidays will be processed on the next business day.

Bringing a Guest

You're welcome to bring one guest to your appointment. Please note: guests are not permitted in certain treatment areas, and children under 16 cannot enter treatment areas and must be supervised at all times.

Service Animals

Only service animals that meet ADA and New York State Department of Health guidelines are allowed in our facilities.

Cell Phone Use

To maintain a quiet, respectful environment, please avoid using cell phones in exam rooms unless your physician says it's okay. In waiting or infusion areas, limit use to urgent matters only.

Protecting Privacy

To ensure everyone's privacy, we do not allow any photography, video, or audio recordings within NYOH—this includes smartphones, tablets, or other devices.

Smoke-Free Environment

All NYOH locations, including outdoor spaces and parking lots, are 100% smoke-free. This includes e-cigarettes.

Zero Tolerance Policy

We are committed to providing a safe and respectful environment for our patients, their families, and our staff. We have a zero-tolerance policy for any behavior that is disrespectful, discriminatory or harassing.

We understand that cancer can be a difficult and emotional journey, and we want to ensure that everyone who walks through our doors feels supported and valued. We believe in treating everyone with compassion and empathy, regardless of their background or beliefs.

If you witness or experience any behavior that goes against our values by either staff or fellow patients, please report it immediately. We take all reports seriously and will take appropriate action to ensure that our oncology practice remains a safe and welcoming place for all. We appreciate your help upholding our zero-tolerance policy for disrespectful behavior.



Medical Specialties

- Medical Oncology
- Hematology
- Radiation Oncology
- Gynecologic Oncology & Surgery
- Neuro-oncology
- Physician Sub-specialization

Cancer Treatments Offered

- Chemotherapy
- Hormone Therapy
- Gynecological Surgery
- Targeted Therapy
- Immunotherapy
- Radiation Therapy
- CART Therapy
- Clinical Research & Trials
- Outpatient Stem Cell Transplant

Other Services

- Breast & Pelvic Ultrasounds
- Breast Biopsies
- DEXA (Bone Density) Scans
- Diagnostic Computed Tomography (CT) Imaging
- Gynecologic Well-Woman Care
- Hereditary Risk Assessment Program
- In-Office Prescription Dispensing
- Low-Dose Radiation for Osteoarthritis
- Non-cancerous Gynecologic Surgery
- On-site Laboratory
- Positron Emission Tomography - Computed Tomography (PET/CT) imaging
- Screening & Diagnostic Mammograms
- Telemedicine

Support Services

- Advanced Care Planning
- Chemotherapy Classes
- Palliative Care
- Neuro-oncology Care
- NYOH Community Cancer Foundation
- Patient Portal
- Social Work Services
- NYOH Support Groups



Overview of Some Programs and Services Offered

In-office Dispensing of Prescriptions

Our on-site pharmacists can conveniently fill many prescriptions related to your cancer care right in our offices, saving you a trip to the pharmacy. Our Patient Prescription Center will verify your prescription coverage, investigate Medicare, supplemental plans, co-payment assistance programs and other options to ensure you receive the maximum drug benefits available. Contact our Patient Prescription Center at (518) 269-3080 to learn more.

Chemotherapy Education Classes

We want to help you feel informed and supported every step of the way. That's why we offer small group chemotherapy classes for patients and their caregivers. In these sessions, you'll learn what to expect—how chemotherapy works, how it may affect your body, and how to manage common side effects like fatigue or hair loss. It's a chance to ask questions, get practical tips, and feel more prepared.

Your nurse will help schedule a class for you. We strongly encourage you to bring a family member, friend, or caregiver with you—they're an important part of your support team, and we want them to feel informed too.

Advance Care Planning

Advance Care Planning (ACP) is an important step in making sure your wishes are known—no matter your age or current health. It's about having a conversation today so your care reflects your values in the future, especially in case of serious illness or an unexpected emergency.

At NYOH, we have specially trained ACP facilitators who can guide you through these conversations and help you explore your options for life-sustaining treatment.

If you're interested in learning more or would like to schedule a time to talk, just ask your nurse, doctor, or any member of our team.

Patient Portal: Navigating Care

We offer Navigating Care, a secure online portal for patients and their caregivers to have 24/7 access to important health information about your diagnosis, medications, labs results and more. By enrolling in Navigating Care, you can also send a secure message to your provider about non-urgent matters. We've included information on how to register within your new patient folder.

Clinical Research and Drug Trials

We offer the most comprehensive clinical research trials in the region and have played a pivotal role in the FDA approval of over 100 new cancer treatments. As the only provider in the region who participates in phase I studies, we also offer phase II and IV trials. Visit our website newyorkoncology.com/clinical-trials-research to view open trials.

Palliative Care

Palliative care is specialized support for people living with a serious illness like cancer. It's designed to help you feel better—by managing symptoms, easing side effects, and reducing stress—so you can focus on living well during treatment.

At NYOH, our palliative care team works alongside your oncologist to provide an extra layer of care that's focused on you—your comfort, your goals, and your quality of life. Whether it's pain, fatigue, anxiety, or other challenges, we're here to help.

We offer both in-person and telehealth appointments, and our team of nurse practitioners and social workers coordinate closely with your providers to ensure seamless care.

Want to learn more or schedule a palliative care visit? Give us a call at (518) 489-0044 or visit newyorkoncology.com/palliativecare.

Hereditary Risk Assessment Program

We offer a comprehensive cancer risk assessment program to help you and your family understand your risk—and take action.

Our program includes:

- A detailed review of your personal and family history
- Genetic testing, when appropriate
- Clear, supportive education for you and your loved one

Knowing your risk can empower you to make informed choices—like starting regular screenings or taking preventive steps—so that if cancer does develop, it can be caught early, when treatment is most effective.

Talk to your NYOH provider to learn more about whether a risk assessment is right for you.

Outpatient Stem Cell Transplant Program

New York Oncology Hematology offers the region's only stem cell transplant program. The procedure, which combines high dose chemotherapy with autologous stem cell transplant, is used to treat:

- Non-Hodgkin's Lymphoma
- Hodgkin's Disease
- Multiple Myeloma
- Germ Cell Tumors

Unlike similar hospital-based programs in New York City and Boston, NYOH's treatment is done at its outpatient facility at Albany Medical Center, allowing patients to stay at home, near family and friends, or at a nearby hotel.

Gynecological Oncology & Surgery

At NYOH, our gynecological oncologists and surgeons specialize in diagnosing and treating cancers of the female reproductive system, including the ovaries, uterus, cervix, and more. Our team uses the latest advancements in care—including minimally invasive surgery, targeted therapies, cutting-edge radiation treatments, and innovative chemotherapy options—to create a personalized treatment plan that's right for you.

On-site Laboratory Services

Each of our offices has a fully accredited lab right on site—so you can get your lab work done quickly and conveniently, without needing to go elsewhere.

For more advanced testing—like precision medicine or pathology—we also partner with trusted local and national labs to ensure accurate, timely results.

To avoid any unexpected bills, we recommend contacting your insurance provider before your appointment to verify your lab coverage, including any copays, deductibles, or preferred lab requirements.

NYOH Community Cancer Foundation

The NYOH Community Cancer Foundation provides financial support for local patients experiencing financial hardships while undergoing cancer treatments. If you need assistance, one of our Patient Benefits Representatives will work with you to see if you qualify.

To learn more about the foundation or to make a tax-deductible donation, visit nyohfoundation.org.

Akira Medical Imaging + Wellness

Akira Medical Imaging + Wellness, located in Patroon Creek in Albany, is an NYOH-affiliated practice. Akira offers screening and diagnostic mammograms, breast and pelvic ultrasounds, breast biopsies, and DEXA scans in an environment designed to take some of the stress out of doing the things you need to do to maintain your health. As an NYOH patient, you'll benefit from streamlined and integrated care between our two practices. Learn more about Akira at akiracares.com.

