

New Patient Information

newyorkoncology.com

What to Bring

Completed New Patient Forms: Included in this packet are new patient forms. We ask that you complete these forms before your appointment and bring them with you. These forms can also be found on our website.

Insurance Cards: Before we can render services, we must verify your insurance, so please be sure to bring your medical and pharmacy benefit cards.

Photo ID: Bring a form of photo identification. This can be a driver's license, passport, military or school ID card, etc.

List of Medications: Bring a complete list of your current medications and dosage

A Friend or Loved One: When possible, bring along a friend or loved one to your appointments. They provide valuable support and serve as an extra pair of eyes and ears to ensure good communication.

List of Questions: Write down any questions you have to ask your physician at your visit.

Helpful Information for New Patients

Insurance and Billing Information

New York Oncology Hematology participates with most major insurance plans. For an up-to-date list, please visit our website. We ask that you inform us immediately if your insurance coverage or personal information has changed.

Payment: All co-pays are due at the time of your visit, per your insurance coverage. For your convenience, NYOH accepts cash, check and credit cards (PayPal, American Express, Visa, MasterCard and Discover). We offer a 24-hour online payment via a secure patient portal.

Financial Hardship: If you are experiencing financial hardship, we have Patient Benefits Representatives available to discuss options such as a payment plan, Medicaid eligibility and other available resources.

Billing Questions: Please call our business office at (518) 612-4108, Monday–Friday, 8:30 a.m.–4:30 p.m.

Practice Guidelines

To ensure the safety and comfort of our patients and staff, we appreciate your cooperation in the following our practice guidelines:

Cancellation and No-show Appointments: If you are unable to keep your appointment, please provide us with 24 hours' notice. Non-show appointments may be subjected to a \$50 no-show fee.

Contacting Your Physician: For emergency calls, NYOH physicians are on-call 24 hours a day, including weekends and holidays. A nurse will return non-emergent calls within 24 hours. If your physician returns your call, please be aware it may be in the late afternoon or evening, after office hours.

Prescription Refills: We require 48 hours' notice for prescriptions refills. Routine refills requested on weekends, after hours and holidays will be placed in the 48-hour processing queue the next business day.

Guests: Patients may bring one guest to an appointment. Please be aware there are treatment areas that guests are not permitted. Children under the age of 16 are not allowed in treatment areas and must be attended at all times.

Service Animals: Only service animals consistent with the Americans with Disabilities Act (ADA) and New York State Department of Health are permitted within NYOH facilities.

Cell Phones: Cell phone use is prohibited in all exam rooms unless approved by the physician. We also request that cell phones not be used in waiting or infusion areas except for urgent situations.

Privacy: To maintain patient confidentiality and privacy, the use of photographic or recording devices is strictly prohibited anywhere in an NYOH practice. This includes smartphones, tablets, laptops or any other equipment.

Smoking: All NYOH locations are smoke-free facilities, including grounds and parking lots. This includes the use of 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.

Patient Rights & Responsibilities

Patient Rights

- Understand and use these rights. If for any reason you do not understand these rights, or you need help, we will provide assistance, including an interpreter.
- Receive treatment and services without discrimination regarding race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.
- Be treated with consideration, respect, and dignity. This includes privacy and treatment in a clean and safe environment.
- Be informed of the services available at our practice locations.
- Receive emergency care when you need it.
- Be informed of the provisions for off-hour emergency care.
- Be informed of the names, positions and functions of any staff involved in your care and refuse their treatment, examination or observation.
- Receive all the information that you need to give informed consent for any non-emergent procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment and alternatives for care.
- Refuse treatment and be told what effect this may have on your health.
- Refuse to take part in research projects. In deciding whether to participate, you have the right to a full explanation of the project.
- Receive complete information about your diagnosis, treatment and prognosis.
- Voice grievances and recommend changes in policies and services to NYOH without fear of reprisal.
- Express complaints about the care and services NYOH provides you without fear of reprisal. You may request an investigation and written response about the findings within 30 days of the investigation. If you are not satisfied with the response, you may contact the New York State Health Department. NYOH must provide you with the State Health Department telephone number.
- Privacy and confidentiality of all protected health information and records regarding your care.
- Review your medical record without charge and obtain a copy of your medical record, for which NYOH can charge a reasonable fee.
- Receive an itemized copy of your account statement and an explanation of all charges upon request.

Patient Responsibilities

- Provide complete and honest information regarding your health and health concerns.
- Tell the doctor or health care team if there are changes in your health status.
- Inform us whenever you receive care from a specialist or any other provider outside of our practice.
- Be an active partner and participate in your health care by following recommendations.
- Share with the doctor or medical team any concerns about your medical care or service.
- Keep appointments, or notify the office as soon as possible if you are unable to keep an appointment.
- Refrain from abusive language and disruptive and/or violent behavior.
- Respect all New York Oncology Hematology staff and other patients.

Public Health Law §2803(1)(g) Patient's Rights, 10 NYCRR 405.7, 405.7(a)(1), 507.7(c)

Medical Specialties

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

Treatments Options

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

Services Offered

- Advanced Care Planning
 - Breast & Pelvic Ultrasounds*
 - Breast Biopsies*
 - DEXA Scans*
 - Diagnostic Computed Tomography (CT) Imaging
 - Hereditary Risk Assessment
 - In-office Prescription Dispensing
 - Positron Emission Tomography - Computed Tomography (PET/CT) imaging
 - On-site Laboratory
 - Screening & Diagnostic Mammography*
 - Telemedicine
- *Offered at our Akira Medical Imaging + Wellness location*

Support Services

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

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 Classes

We offer small group chemotherapy classes to patients beginning chemotherapy and their caregivers to learn how chemotherapy affects the body and how to prepare for side effects like hair loss and fatigue. Your nurse will set up a time for you to participate in a chemotherapy class. We strongly encourage a family member, friend or caregiver to attend with you.

Advance Care Planning

Advance Care Planning (ACP) is an important topic, regardless of age or health status. Our trained ACP facilitators can help begin a dialogue about your preference for life-sustaining treatment in the event of illness or an accident. Ask your nurse, physician or any NYOH staff for more information, or to set up an appointment to discuss ACP.

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. To register, be sure to check your email after your first appointment for a registration link.

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 49 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 medical care that provides symptom relief and coping strategies to ease the stress of a serious illness such as cancer with the goal of improving your quality of life. In collaboration with your oncologist and other health care providers, our palliative care team provides an extra layer of support addressing your concerns and helping you manage and relieve the symptoms of cancer and the side effects of your treatment. We offer in-person, or telehealth palliative care appointments and our team of social workers and nurse practitioners work together with your provider to ensure continuity of care. If you're interested in learning more about or enrolling in palliative care at NYOH, call (518) 489-0044 or visit newyorkoncology.com/palliativecare.

Hereditary Risk Assessment Program

NYOH offers a comprehensive risk assessment program that includes:

- In-depth personal and family history
- Genetic testing when appropriate
- Education for patients and their families

Understanding your risk for developing cancer can help you and your family make important decisions, including regular screenings that can detect cancer early, when it is most treatable.

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.

On-site Laboratory

NYOH has COLA accredited labs in each of our practices. There are many benefits to choosing NYOH for your lab work including quicker access to results, results posted directly to your medical record, and your practitioner can review your labs at your appointment.

NYOH works with local and national reference labs for precision medicine, pathology and laboratory testing. To avoid any unexpected bills, please contact your insurance carrier to verify your laboratory benefits up to and including copays, deductibles, and coinsurance along with any preferred lab requirements.

Neuro-Oncology Care

New York Oncology Hematology is the region's only provider of neuro-oncology services. This expertise in treating brain and spinal cord tumors, as well as other neurological complications from cancer, means our patients can stay close to home for therapy. And through our close partnership with Albany Medical Center's Department of Neurology, our patients continue to receive the specialized care they need during and after treatment.

Gynecologic Oncology & Surgery

Our gynecological oncologists and surgeons focus on diagnosing, treating, and managing cancers affecting female reproductive organs. Our providers are experts in treating patients diagnosed with a gynecologic malignancy using sophisticated surgical techniques and technologies, leading-edge radiation technologies and the latest in chemotherapy treatments and targeted therapies.

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.