

## We're Upgrading Our Systems to Better Serve You— Here's What You Need to Know.

May 2025

On July 1, 2025, we will transition to new practice-wide operational systems designed to serve you better. While we're working on making our practice even more efficient, we want to assure you that the compassionate care you've come to know and trust will remain unchanged. So that our offices can finalize these updates, all NYOH offices will close on June 30 for patient care, reopening on July 1.

### What's Not Changing

- **Your Care Team:** You'll continue to see the same familiar providers who know you and your healthcare needs.
- **Patient Portal:** You'll still use the Navigating Care portal to manage appointments, access medical records, and communicate with your provider.
- **Where You Receive Care:** You'll continue to receive care at your usual NYOH location.
- **Office Phone Numbers:** All phone numbers for our offices will stay the same.
- **Telehealth Platform:** If you connect with your provider via telehealth, the same platform will be available.

### What's Getting Better

- **Improved Check-In Process:** We're introducing mobile check-in for your convenience, allowing you to check in before arriving for your appointment.
- **New Online Payment System:** A new, more user-friendly payment system will streamline billing and make payments easier.
- **Streamlined Appointment Scheduling:** We are optimizing our scheduling process to improve efficiency, though you may experience slight adjustments to appointment times in the initial weeks after the transition.

### Billing Inquiries

After the transition, you may receive differing patient statements and points of contact for any billing questions, depending on your service date. After July 1, please call (833) 696-4669 for billing inquiries. You will be prompted to make a selection based on your date of service and directed to the correct person to assist you.

### Patient Prescription Center

The last day to pick up prescriptions prior to the system transition is Thursday, June 26, by 4:30 pm. Non-urgent prescriptions will be available for pick-up starting Monday, July 7 after the upgrade. For urgent or time-sensitive prescriptions or if you have questions during this period, please contact our Patient Prescription Center directly at (518) 269-3080. We encourage you to plan accordingly to ensure that you have enough medication until we resume dispensing.

If you have any questions regarding your care during this transition period, we encourage you to connect with a member of your care team. We also encourage you to visit our website at [newyorkoncology.com/transition](https://newyorkoncology.com/transition) or scan the QR code for the most up-to-date transition information.

We're confident that these improvements will lead to a smoother, more efficient experience for you and all of our patients. We appreciate your patience and for your trust in us as we continue to enhance our services.

Sincerely,



Todd Doyle, MD  
Practice President



Allyson Letendre Petrone  
Chief Executive Officer



Rufus Collea, MD  
Chief Medical Officer

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