

Happy Spring! April will for certain bring us warmer weather, and as you dream about sunnier skies, we hope you will read our latest news. Remember, for general information please visit our website -hoacny.com. Also, we cannot address any patient-specific questions by email. Please only send those questions via the [patient portal](#), or call 315-472-7504. Thank you.

SERVICE-ANIMAL POLICY REMINDER

Recently there has been a lot of discussion at our front desk check-in about emotional-support/therapy animals to accompanying patients to appointments. Unfortunately that is not possible.

Our longstanding service-animal policy allows ONLY Trained Service Animals inside our offices. Other animals, including emotional-support/therapy animals are not allowed. Additionally, all service animals allowed at HOA must wear a clearly visible service-animal designation.



To be clear, a service animal is a working animal, not a pet, nor a support animal. The Americans with Disabilities Act (ADA) defines a service animal as any dog that is individually trained to do work or perform tasks directly related to the person's disability.

We greatly appreciate your understanding that as a medical care provider policies exist to insure the safety of patients, visitors and staff. If you do arrive to an appointment with an emotional support animal, you will need to politely remove the animal. If you need to reschedule your appointment, we will gladly help you with that.

For more information we suggest checking out ada.gov. Thank you for understanding!



If you missed our first episode of Cancer Q&A with HOA you can watch it by [clicking here](#). You can hear [Dr. Steven Duffy](#) offers helpful information about colon cancer.

Our next episode - April 21 - features [Dr. Ajeet Gajra](#) discussing our robust research program and options for patients. So, tune in to [TV9's Bridge Street](#) on April 21 at 10 a.m.!

SAVE THE DATE: Saturday, June 18
2nd Annual Celebrating Cancer Care
with the Auburn Doubledays!

Tickets will be available May 11 - Check your email!



HOA BUZZ WORDS



you may not understand. When that happens, please don't hesitate to ask for clarification. Meanwhile, we hope this helps! For April...words starting with A

anaplastic - cancer cells that split very quickly and do not look like normal cells

apheresis -

- to take blood and separate it into the different parts that make up blood (known as blood components) and removing some parts of blood
- a medical process where blood is passed through a machine that separates out one or more certain parts of the blood and then returns what is left to the body

axilla - armpit; underarm

Offices: Auburn - East Syracuse - Syracuse | 315/472-7504 | hoacny.com

