



**Welcome to Hematology Oncology Associates of Central New York.**

**We consider ourselves your Oncology Medical Home.** We are committed to providing as many of the services that you need for your care as possible. We will coordinate care with your primary doctor and other specialists when you need care that we cannot provide.

**Call us first (315)472-7504 for any concerns, symptoms, questions or problems that arise.** We have oncology trained nurses who will help us figure out how urgently you need to be seen. If you need to be seen today, we will do it. If you require hospitalization or it is an emergency that we cannot manage, we will help expedite your care by notifying the hospital.

**Your treatment team** includes a medical oncologist who has expertise in the care of patients with cancer and in the use of cancer fighting drugs, pain medications and symptom management. If you require radiation you will have a radiation oncologist and radiation therapists on your team.

Other team members include a nurse practitioner or physician assistant, oncology certified registered nurses as well as a patient navigator who will help to schedule and coordinate your appointments. In addition, your team includes financial counselors, oncology certified social workers, and an oncology certified dietician and a cancer rehabilitation specialist. Please don't hesitate to ask for assistance from your team.

**The health care team cares for you from the moment of diagnosis throughout the course of the disease and survivorship by:**

- Listening to your personal needs and goals
- Helping you understand your type of cancer and answering your questions
- Talking with you about your treatment choices
- Coordinating and keeping track of your care, treatment and medications
- Working with you to improve your quality of life, managing your pain and symptoms
- Taking care of you when you are sick
- Providing you with a treatment summary and follow up care plan upon completion of treatment

### What you can do to help us help you:

- Call us early in the day if you are sick, concerned or experiencing symptoms or problems (315)472-7504
- Bring a list of your questions to your appointments
- Bring your prescription medications, over the counter medications and vitamins
- Tell us whenever there is something that you don't understand
- Tell us when you see your other doctors
- Call us first (315)472-7504 if you are ill and believe you need to be seen in the office or emergency room

**Our health care team will share important information with you and other physicians involved in your care such as test results, medications, and your treatment plan.**

### Contact us:

**Phone:** 315-472-7504

**Online Patient Portal:** [www.hoacny.com](http://www.hoacny.com) click on "Patient Portal"

**\*\* Online access is monitored during normal business hours\*\***

**Normal business hours:** Monday –Friday 8:00am-4:30 pm, excluding holidays. We frequently hold a weekend shot clinic for injection of supportive medications and infusion pump disconnection if needed. Appointments for the shot clinic must be scheduled in advance.

**After Hours Availability:** Please call 315-472-7504 to reach our medical answering service. The answering service will give your message to the doctor, physician assistant or nurse practitioner on call. Your doctor, NP or PA will call you back and ask you questions about your symptoms, problems or concerns and determine the appropriate steps to give you the care that you require.

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