

Preparing for your visit at the University of Michigan Rogel Cancer Center



Thank you for choosing the University of Michigan Rogel Cancer Center for your care. We look forward to meeting you!

Although you may or may not have been diagnosed with cancer, our team of experts treat both cancerous and non-cancerous conditions.

During your visit, you'll be given a lot of information. Our team will evaluate your current medical diagnosis and recommend a treatment plan just for you. Our approach is comprehensive, meaning experts from different disciplines collaborate to care for all of our patients. This approach takes time and preparation, so we ask that you plan for a lengthy visit. Additionally, we may ask for your help in gathering your medical information before your first visit.

Enclosed, you will find your appointment schedule.

1) Preparing for Your Visit

Confirm your insurance coverage

Medical insurance coverage varies greatly, and can be confusing. You will need to confirm the details of your coverage before your appointment. Here are the steps to follow to verify your insurance benefits:

- Contact your Primary Care Physician's office (Note: The doctor that referred you to the Michigan Medicine Cancer Center may not be your Primary Care Physician). If you do not know the name of your Primary Care Physician, call the phone number on your insurance card for assistance.
- Your insurance provider may require your Primary Care Physician to complete a referral form before your visit.
- Sometimes a visit to a specialist is not a covered benefit. To help you navigate through the paperwork, the Rogel Cancer Center has a financial services department to help simplify the process. 3 - 5 days before your appointment, a member of our staff will contact either your Primary Care Provider's office or your insurance carrier to confirm your coverage and review what you need to bring with you.

Register as a Michigan Medicine patient

If you are a new patient to Michigan Medicine or an established patient who needs to update their personal information, you will need to register in our system. Before your visit, contact the Registration Office at **(866) 452-9896**.

Sign up for MyUofMHealth.org patient portal, your secure, online health connection

Your health is important to you around the clock – not just during office hours. With **MyUofMHealth.org**, you can connect to your doctor's office online.

- Request appointments.
- Request prescription renewals.
- Review health history.
- View immunization records.
- Send a secure, non-urgent message to your health team.
- Check-in for appointments (2 days before your scheduled appointment) by using the eCheck-in feature on the portal.

2) On the Day of Your Visit

Finding your way

The Rogel Cancer Center is located within the University of Michigan Medical Campus. A map of the area is on the back. Directions may also be found on our web site at

www.RogelCancerCenter.org/maps

Arrive on time

Plan to arrive at least 30 minutes before your scheduled appointment. You will need time to park, locate the clinic and complete any forms. Some clinics may require even more time before your visit. Refer to the ***appointment schedule*** for specific details about your clinic visit.

Parking

Valet service is available for a small fee. Alternatively, self-parking is available in the attached parking garage.

3) What should I do if I need to cancel or reschedule my appointment?

If you have questions or need to cancel or change your appointment, please let us know as soon as possible by calling the contact number at the top of the appointment schedule.

4) Who can I call with more questions?

Our Rogel Cancer Center website is a comprehensive source of information about our clinics, staff and the diseases we treat. You will find answers to many of your questions at this site:

www.RogelCancerCenter.org

5) Resources

Cancer AnswerLine
(800) 865-1125

Patient & Visitor Accomodation
(800) 544-8684

Patient Assistance Center
(734) 232-2208



For more directions, visit:
<https://www.uofmhealth.org/maps-directions>