Preparing for your appointment at the University of Michigan Comprehensive Cancer Center
Thank you for choosing the University of Michigan Comprehensive Cancer Center to participate in your care. We look forward to welcoming you to our Center and getting to know you.

Although you may or may not have been diagnosed with cancer, the team of experts that focus on the area of the body of concern to you, treat both cancerous and non-cancerous conditions, and see all of their patients in the Comprehensive Cancer Center.

This package is intended to prepare you for your visit, to make the time you spend with us as meaningful and productive as possible. During your visit, we'll be providing you with a great deal of information. Our team will evaluate your current medical diagnosis and recommend a treatment plan just for you. Ours is a comprehensive approach; individuals from many different disciplines collaborate in the care of each patient. As a result, the process takes time and preparation. You'll need to arrange for a lengthy visit, and prior to arriving, we may ask you to assist us in the gathering of your medical information.

You'll find two important documents in this packet related to your specific appointment. The Appointment Schedule confirms the date and time of your visit, and details all of the information you will need to provide on or before the day of your visit. The Health History Questionnaire can be filled out and brought with you to the appointment. These forms are also available on our website: www.mcancer.org.

Again, we sincerely appreciate the opportunity to contribute to your good health, and look forward to your visit.

Preparing for your visit

1) 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 U-M 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 prior to your visit.

   - Sometimes a visit to a specialist is not a covered benefit. To help you navigate through the paperwork, the U-M Cancer Center has a financial services department dedicated to simplifying the process. Three to five days before your appointment, a member of our staff will contact either your Primary Care Provider’s office or your insurance carrier directly to confirm your coverage and review what you need to bring with you. If at any time you have questions, you may call our financial services office at 734-615-0396 and leave a message. A member of our Business Services Team will return your call.

2) Register as a University of Michigan Patient

   If you are a new patient in the U-M Health System, or a existing patient and need to update your personal or insurance information, you will need to register in our system. Prior to your visit, please contact the Registration Office toll free at 866-452-9896.

3) Please fill out the Health History Questionnaire and bring it with you to your appointment.

4) 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
On the Day of Your Visit

1) Arrive Here Safely

The Cancer Center is located within the University of Michigan Health Center complex on the U-M campus. A map of the area is on the back of this folder. Directions can also be found on our website: http://www.mcancer.org/maps

If you need assistance making transportation arrangements, our Practical Assistance Center staff can help you identify resources in your area. The Practical Assistance Center can be reached at 877-907-0859.

2) Arrive On Time

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

3) Park your own vehicle, or use the Valet Service

Park in the structure labeled “P1” next to the Cancer Center building. Your parking ticket will be validated at your appointment, so remember to bring it with you. Parking is discounted when you are here four hours or longer. The check-in desk will stamp your parking ticket. Handicapped parking is also available in the structure. If you prefer, a valet parking service is available at the building entrance for a fee.

Should You Need to Cancel or Reschedule Your Appointment

If you need to cancel or change your appointment please notify us as soon as possible and at least 24 hours in advance by calling the contact number at the top of the appointment schedule.

Any More Questions?

Should you have any questions regarding your appointment, please feel free to call the contact at the top of the appointment schedule. We also have several other resources available to you in the days to come:

- Our toll-free Cancer Answer Line is staffed by oncology nurses who are trained to address questions you or your loved ones might have about cancer and its treatment. They can be reached at 800-865-1125.

- Our 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.mcancer.org

- For directions to the Medical Center, please call the Entrance Services Program at 734-936-9082. Directions can also be accessed online at: www.mcancer.org/maps
  Also there is a video to help you navigate our medical campus. https://youtu.be/j74-hJ5UbVA

- While at the Cancer Center you may need directions to places in the Ann Arbor area. The Courtesy Center staffed by volunteers is located in the building lobby just inside the main entrance. The Center provides maps and information about local restaurants and hotels. If you require a hotel stay while a patient at the Cancer Center, you may be eligible for discounted lodging. Our Patient and Visitor Accommodations Program can help with these arrangements. They can be reached at 800-544-8684.

It is helpful if you bring this folder with you to your U-M visit.
Directions can also be accessed online at:
http://www.mcancer.org/maps