Preparing for your appointment at the Michigan Medicine Comprehensive Cancer Center

For more directions, visit: http://www.mcancer.org/maps
Thank you for choosing the Michigan Medicine Comprehensive 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. All patients are seen at the Comprehensive Cancer Center.

This folder was made to help you prepare for your first visit. 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 – which means 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 appointment. Additionally, we may ask for your help in gathering your medical information before your first appointment.

In this folder you’ll find two important documents: Your Appointment Schedule and a Health History Questionnaire. The Appointment Schedule confirms the date and time of your appointment and details what information you need to provide on, or before, your appointment. Please complete the Questionnaire before your appointment and bring it with you.

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 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 Michigan Medicine 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.

2) 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.

3) 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

4) There are many forms that can be completed electronically on the Patient Portal. Please fill out the Health History Questionnaire along with any other forms. If you received the Health History Questionnaire and/or other forms in the mail, please complete the forms and bring them with you to your appointment.

For more information, email HIM-PatientPortal@med.umich.edu or call (734) 615-0872 to speak with a representative.

On the Day of Your Visit

1) Finding your way

The Cancer Center is located within the U-M Medical Campus. A map of the area is on the back of this folder. Directions may also be found on our web site: www.mcancer.org/maps

If you need help with transportation arrangements, our Patient Assistance Center (PAC) staff can help you identify resources in your area. The PAC may be reached at (877) 907-8859.

2) 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.

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 4 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.

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

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

Who can I call with more questions?

If you have any questions regarding your appointment, please call the contact number at the top of the appointment schedule. We have several 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
- There is also a video to help you navigate our medical campus: youtube.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 on Level B2 of the Cancer Center. The Courtesy Center provides maps and information about local restaurants and hotels. If you need a hotel 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 may be reached at (800) 544-8864.

It is helpful if you bring this folder with you to your Michigan Medicine visit.