Preparing for Your First Visit

Many patients have questions about what to expect during their first clinic appointment at Huntsman Cancer Institute (HCI). This information will help you prepare for a successful visit.

Before Your Visit

Call your health insurance company to find out the following information:

- If pre-authorization is required for procedures or treatments.
- If you need a referral to see our doctors, please call your primary care physician and bring your referral letter to your first appointment.
- If you will have a co-payment, please bring that amount with you to each visit.

If you do not have insurance or have concerns about financial matters related to your medical care, call 801-587-4036 to speak with a financial counselor.

What to Bring for Your First Visit

☐ A family member or friend
☐ Any medications, vitamins, or herbal supplements you normally take
☐ Your co-payment
☐ Your insurance and prescription cards
☐ A list of your allergies
☐ Items to help you pass time, such as a book
☐ Your medical records*
☐ A copy of your advance health care directive**

Arriving for Your Visit

- Free valet parking is available at the front entrance of Huntsman Cancer Hospital.
- Wheelchair assistance is available.
- Staff and volunteers at the front information desk can direct you to your clinic.

What to Expect During Your First Visit

- Plan on your first clinic appointment taking anywhere from one to four hours.
- Register and check in at the time and location on your itinerary.
- Plan on meeting with several members of your health care team, including doctors, nurses, and social workers; physician assistants and nurse practitioners (called mid-level providers); and residents and fellows (doctors who are in medical training programs).

If You Have Questions

- For clinic scheduling or to speak with a nurse, call 801-585-0100.
- After hours or on weekends or holidays, please call the hospital operator at 801-587-7000.
- If you are going to receive extended treatment at HCI, you will receive a patient education binder that is yours to keep. Refer to it for information about your treatments, side effects, and helpful resources, and please bring it to each appointment so your health care team can update it.
- Visit www.huntsmancancer.org/patient-guide to learn more or call the G. Mitchell Morris Cancer Learning Center at 1-888-424-2100.

*Our staff may already have some of your medical records, but you may be asked to bring results from previous tests (if applicable).

**An advance health care directive is a document that states your wishes related to your medical care. This guides those involved in your health care when you are not able to make decisions for yourself. You can access the forms and more information at the following websites:

- Utah residents: http://aging.utah.edu/programs/utah-coa/directives/index.php
- Residents of other states: http://uslwr.com/formslist.shtm

For more patient education information, call 1-888-424-2100 toll free or go to www.huntsmancancer.org

Produced by HCI © 2014 • Approved by a team of medical, health, and communications specialists • August 2014 • Review Date August 2017