



## Prior to your visit

### Know your insurance coverage

Learn about your insurance coverage and limits, and bring your insurance cards and referrals to your visits. Depending on your treatment, you may need additional authorizations or referrals during the course of your care. Our financial counselors are available at 617-726-2192 to help answer any questions you have.

### Update your registration information

Update your hospital registration information by calling patient registration toll-free at 866-211-6588.

### Examples of questions you might want to ask your care team

Before your appointment, prepare a list of questions for your care team. Bring a notebook and pen, a recorder or a friend or family member to help you remember the information from your clinic visit.

Each patient's cancer journey is unique. We understand that you have questions and concerns. Remember that every question is a valuable one.

- What type of cancer do I have?
- What is the extent (or stage) of my cancer?
- What are my treatment choices?
- Should I get a second opinion?
- Are clinical trials an option for me?
- What are the side effects of my treatment?
- How can I learn more about my diagnosis, my treatment and how to cope?
- Will I experience pain?
- How can I deal with my fear and anxiety?
- What do I say to my children, significant other, family and friends?
- How do I get information on advanced care planning, including a health care proxy form?
- What if I have financial or insurance concerns?
- How do I learn about integrative/ complementary therapies?
- Can I talk with someone who has been through this before?
- What happens when my treatment ends?
- How will I balance cancer care with the demands of my normal life?
- Where can I find more information about cancer?
- Will I have physical limitations?



## Day of your visit

### Bring the following information:

- Any images (such as X-rays, MRIs or CT scans) or test results that have been requested. If your images or test results were done at Mass General, you do not need to bring them.
- The names and telephone numbers of all your doctors
- A list of all prescriptions, over-the-counter medications and supplements or herbs you take, as well as any therapies such as acupuncture or massage that you are using
- A list of any allergies or reactions to medications
- A list of questions for your care team

### Frequently asked questions

*Why does the team need a copy of all scans (CT, PET, and MRI) on a CD?*

We upload the images on to our electronic medical record system so that all of your care providers can review them. We ask the Mass General Department of Radiology to review them formally and document their findings.

*Why do you need my biopsy slides?*

Mass General's Department of Pathology reviews the biopsy slides and renders an opinion. A report from another hospital is not sufficient.

*What medical records do you need?*

We need all of the medical records pertaining to your cancer diagnosis.

### Arrive on time

Do your best to arrive on time. If you know you will be late or miss a visit, please call us.

### Bring something to help pass the time

Bring a book or activity to pass time between treatments or while waiting for your appointment. The length of each patient's appointment will vary. The Cancer Center offers free Wi-Fi to access the Internet.