NYU Langone Health

Perlmutter Cancer Center

PATIENT RESOURCE GUIDE



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WELCOME TO PERLMUTTER CANCER CENTER

At NYU Langone's Perlmutter Cancer Center, you are at the center of everything we do. Our team works together to create a care plan tailored to you—bringing leading specialists, advanced treatments, and coordinated support into one seamless experience. With locations across Manhattan, Brooklyn, Queens, Staten Island and Long Island, expert care is always within reach.

As a National Cancer Institute–designated Comprehensive Cancer Center, we are committed to delivering the most advanced, research-driven care available. Our physicians and scientists work side by side to turn new discoveries into real treatment options, including access to innovative clinical trials. Wherever you are in your care, we are here with you—focused on what's next and dedicated to supporting you every step of the way.

We hope this guide helps answer some of your initial questions and serves as a resource during your treatment.

RECEIVING A CANCER DIAGNOSIS



Preparing for cancer treatment can be overwhelming. Here are some questions to help you start the conversation with your care team:

- What are my treatment options?
- What is the goal of treatment?
- What are the possible short- and long-term side effects of treatment?
- Are there clinical trials available to me? How can I find out about them?
- Is this type of cancer caused by genetic factors that may put my family at risk?
- Where can I find more information about my cancer diagnosis?

Consider bringing a family member or friend with you to listen and take notes.

PERLMUTTER CANCER CENTER'S CARE TEAM

A team of healthcare professionals will work together to provide the best treatment plan for you. Here are some team members you may meet.

Surgical Oncologist
Diagnoses cancer and may perform surgery to remove tumors.

Medical Oncologist
Administers chemotherapy or immunotherapy to shrink tumors and kill cancer cells. These medications can be given by intravenous (IV) infusion or by injection. Your doctor may also prescribe medications to take by mouth at home.

Radiation Oncologist
Provides radiation therapy to shrink tumors and kill cancer cells.

Radiologist
Uses imaging techniques like X-Ray, CT, MRI, and PET scans to diagnose and plan treatment.

Pathologist
Examines body tissues and fluids to diagnose diseases.

Advanced Practice Provider
A nurse practitioner or physician assistant who helps carry out and monitor your treatment plan.

Oncology Nurse
Monitors symptoms, answers questions, administers treatments, and provides follow-up care.

Oncology Nurse Navigator
Educates on medical procedures, treatment, and medications, and bridges communication between care team members.

Medical Assistant
Checks vital signs and prepares you for appointments.

Medical Secretary
Schedules appointments, verifies insurance, and assists with check-in.

Social Worker
Provides information and counseling and offers support groups and community referrals to help patients and families cope with cancer diagnosis and treatment.

Community Health Worker
Connects patients with resources like financial assistance, transportation, food, housing, and more.

Genetic Counselor
Reviews medical history to determine eligibility for genetic testing and discusses risks and benefits.

Registered Dietitian
Ensures nutritional needs are met during treatment and provides dietary guidance.

SUPPORTIVE SERVICES

Cancer can affect all areas of your life. Our supportive care team provides services to improve your overall well-being during treatment.

We develop a personalized support plan based on your needs. Speak with your care team about accessing services like:

- Acupuncture
- CancerFit Exercise Classes
- Cardio-oncology Support
- Fertility Counseling
- Massage Therapy
- Meditation Classes
- Nutrition Services
- Psychology/Talk Therapy or Psychiatry
- Oncology Rehabilitation Services
- Strength for Life
- Support Groups
- Supportive Oncology and Palliative Care
- Tobacco Cessation

*Note: Services may not be available at all locations.



CLINICAL TRIALS

Many of our doctors are researchers who study cancer care to improve outcomes. Participation in clinical trials is voluntary. Patients enroll in clinical trials for many reasons, including an interest in gaining access to new, experimental treatments, the desire to learn more about their medical condition, and a wish to advance science and medical care.

If interested, ask your doctor for more information or email CancerTrials@nyulangone.org.

NYU LANGONE HEALTH MYCHART

MyChart is a free, secure patient portal that allows you to access your health record and manage your care online. You can:

- View upcoming appointment details
- Schedule or change appointments
- Request prescription refills
- Message your care team
- Access lab, imaging, and other test results
- View visit summaries
- Review and pay bills online

To sign up for MyChart, go to mychart.nyulmc.org and click "Sign Up Now" under "New User?"

MyChart is available on mobile devices using the NYU Langone Health app. Download it from the App Store or Google Play. **For assistance, contact the support team at 866-262-6458.**

*Note: Results are added to your medical record when they are finalized, and your provider may not have reviewed them yet. A care team member will reach out to you within the next business day to discuss significant test results. For routine test results, a care team member will reach out to you within 2–3 business days.

SURVIVORSHIP

Survivorship encompasses the physical, emotional, and social needs that can arise from the time of a cancer diagnosis through treatment and beyond. The Perlmutter Cancer Center Survivorship Program provides comprehensive support designed to address your individual needs and help you navigate each stage of your cancer experience.

Our holistic approach to survivorship care focuses on supporting your overall health and well-being. Services include cancer rehabilitation, psychological support, fitness, nutrition, mindfulness, seminars, and more. Please speak with your oncology care team to learn more about the survivorship services available to you.

CANCER EDUCATION AND AWARENESS

Our cancer education and awareness team offers in-person and virtual educational events about cancer and survivorship topics. These events are led by survivors, doctors, nurses, social workers, and other professionals.

Subscribe to the cancer connect community newsletter for the latest news and information about upcoming events by scanning the QR code. For more information, email CancerEvents@NYULangone.org.

VISITOR POLICY

Adult patients may be accompanied by no more than two people for the duration of their visit. For safety, visitors under 12 are not permitted. Visitors aged 12–17 must be accompanied by an additional supervising adult other than the patient.

This policy is subject to change. For the most up-to-date information please visit nyulangone.org/patient-family-support/visitor-information.

PET POLICY

Service animals are allowed in clinical and treatment areas. Personal pets, including emotional support animals, are not permitted at PCC.

INTERPRETER SERVICES

We provide professional medical interpreters free of charge for those who prefer to communicate in a language other than English. Interpreters can assist during all phases of care. Written materials can be translated upon request. Speak with your healthcare team for more information.

DISABILITY SERVICES

We provide certified sign language interpreters free of charge. Remote interpretation is available after-hours or on weekends. Other aids include assistive listening devices, UbiDuo communicator, and whiteboards. Documents are available in Braille and large print. Speak with your healthcare team for more information.



OUTSIDE ORGANIZATIONS

Many reputable national patient advocacy groups provide reliable information and resources. Visit their websites for more information.

- American Cancer Society
- American Institute for Cancer Research
- Blood Cancer United
- Cancer Legal Resource Center
- Cancer Support Community
- Cancer+Careers
- CancerCare
- National Cancer Institute
- National Coalition for Cancer Survivorship
- Patient Advocate Foundation
- SHARE Cancer Support
- Susan G. Komen
- Triage Cancer

PAYING FOR YOUR CARE

It's common to worry about the cost of cancer treatment. Each patient's insurance coverage is different and can be confusing. We can help you understand your coverage and bills and provide financial assistance if needed.

If you have health insurance, check if your plan covers care at PCC. Contact your insurance provider to review benefits and confirm any referral or preauthorization requirements.

If you don't have insurance or need help understanding your coverage, our financial counselors can assist with questions about treatment authorization, physician referrals, alternative payment options, and other insurance-related concerns.

*Note: You may request to be billed at a later date. If you cannot afford your copayment or bill, please contact your care team and let them know.

For more information please visit:
nyulangone.org/insurance-billing-financial-assistance.

Thank you for trusting Perlmutter Cancer Center with your care. For more information about any topics in this guide, speak with your care team.

You can also visit our website at **nyulangone.org/pcc.**



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