Oncology/Hematology

New Milford Hospital
Thank you for allowing us to become a very important part of your healthcare.

Western Connecticut Medical Group offers complete, comprehensive and individualized healthcare. We combine the personal attention and compassion you expect from your specialist/surgeon. We have designed our center to include the most modern approaches to healthcare. As an affiliate of Western Connecticut Health Network, our physicians are able to bring you all that Western Connecticut Health Network has to offer – highly qualified primary care physicians, specialists, comprehensive services, and a vast array of educational services. As part of this network, we are committed to building a healthier community.

Western Connecticut Medical Group is a group practice and although most patients choose their own specialist or are recommended by their trusted primary care providers, the providers within our practices work as a team to provide care in the office, after hours and on the weekends. Our providers have extensive training and practice experience in the specialties of oncology and hematology.

Sincerely,

The Professionals at Western Connecticut Medical Group
Oncology/Hematology at New Milford Hospital
Services
Diagnosis and treatment of oncologic and hematologic disorders in adults including chemotherapy, biotherapy and immunotherapy, with support services that include:

- Clinical Research Trials
- Nurse Navigators
- Palliative Care
- Dietician
- Genetic Counselor
- Clinical Licensed Social Worker
- Complementary Medicine

Prescription Refills
Our office takes pride in providing quality care to the patients in our community. Your physician needs to review and approve all refills; therefore, routine refills will be handled weekdays from 9:00 am to 4:30 pm. We require up to 48 hours for routine refills.

Preventive Medicine & Screening
While no one likes to visit the doctor’s office, we encourage our patients to be aware of preventive measures:

- Smoking Cessation
- Lung Cancer Screening
- Prostate Cancer Screening
- Skin Cancer Screening

Hospital Services
- Chemotherapy
- Radiation therapy
Office Hours

Because you cannot always predict illness, and to meet the demands of today’s active families, Western Connecticut Medical Group is open five days a week.

We urge you to establish your ongoing care with your healthcare provider by appointment. We see patients on a scheduled basis and offer same-day appointments with our Advanced Practice Registered Nurses (APRN) for illness and urgent care.

We try to see our patients on time, but do ask your understanding when there are unforeseen delays. We cannot predict emergencies or the patient who just needs extra time. Please be assured that each patient is given full attention by his/her provider.

Telephone Calls

All patients are encouraged to contact our office using the patient portal or by telephone with any questions they have concerning their medical care. The staff is well trained to address many questions and relay them to the appropriate provider. A member of our staff or your healthcare provider will return your call.

We provide 24-hour, seven-day-a-week physician coverage for our patients. To reach our on-call provider after office hours, call 860-210-5300 and our answering service will relay your message. Please limit after-hour calls to emergencies.
Important Phone Numbers

American Cancer Society, Inc. 800-227-2345
Ann’s Place, Home of I Can-Cancer Support 203-790-6568
Website: Annsplace.org
Regional Hospice Care Center 203-702-7400
Western Connecticut Home Care, Danbury 203-792-4120
Smoking Cessation 203-739-8328
Danbury Hospital Main Number 203-739-7000
New Milford Hospital Main Number 860-210-5000
Norwalk Hospital Main Number 203-852-2000

Additional Emergency Numbers

Danbury Hospital Emergency Department 203-739-7100
24-hour Emergency and Trauma Care – Accredited Level II Trauma
New Milford Hospital Emergency Department 860-210-5200
Child Abuse Emergency – 24 Hours 1-800-842-2288
To report child neglect, abuse or suspicion of either. Sponsored by Connecticut Department of Children & Youth Services
Domestic Violence – 24 Hours 203-731-5206
Poison Control – 24 Hours 1-800-343-2722
Sexual Assault Against Women 203-731-5204
Phone counseling, advocacy at hospital or police station, and more
Crisis Hotline 24/7 1-888-447-3339
Insurance Information
We participate in most insurance plans. Please present your insurance card at each visit. You may receive a bill from your physician and the hospital for services.

Helpful Hints When Using Your Insurance Benefits:

- **ALWAYS** carry your insurance card with you. We will ask to see your card at every visit.
- Your card carries important information that is necessary for proper coverage.
- Your card supplies you with a toll-free telephone number to answer questions.
- Your insurer has a contract that may vary in coverage. You are responsible to know your contract.
- **KNOW** your health plan’s participating laboratories.

Guidelines When Requesting Referrals

- **KNOW** your health plan’s participating in-network specialists and hospital when requesting referrals.
- **KNOW** which procedures need prior approval (e.g., MRI, CAT scan, diagnostic testing).
- **CALL** member services on your card and verify that the specialist you are requesting to see participates with your plan and if you have out-of-network benefits.
- **NOTIFY** your healthcare provider at least one week in advance when requesting to see a specialist or receiving any outpatient testing.
If you currently do not have health insurance coverage, please visit Access Health CT for information on obtaining individual or family health insurance at www.accesshealthct.com.

**Specialist Teams**

**It’s All about You**
Caring about you is the most important job of your specialist team. In this personal model of health care, your specialist at Western Connecticut Medical Group leads the team of health care professionals that, collectively, take responsibility for your care. They make sure you get the care you need – in wellness and illness – to heal your body, mind and spirit.

**Who is the Specialist Team?**
Your team may include a doctor, nurse, Advanced Practice Registered Nurse (APRN) or a health educator, as well as other health professionals, such as care-coordinator nurse, pharmacist or nutritionist. They will help you get healthy, stay healthy, and get the care and services that are right for you. When needed, your personal doctor arranges for appropriate care with other qualified physicians and settings.
Western Connecticut Medical Group
Oncology/Hematology at
Diebold Cancer Center

860-210-5300 (TEL)
860-210-5030 (FAX)
wcmgappointments.com

Western Connecticut Medical Group also has offices at the Praxair Cancer Center at Danbury Hospital and the Whittingham Cancer Center at Norwalk Hospital.