

FAQs: What you need to know about your first visit

Q: What conditions and problems do you treat?

A: We treat both benign (non-cancer) and malignant (cancerous) musculoskeletal tumors and conditions.

Q: If my doctor has referred me to you, does this mean I have cancer?

A: Not necessarily. Although we take care of patients with various malignancies, many of our patients do not have cancer.

Q: When should I arrive?

A: We are a large, urban institution and we recommend that you allow extra time for travel to accommodate any unexpected delays.

Q: Where is the office located?

A: Our office is located at 3400 Bainbridge Avenue, 6th floor, Bronx, NY 10467

Q: How can I get to Montefiore?

You can get to our office via:

- Subway (4 train or D train)
- Bus (Bx1, Bx2, Bx10, Bx16, Bx28, Bx30 and Bx34)
- Car

Please see the following for more detailed directions and instructions www.montefiore.org/west

Q: Where can I park?

A: There are several options for parking at Moses Campus, including:

- **Street:** There is on-street parking available in the Moses Campus neighborhood. Check the street signs for rules and accessibility.
- **Valet:** Montefiore Hospital at the Moses Campus: Montefiore offers a convenient valet parking service for patients and visitors to ensure parking availability during busy commuting hours. Valet parking is offered 9:00 AM to 5:00 PM Monday through Friday at an additional cost of \$5 to the current parking garage fees at the 210th Street garage. Tel: 718-920-5691.
- **Public Garages:** Montefiore Hospital: 24-hour valet parking garage at 120 East 210th Street; Tel: 718-920-5691
Greene Medical Arts Pavilion: parking garage open from 6:00 AM to 11:00 PM daily at 3450 Bainbridge Avenue, entrance on Wayne Avenue; Tel: 718-920-6306.

Q: What should I bring with me?

- Insurance card
- Photo ID
- Outside medical records
- All imaging, including outside imaging, on disk with written reports for all pertinent studies
- Outside slides with pathology reports
- Referring physician information
- Primary care provider information
- Pharmacy information, such as address and phone number

Q: What happens when I arrive?

A: Once you arrive, the check-in staff will register you. We will ask for a copy of your insurance card and photo ID. If applicable, insurance copay will be taken.

Q: Who will I meet with?

A: We work as a large multidisciplinary team. Sometimes you will be seen by more than just the doctor you are scheduled with. Depending on your problem, you may meet with other subspecialists to help streamline your care.

Q: How long with my visit take?

A: This will depend on the complexity of your condition. We recommend allotting ample time, so that you are not stressed or late for other planned engagements.

Q: Which insurance does your office accept?

A: Please see below for plans that we have participated in the past. Please note that insurance policies change from time to time. Please contact our office for updated changes and relevant information regarding insurance coverage.

1199 National Benefit Fund, AETNA, Affinity Health Plan, Amida Care, Archcare Senior Life PACE Program, ArchCare Community Advantage FIDA, Access Medicare, Centerlight HealthCare, CIGNA, CMO, Elderplan, EmblemHealth FIDA, Empire BCBS, Fidelis Care (CenterCare), GHI PPO, GuildNet Gold Plus FIDA Plan, HealthFirst, HealthPlus Amerigroup, HIP, Hudson Health Plan MVP, MVP (Mohawk Valley Physicians), MagnaCare, Medicaid, Medicare, MetroPlus, MultiPlan, NorthShore LIJ care Connect, Oxford (EverCare, Secure Horizons), Railroad Medicare, RiverSpring FIDA Plan (used to be Elderserve), Senior Whole Health, United Health Care (EverCare, Secure Horizons), United Health Care Community Plan, United Health Care Empire Plan, VNSNY CHOICE SelectHealth/VNS Medicare Advantage, WellCare

Q: How do I get in contact with the office if I have a question?

For questions or concerns regarding imaging tests and appointments, please call 718-920-5722

For questions or concerns regarding surgical scheduling, please call 718-920-4429

Our fax number is 718-515-4386

Q: How will the office communicate with me?

A: We communicate via email and/or telephone. In the event you don't receive expected communication, please contact us.

Q: When will my MRI or imaging test be?

A: Initial imaging studies are usually obtained within a few days of your consultation.

Q: How will imaging studies or diagnostic tests be arranged?

A: We will obtain authorization and contact you via email and/or phone. Once we obtain authorization, we will schedule the exam and call you with date, time, and location. We will also schedule your follow up appointment with your doctor to review the imaging results.

Q: Where will my MRI or imaging test take place?

A: We have numerous Montefiore imaging center locations throughout the Bronx. We try to take patient location preferences into account when scheduling.

Q: Do I have to do my imaging and diagnostic testing at Montefiore?

A: In general, we prefer scheduling all imaging test and diagnostic testing at Montefiore to ensure high quality exams and to help facilitate immediate results and fluid coordination of care.

Q: Do I have to come to get results in person?

A: In general, we discuss results in person this ensure clear communication and to help avoid any misunderstanding. In person follow up allows us to personally show patients their imaging and explain the results and what they mean, going forward. This approach helps you to understand your situation and ultimate care plan. Exceptions can be made in rare incidents when travel is not possible.

Q: How do I get copies of my records and imaging on a disk?

A: Please contact our office and we will help facilitate getting copies of your records and imaging studies.

Q: How often will I have to come in for follow up visit?

A: Follow up appointments are dependent on the nature of your condition and type of surgery you have undergone.