

Neuro-Oncology Centers' Automated Phone System

In an effort to improve your experience at Roswell Park we are now utilizing an automated phone system to more efficiently handle our incoming phone calls and better manage your care. This system is designed to get you to the person that can assist you the best.

Here are a few tips to help you navigate the system:

- You can reach the Center at **716-845-3886 Option #1**
- Our office hours are **8:00am – 5:00 pm, Monday – Friday**
- **After business hours**, please contact the Call Center at **716-845-2300** and they will assist you.

From there you will have the following options:

- Press 1 for appointments
- Press 2 for prescription refills. Please have the following information ready:
 - ✓ Your first and last name and telephone number
 - ✓ Your medical record number
 - ✓ Medication name
 - ✓ Name and phone number of your pharmacy
- Press 3 if you are a physician or calling from a physician's office
- Press 4 to speak with a nurse

If you leave us a message at any time, please speak clearly and be sure to include the following:

- Your full name
- Your medical record number (found on your green card) or your date of birth
- Your phone number, including area code where you can be reached