

Referring Patients

The UNM Comprehensive Cancer Center (UNMCCC) New Patient Scheduling Department is your one-stop team for scheduling new patient appointments and arranging consultations with the UNM Cancer Center Clinical Team.

Information:

To refer a patient to the UNMCCC we need this information about your patient:

- Name
- Phone number
- Date of birth
- Medical record number, if an established UNMH patient
- Nature of medical issue, diagnosis.

We also need to know:

- Your information as the referring provider:
- Phone/Fax #, Name of Facility or UNM Department
- Services you would like UNMCCC to provide: i.e. Surgical, Medical and/or Radiation Oncology consultation.

Ease:

- Call, E-mail, fax or Click — we offer several ways to refer patients, all streamlined to save time for you and your colleagues.
- Call us directly at (505) 272-2839
- Reach us through the main phone number at UNMCCC: (505) 272-4946
- E-mail us at UNMCCNEWPATIENTS@UNMMG.ORG
- Fax to (505)272-5458
- Use our online referral form located at cancercenter.unm.edu
- If your patient is being referred from an UNMH clinic you may also use the ADHOC referral form in Power Chart.

Once initial contact is made to the UNMCCC New Patient Team, the patient will be placed in a referral scheduling queue and will be contacted with-in 16 business hours to schedule an appointment.

Please note although we strive to take your call as it is received we have a high volume of incoming calls, so you may need to leave your referral request with the operator, but rest assured, this will not cause any delay as the operator will submit these requests directly into the referral scheduling queue.



Medical Records:

Once we receive your referral we will request all necessary medical records for your patients visit.

You're also welcome to send any relevant records in with your referral request. We typically request referring physician's last clinic notes. ALL Pathology reports, Imaging reports and lab results.

If the patient is being referred from an UNMH clinic, no worries, we can access all medical records from Power Chart.

What to Expect:

Patients with non-urgent medical issues will be offered an appointment with Medical Oncology or Radiation Oncology within 10 business days of the initial referral.

Patients with non-urgent hematological issues will be offered an appointment with a Hematology Oncologist within 12 business days of the initial referral.

Patients with non-urgent surgical issues will be offered an appointment with a Surgical Oncology Specialist within 20 business days of the initial referral.

Non-urgent Orthopedic Oncology patients will be offered an appointment within 8 weeks of the initial referral.

STAT Patients:

Patients identified with having urgent needs are given priority status and will be contacted within 4 business hours to schedule. This must be clearly indicated when referral is sent in order to avoid being put in the regular queue. Urgent appointment requests will be triaged by a UNMCCC provider who will determine the appointment date/time.

The UNMCCC respects the relationships you have with your patients and is committed to open communication and prompt follow-up after your patient is referred. We recognize that your patient looks to you as his or her primary provider, and we strive to become an asset in your patient's care plan.