

As we continue to face unprecedented times together, our patients, their families, and our caregivers remain our top priority. We are always available to provide you with the treatment and care you need, and urge you to reach out to your Smilow care team at any time.

We have taken several precautionary steps to ensure the health and safety of our patients and their families during their appointments and while receiving treatment. Every patient who enters a Smilow Cancer Hospital facility wears a mask and is triple screened for symptoms of COVID-19, and our physicians and caregivers are wearing protective masks and screened twice daily. In addition, we have expanded our hours of operations to increase social distancing and implemented universal precautions to ensure cleanliness and safety while in all of our facilities.

Smilow Cancer Hospital has instituted modified procedures to maintain the highest levels of protection for all patients, during any stage of treatment or personalized care plan. These procedures include dedicated clinical pathways to care for all of our patients, including enhanced measures in all of our surgical services as well as infusion and radiation oncology facilities. For patients receiving chemotherapy or radiation treatment, all infusion spaces and treatment machines are carefully cleaned and rigorously managed to ensure both patient safety and comfort.

Our Smilow physicians and caregivers are also accessible to you virtually through Telehealth video visits and phone calls for follow-up and monitoring appointments, social work consults, virtual support groups, integrative medicine opportunities, and other online resources.

It is important that you follow up with your care team if you are not feeling well, have new or worsening symptoms, or have any concerns related to a current treatment plan. In addition, please reach out if you have any questions about your upcoming appointment, scans, or tests.

Thank you for entrusting Smilow Cancer Hospital with your care. We remain committed to providing our patients compassionate, state-of-the-art, and expert care in a safe and protected environment. We hope you are looking forward to a safe summer season.

Warm regards,

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