



Welcome.

At Cancer Care of Western New York, we are dedicated to providing the highest level of professionalism and commitment to quality care. Please let either myself or one of our physicians know if you experience anything that does not exemplify this.

If your insurance company requires a referral, we will attempt to obtain it from your primary care physician. We may require your assistance in this matter, depending upon your physician's office policy. Please be sure to have your insurance card with you when you come in to our office.

To make your visit as efficient as possible, please complete and return the enclosed forms in the envelope provided as soon as possible after receiving. If there is not sufficient time for mailing (less than three days), please bring the forms with you to your visit. We pride ourselves on getting our patients in quickly, so in the event you receive this information after your appointment, it is not necessary to fill out and return the forms.

While you're visiting our website, please view our online services, including a complete video library highlighting our practice, providers, and the conditions we treat. You can request non-urgent follow-up appointments, ask for prescription refills, submit non-urgent questions, and complete a patient satisfaction survey to let us know how we are doing.

If you have any questions or concerns, please feel free to contact us at (716) 844-5500. Welcome to the Cancer Care of Western New York family.

Sincerely,

Jennifer Zivis, R.N, BSN
Administrator

Michael Duff, M.D.
Dhiren K. Shah, M.D.
Christina Mangovski, RPA-C
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