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Frequently Asked Questions (FAQ)

Which insurances do you take?

You can find a list of participating insurance plans here: [InsuranceList.pdf](#) ^[1]

Will you need copies of my medical records?

Yes. Your referring physician will need to provide us with the following:

General New Patients:

[General New Patient Requirements](#) ^[2]

Head & Neck New Patients:

[Head & Neck New Patient Requirements](#) ^[3]

Proton Ocular New Patients:

[New Patient Requirements Proton Ocular.pdf](#) ^[4]

When will I be contacted for scheduling the initial appointment?

Patients should expect a phone call from the New Patient Coordinator 2-5 business days from receipt of the referral.

When is the next available appointment?

Appointment availability depends on each physician's patient load.

What paperwork do I need to fill out before my first appointment?

General New Patients:

General New Patient Paperwork.pdf [5]

Prostate New Patients:

Prostate New Patient Paperwork.pdf [6]

Is there anything else I need to bring besides the paperwork?

You will need to have your insurance card(s) and a government issued photo ID at the time of your visit

Will I need to have any additional imaging done (MRIs, CTs, PET/CTs, mammograms, etc.) other than the imaging I've already had?

This will be determined by the doctor during your initial consultation.

Which doctor will I be seeing?

In most cases, you will be seeing the doctor that you are specifically referred to. You may also be assigned to whichever doctor has the first available appointment and is best suited to take on your case.

How long has this doctor been in practice?

You can find information about the physicians here: Radiation Oncology Doctors Page [7]

What will happen on my first visit with the doctor?

You can learn more about your initial visit here: Patient Experience [8]

How long after my first visit will I start treatment?

This will be discussed with the doctor during your initial consultation.

What is a simulation appointment?

You can find information about the simulation appointment here: Prepare for My Exam - Simulation [8]

At which location will I be getting treatment?

This will be discussed with the doctor during your initial consultation.

Which machine(s) will I be treated on?

This will be discussed with the doctor during your initial consultation.

How long will my treatment last?

This will be discussed with the doctor during your initial consultation.

What are the side effects of the treatment?

This will be discussed with the doctor during your initial consultation.

Will I be seeing my doctor every day during my treatment?

In most cases, your doctor will visit with you once a week during your treatment.

What is brachytherapy?

You can find information about brachytherapy treatment here: Brachytherapy [9]

What is hyperthermia?

You can find information about hyperthermia treatment here: [Hyperthermia](#) [10]

What is Gamma Knife?

You can find information about Gamma Knife treatment here: [Gamma Knife](#) [11]

What is CyberKnife?

You can find information about CyberKnife treatment here: [CyberKnife](#) [12]

Can I be a part of a research study?

This will be discussed with the doctor during your initial consultation. You can find more information about available research studies here: [Clinical Trials](#) [13]

Who do I call if I have any questions?

You can contact us in the following ways: [Contact Us](#) [14]

For more information on how to navigate through the UCSF Cancer Center, please refer to the UCSF Cancer Center Guidebook [15] for parking instructions, activities, and brief explanations of cancer center related terms.

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[UCSF Main Site](#)

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Source URL: <https://radonc.ucsf.edu/frequently-asked-questions-faq>

Links

[1] <https://radonc.ucsf.edu/sites/radonc.ucsf.edu/files/InsuranceList.pdf>

[2]

https://radonc.ucsf.edu/sites/radonc.ucsf.edu/files/General%20New%20Patient%20Requirements_9.pdf

[3]

https://radonc.ucsf.edu/sites/radonc.ucsf.edu/files/Head%20%26%20Neck%20New%20Patient%20Requirements_2.pdf

[4]

https://radonc.ucsf.edu/sites/radonc.ucsf.edu/files/New%20Patient%20Requirements%20Proton%20Ocular_2.pdf

[5]

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