



Phone System Guide - Melanoma and Sarcoma Medicine Center

Our automated phone system handles incoming phone calls more efficiently to help get you to the person that can assist you the best.

- The Center is open from 8:00a.m; – 5:00p.m., Monday through Friday. Phone: **716-845-3180**
- After 5:00p.m. and on holidays and weekends, call **716-845-2300** and the staff of Roswell Park’s Call Center will assist you. Toll free: **1-800-ROSWELL (1-800-767-9355)**.
- Questions about treatments or side effects: Call the Melanoma/Sarcoma Center: **716-845-3180**.

If you call **716-845-3180**, the automated phone system will give you the following options:

#1: Make or change an appointment

#2: Manage your prescriptions/refills: Please leave a message with the following information:

- First and last name
- Telephone number
- Medical record number
- Medication name
- Name and number of pharmacy

#4: Speak with a sarcoma/melanoma 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 or your date of birth
- Your phone number, including area code where you can be reached
- Your doctor’s name: Dr. Puzanov, Dr. Gupta, or Dr. Switzer

Important Reminders

- If you have been hospitalized, call and let us know. If able, get any imaging on a disc to bring to your next visit. (This saves wait time)
- Any refill prescribed by a Roswell physician needs to be called in to us at least 7 days in advance, especially controlled substances.
- If you are sick, call us as soon as you can. We want to get you in to see us promptly.
- Disability paperwork should be directed to the medical records department on the ground floor near the cashier office.
- If you need assistance with billing/financial issues, or counseling, please let us know.
- Please bring an updated medication list with you to every visit.