

Ready to start planning your care? Call us at [800-525-2225](tel:800-525-2225) to make an appointment.

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Memorial Sloan Kettering
Cancer Center

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For International Patients

[212-639-4900](tel:212-639-4900)

Or use AT&T Direct Access by dialing the access number for the country you are calling from, then dialing [888-675-7722](tel:888-675-7722).

Find a Doctor

See our [physician directory](#).

Contact a Patient Care Facility

See [our locations](#).

Reach a Patient at Memorial Hospital

Call our Patient Information Desk at [212-639-7081](tel:212-639-7081).

Cards and gifts can be sent to:

Memorial Sloan Kettering Cancer Center

1275 York Avenue

New York, NY 10065

Please include the patient's name and room number.

Visiting Hours

Adult inpatients: 6:00 a.m. to 10:00 p.m.

Pediatric inpatients: 8:00 a.m. to 8:30 p.m.

Intensive Care Unit (ICU): 11:00 a.m. to 7:00 p.m.

For more information, see our [Policy for Visitors of Patients](#).

Request Medical Records

There are 3 ways to ask for (request) your MSK medical records.

Call [646-227-2089](tel:646-227-2089)

Email HIMROI@mskcc.org

On MyMSK, go to the [Request Your Medical Records](#) page and click “Complete Form.”

Complete [this form](#) and fax it to [212-557-0531](tel:212-557-0531) or [646-227-3545](tel:646-227-3545)

After asking for your records, please wait at least 10 business days before asking for an update.

Visit Our Gift Shop

To purchase a gift for someone at our inpatient hospital, call [212-639-8035](tel:212-639-8035). We are open Monday to Friday, from 8:00 a.m. to 6:00 p.m., and on weekends and holidays from 11:00 a.m. to 4:00 p.m., Eastern time. [Learn more about the Gift Shop](#).

Find Support Services

Social Work

[212-639-7020](tel:212-639-7020)

Outpatient Counseling Center

[646-888-0100](tel:646-888-0100)

Spiritual Counseling

Department of Chaplaincy

[212-639-5982](tel:212-639-5982)

For more information, see [Support Services](#).

Contact a Patient Representative

If you have a concern, question, or complaint about your care, or would like someone to serve as your advocate, call our Patient Representatives Department at [212-639-7202](tel:212-639-7202).

Ask Billing Questions

For general information about insurance coverage and billing for treatment at Memorial Sloan Kettering, call [646-497-9176](tel:646-497-9176). Learn more at [Insurance & Billing](#).

Incoming Calls

You may see [646-888-2001](tel:646-888-2001) show up on your phone when someone from MSK calls you. If so, please call your MSK physician or one of the numbers on this page for more information.

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