



# Welcome to 7 West: Your Road to Recovery

*7 West is a medical-surgical unit located on the 7<sup>th</sup> floor of the main hospital.*

## You're One Step Closer to Home

You are in a section of the Roswell Park hospital called 7 West, an inpatient area where we typically care for patients who need hospital care to address medical/treatment needs or to recover from surgery. We know that an inpatient stay may feel overwhelming, and we promise to do all that we can to make your stay with us as comfortable as possible.

## What to Expect During Your Hospital Stay

- **Daily visits from your physician.** Your physician or a medical provider from your physician team will check in on you each day that you are here. If you and your family would like to meet with your physician, let your primary nurse know and we will do our best to arrange it.
- **Informed, coordinated care.** A Unit Care Coordinating Registered Nurse, along with your medical team and support departments, will manage your care from admission to discharge. You and your family will be an informed and involved partner in your care.
- **Questions?** Just ask! And feel free to write them down as you think of them. We aim to address all your concerns.

## Important Information While You're Here

- **Family and friend updates.** You decide who is allowed to receive information about you. If you want to allow your loved ones to get updates on how you're doing, please provide our staff with a password. This way, the only people who can get information when they call are people to whom you have given the password. They can call the nurses' station at **716-845-2386**.
- **Visitors.** This unit, 7 West, does not have specific visiting hours or restrictions on the number or ages of your visitors. You may also meet visitors in the family lounge, located outside of the main elevators on the 7<sup>th</sup> floor. One family member is permitted to stay with you overnight; we can supply a pullout bed.
- **Room temperature.** Please let us know if your room is not at a comfortable temperature and we will get it adjusted. In addition, we have a blanket warmer and a ready supply of heated blankets. Just ask for one!
- **Television and telephone service.** These are complimentary services at Roswell Park; you will not be charged. To use the telephone to call outside the hospital, dial 9 and then the number you wish to call. If calling a hospital extension, you only need to dial the 4 digit extension number.
- **Food via room service.** We provide hotel-style room service everyday from 6:30am to 6:30pm. Dial **8888** from the telephone in your room, or **716-845-8888** from outside the hospital.
- **Laptops, DVDs and other media.** The Resource Center for Patients & Families offers a lending library of laptops, DVDs, CDs, books, etc. The Center will deliver items directly to your inpatient room. Dial **8659**

(in hospital) or **716-845-8659** (from outside the hospital). Please have your driver's license or identification card available. The Resource Center is open Monday to Friday, 8:00am – 4:00pm.

- **Newspapers.** Complimentary Buffalo newspapers are delivered Monday through Saturday by 9:00am. If you would like one, all you have to do is ask or stop by the front nurse's station.

### Planning for Your Discharge

- **Comprehensive planning.** Members of your healthcare team will meet with you to plan your safe and smooth transition home, and continued healing.
- **Medical leave, disability forms.** If you need forms completed for FMLA, disability, etc., the Medical Records department, located on the ground floor of the hospital, can assist you. The medical records department can be reached at **716-845-5969**.
- **Home care services.** If you will need assistance or care at home, the home care agency will contact you after your discharge to arrange a home visit.
- **Prescriptions.** You have several options for filling your prescriptions. The Roswell Park Pharmacy is on the first floor of the hospital, next to the cafeteria. Hours are Monday to Friday, 9:00am to 6:00pm and Saturday 9:00am to 1:00pm. To reach the pharmacy, dial **8999** (inside the hospital) or **716-845-8999** (from outside the hospital). Our outpatient pharmacy accepts most insurance. Your prescriptions will be ready for pick up the day you are discharged. Co-pays are due when you pick up your prescriptions. Or, you can request home delivery, or traditional prescription pick up, at your preferred pharmacy.
- **Transportation.** Do you have a family member or friend who will help you get home safely after discharge? If transportation may be a problem, please talk with your nurse and we will help you find a way home. Please let your ride home know that **discharge time is 11:00am**.

### Discharge Day

- **Discharge time is 11:00am.** Kindly remind your ride to arrive before 11:00am.
- **Final paperwork.** We will review all your discharge instructions, prescriptions, important phone numbers and future appointments with you.
- **How can we help you?** Take the opportunity to ask any questions and ensure your concerns are addressed.

### How to Reach Us

If you have new or worsening symptoms, please contact your clinic Monday- Friday, 8:00am to 5:00pm. After hours, your call will be answered by Roswell's nurse triage or Call Center staff.

You can also call Roswell Park's main number 24 hours a day, 7 days a week at **716-845-2300**.