



RESOURCES AND SUPPORT

for Patients and Caregivers



**PATIENT
EDUCATION**

SUPPORT COMPASSION CARE
EMPOWERMENT CARE
UNDERSTANDING PEACE
REFLECTION SUPPORT
CARE EMPOWERMENT
PEACE UNDERSTANDING
REFLECTION COMPASSION
EMPOWERMENT HEALING
SUPPORT REFLECTION
HEALING EMPOWERMENT
UNDERSTANDING
COMPASSION REFLECTION
EMPOWERMENT SUPPORT
PEACE COMPASSION
UNDERSTANDING CARE



A cancer diagnosis can be a difficult and overwhelming experience for patients and their caregivers. We want you to know that we are here to help. This booklet contains a summary of some of the services and resources available to help you throughout your cancer journey. If at any time, you have questions or need help, talk to your clinicians or stop by the Cancer Resource Center, located on the 1st floor of the main hospital, and we will do everything we can to assist you.

You can also find descriptions and links to all of these services on our website www.roswellpark.org/cancer-care/support

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Roswell Park Services

Child Life Specialists

Adult patients with cancer often have concerns about how to discuss their illness with their children. Our Child Life Specialists can provide support, assistance, and referrals to resources in order to help children and teens understand and cope with their parents diagnosis. For more information, call **716-845-1300 x6221**.

Clinical Genetics Service

If you have concerns that cancer diagnoses in your family may be genetic, our Clinical Genetics Service can help. We will review your personal and family medical history to help determine whether you should consider genetic testing. Call **1-800-ROSWELL (1-800-767-9355)** and an information specialist will complete a brief genetics questionnaire with you over the phone. You will be contacted at a later date about your appointment.

Clinical Trials

A clinical trial is a study designed to evaluate a promising new medical treatment. It includes research done to evaluate new ways to prevent and diagnose and/or treat cancer. When clinical trials identify new and effective treatments, these treatments will eventually become the new standard of care that will be offered to future patients. Today's standard treatments were researched and proven by clinical trials done in the past. For more information on our clinical trials, call **1-800-ROSWELL (1-800-767-9355)**.

Financial Assistance Program

Cancer treatment can put a strain on your family's finances. We have a Financial Assistance Program for patients who may have difficulty paying for their medical care. For more information, call **716-845-4782**.

Language Assistance

We offer a translation service that provides translations for more than 170 different languages. Medically trained interpreters are on call 24 hours a day, 7 days a week. For more information, call our Social Work Department at **716-845-8022**.

Legal Assistance

As a result of your cancer diagnosis and treatment, you may need legal assistance with issues at your job or school, your treatment, your participation in a clinical trial not being covered by your insurance, or your loss of income and inability to pay your bills. Current patients and their families are eligible for one free, confidential legal consultation. Depending on the results, you may also qualify for free or discounted legal services. To make an appointment, call **716-845-1300 x6475** or email **LegalCare@RoswellPark.org**.

Lodging Assistance for out of Town Patients

Many nearby local hotels and hospitality houses in downtown Buffalo, Amherst, and Niagara Falls offer special rates for Roswell Park patients, their families, and visitors. Patients or family members who do not live in the Buffalo area and have Medicaid may also qualify for lodging assistance. For more information call **716-845-8022**, go to www.roswellpark.org/visitors/lodging. You can also stop in the Resource Center, inside the cafeteria by the cash registers, for a lodging list as well as a guide to local shops, restaurants, and attractions.

Outpatient Pharmacy Services

Our Outpatient Specialty Pharmacy offers prescription services for any medication related to your care at Roswell Park including oral anti-cancer medications. Our experienced clinical pharmacists are available 24/7 to answer any questions or concerns you may have and to assist you with your prescription coverage benefits. Our pharmacy also provides free delivery services to your workplace or home within a 150 mile radius of Buffalo, NY. The pharmacy is open Monday – Friday from 9:00 a.m. to 6:00 p.m. and on Saturday from 9:00 a.m. – 1:00 p.m. It is located on the 1st floor of the hospital next to the cafeteria. For more information, call **716-845-8999**.

Patient Portal – MyRoswell®

MyRoswell® is a secure patient portal that allows you to see certain information from your medical record such as upcoming tests and appointments, current medications, and laboratory results. You can communicate with your care team through electronic messages, request a prescription refill, and make appointments with the option to have reminders sent to text, email, and voice call. To register, go to my.roswellpark.org and click on “MyRoswell” located in the top right corner or access it through the QR codes below. If you have difficulty, please call **1-800-ROSWELL (1-800-767-9355)** for assistance.

Social Work Department

Our social workers provide counseling to help you and your family cope with the many emotions that come along with a cancer diagnosis. They also help with practical concerns, such as:

- advanced care planning and health care decision-making
- caregiver resources
- palliative care and hospice information and referrals
- transportation arrangements and local lodging during treatment
- post-hospital care planning

For more information, call our Social Workers at **716-845-8022**.

Spiritual Care Services

Our patients come from many religious and cultural traditions and the Spiritual Care Department staff helps bring the comfort of your faith and belief system into Roswell. Staff Chaplains, Spiritual Care Visitors, and Eucharistic Ministers are available to visit patients Sunday to Saturday. We work with leaders of over 34 faith traditions who we can call upon if you want to speak to someone from your own tradition. The Meditation and Prayer Room is located on the first floor of the main hospital and is open to you and your family 7 days a week, 24 hours a day. Scheduled services for the week are posted on the door. For more information, call **716 845-8051**.

Life Recorded

Life Recorded, inspired by StoryCorps®, is a program for our patients and caregivers that will record your memories to share with your loved ones. Bring your loved ones together to share memories, thoughts, advice and insights. Audio or video recordings can be scheduled by calling the Spiritual Care Department at **716-845-8051**.

The Donor Center

Our patients have a consistent need for blood products. The Donor Center at Roswell Park collects platelets and whole blood for our patients’ treatment needs. Friends and family members may donate at The Donor Center as a way to be an important part of treatment for our patients. For more information, call **716-845-8275**.



MyRoswell Patient Portal



Roswell Park Patient App





The 11 Day Power Play Cancer Resource Center

The 11 Day Power Play Cancer Resource Center is a place where patients and their families can find information, support, comfort, and connection throughout their cancer journeys.

11 Ways We Can Help

- 1. A warm welcome and personalized introduction** to Roswell Park and all the information needed to have a more valuable visit.
- 2. Patient education** from Roswell Park experts and trusted national cancer organizations.
- 3.** Connection to Roswell Park's many **support services**.
- 4. Educational classes**, including chemotherapy/infusion and radiation orientations, as well our Meet the Expert series.
- 5. Lending library** of cancer-specific and integrative care books for adults and children, as well as Playaway® audiobooks. We also offer DVD's and personal DVD players, laptops, iPads, and phone chargers.
- 6. Comfort items**, such as hand-knit blankets, seasonal hats, and port pillows.
- 7.** Information about **wellness activities** taking place on campus and in the community.
- 8. Support, guidance, and a listening ear** from diagnosis through survivorship in our private consultation rooms.
- 9.** Resource Center **self-care information and sessions** to manage treatment side effects. Sessions include oncology massage, meditation and breathwork, as well as eyebrow and skincare classes, and more.
- 10. A private space** to ask your most personal questions relating to your care.
- 11. Elevate Salon** and our complimentary **Wig and Head Covering Program** for those experiencing hair loss due to their cancer diagnosis.

The 11 Day Power Play Cancer Resource Center is located on the 1st floor of the main hospital by the tower elevators, just outside the cafeteria. Hours of operation are Monday through Friday from 9:00 a.m. – 4:00 p.m. Call **716-845-8659** and press 1 for the Resource Center.

Peer to Peer Support

Receiving a cancer diagnosis can be overwhelming but being able to talk to someone who has been there before can be a tremendous support. Roswell Park offers several programs to help connect you with cancer survivors who have had similar experiences:

Cancer Coach Program

Our volunteer Cancer Coach program will match you with a cancer survivor who has had a similar diagnosis and cancer experience. Your coach will be a source of emotional support as well as a resource for information to help you navigate through your cancer treatment. For more information call **716-845-4432**.

CancerConnect Online Community

Roswell Park's online community is for anyone whose life has been touched by cancer – patients, family, caregivers, friends, etc. This community is a safe place to share concerns and triumphs, and find support from other people who share your experiences. The community is private and

moderated by a Roswell Park nurse and patient educator and is available 24 hours a day, 7 days a week. To join, visit www.community.roswellpark.org.

Support Groups

Support groups provide an opportunity for patients, families, and friends to discuss concerns, ask questions, share information about Roswell Park and community services, and relate their experiences coping with cancer. There are a variety of support groups available that can help patients, families, caregivers, and friends learn more about cancer. For more information, visit www.roswellpark.org/cancer-care/support/support-groups or call **716-845-1300 ext. 7375**.

Elevate Salon

At the new Elevate Salon at Roswell Park, patients experiencing hair loss due to cancer treatment are eligible to receive one complimentary wig and a complimentary head covering.

Professional stylists are available by appointment at the salon to offer:

- Pretreatment haircut
- Wig style, trim & shape
- Inpatient or outpatient head shave
- Hat-with-hair trim
- Hair donation haircut

The salon is located on the first floor of the Clinical Sciences Center near the entrance to the Breast Oncology Center. Call **716-845-8659** and press 2 for more information or to make an appointment.





Survivorship Program

Dealing with life after cancer begins with the search for helpful, timely, and accurate information on all aspects of survivorship. We offer a wide range of services and programs to help you manage the emotional, physical and spiritual challenges as you move beyond treatment. In our Survivorship Program we can help you:

- detect and manage any complications or side effects from your diagnosis or treatment.
- develop a long-term personalized survivorship care plan according to your specific diagnosis and treatment history which can include dental care, vaccinations, nutrition counseling, difficulty with intimacy and/or fertility, and management of symptoms such as fatigue, sleep.
- offer social support and counseling including pastoral care and support groups to help you address post-treatment adjustment, anxiety and stress.
- holistic approach to pain management through services such as acupuncture and Reiki.
- rehabilitation services, including physical, occupational and speech therapy and lymphedema treatment.

For more information on our Survivorship Program or to make an appointment, call **716-845-4800**.

Supportive Care Center

Our Supportive Care Center brings together many of Roswell Park's clinical and supportive services, specifically designed for cancer patients at every stage of their cancer journey. The Supportive Care Center is located on the 3rd floor of the new Scott Bieler Clinical Sciences Center.

To make an appointment for a consultation with any member of our team, call **716-845-4800**, option 1.

Supportive and Palliative Care

Our Supportive and Palliative Care Program focuses on the whole person approach to care with symptom control and pain management as well as the emotional, social, and spiritual needs of our patients and their families. We offer support to patients with complex symptom needs, at all stages, but especially those with advancing cancer while in treatment on their whole cancer journey.

Our Supportive and Palliative Care Program offers the following services:

- symptom management including pain, nausea, vomiting,
- loss of appetite, agitation, anxiety, and shortness of breath
- assistance with questions about advance directives

- counseling services for emotional or spiritual support
- planning for continuing care needs
- legal assistance or financial concerns

Psychology Department

Anxiety and depression are among the most common symptoms patients experience after a diagnosis of cancer. Our mental health experts can help guide you through these challenging times. Their expertise can also assist with cognitive function, fatigue, pain, sexual function; sleep disorders and factors related to a healthy lifestyle, as well as provide family support.



Wellness Programs

Roswell Park integrates wellness initiatives into our cancer care. We believe in the benefits of treating the mind, body, and spirit of our patients. Our wellness programs aim to provide you with personalized support as you progress through your cancer journey. For information on our wellness programs, call **716-845-1300 ext. 7375**. See a full list of all upcoming Wellness events on our online calendar at www.roswellpark.org/wellness.

Creative Arts

Our Creative Arts Team's artists-in-residence offer fun and easy arts activities for patients and their families. For inpatients, the team provides all-inclusive art activity kits delivered directly to patient rooms. Outpatients and their families can drop in to the Small Studio, located inside the Art Heals Gallery for art activities. For more information call **716-845-1550** or email ArtistsInResidence@RoswellPark.org.

Art Heals Gallery

The Art Heals Gallery is a quiet, relaxing space where patients and their families can view original artwork and take a break from the hustle and bustle of the hospital. The gallery presents curated exhibitions of work from Roswell Park's extensive art collection, as well as new work by artists based in and around Buffalo. New exhibitions are installed quarterly. The gallery is located on the 1st floor of the main hospital. For more information call **716-845-1300, ext.1994**.

Guided Meditation and Mindfulness

Mindfulness is a mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts and bodily sensations. Research has supported this therapeutic technique for many facets of health and wellness. Roswell Park periodically offers both guided meditation sessions and mindfulness classes for patients and caregivers. For more information check our online calendar at www.roswellpark.org/calendar or call **716-845-1300 ext. 7375**.

Relaxation Breath Work and Yoga

Yoga and breath work exercises have been found to help reduce anxiety, depression, fatigue, and stress for cancer patients. Free yoga classes are offered for Roswell patients and families. For more information, call **716-845-1300 ext. 7375**.

You can also find our breathing and relaxation exercises on Roswell Park's YouTube channel:

- www.youtube.com/RoswellParkComprehensiveCancerCenter/featured
- Enter "yoga" in the search engine on our page.
- Weekly yoga classes are offered at no cost for both patients and family members. Please visit www.roswellpark.org/calendar for more information.

Treatment & Side Effect Management

Acupuncture

Acupuncture has been found to help manage many immediate and long-term symptoms of cancer and its treatment, such as pain, fatigue, anxiety, difficulty sleeping, and digestive complaints. It regulates and opens the flow of vital energy and blood, and can help you regain and maintain your health and well-being. For more information, speak with your provider about a referral for acupuncture or call **1-800-ROSWELL (1-800-767-9355)**.

Assessment & Treatment Center

Roswell Park's Assessment and Treatment Center (ATC) will support you when you are sick with an urgent, but non-life threatening medical issue. The ATC is open 24 hours a day, 7 days a week. If you feel sick during business hours, call your Roswell Park clinic. After hours and on weekends and holidays, call **716-845-2300** and you will be evaluated by our triage nurse.

The ATC is not an emergency room and it does not accept walk-ins. To be seen in the ATC, you need to be referred by your Roswell Park physician or the triage nurse.

In the case of a life-threatening emergency, you should always dial 911.

Cancer Pain Management Service (CPMS)

Our Cancer Pain Management Service uses a team approach to reduce pain in cancer patients. Anesthesiologists, psychologists, nurses, physical and occupational therapists, social workers, and nutritionists work together to develop a comprehensive pain management plan for you. If you would like a referral to our pain management service, please talk to your doctor or call **716-845-4595**.

Dental Care

Cancer patients have unique dental and oral health needs that require the expertise of dental professionals with oncology experience. Our Dental & Maxillofacial Services team will monitor your oral health before, during and after treatment and work to prevent and manage oral complications from cancer treatments. For more information about oral and dental health, or to schedule an appointment, contact the Department of Dental & Maxillofacial Services at **716-845-5970**.





Medical Cannabis (Marijuana) Program

Medical cannabis has been shown to help with some common symptoms of cancer patients including pain, nausea, vomiting, and muscle spasms. If you are interested in more information on medical cannabis, contact our Supportive and Palliative Care team at **716-845-1619**.

Nutrition Department

If you are dealing with nutrition issues as a result of your cancer diagnosis or treatment, the clinical dietitians in our Nutrition Department can:

- assess your nutritional status and help you meet your nutrition needs.
- help you manage treatment side effects that affect your nutrition.
- educate you on the diet therapy prescribed by your doctor.
- provide counseling on healthy diet and cancer prevention strategies.
- provide tube feeding or IV nutrition recommendations.
- direct you to reliable resources for nutrition information.

To learn more about cancer treatments and nutrition-related side effects, visit www.roswellpark.org/nutrition.

If you would like to speak to a clinical dietitian, ask your nurse to arrange a consultation, call the Clinical Nutrition Department at **716-845-2398**.

Fertility Program

Cancer treatments can sometimes be accompanied by unavoidable, life-altering side effects. For young adults, one of these side effects can be infertility. Our Oncofertility Program can assist young adult patients with:

- fertility preservation, including preservation of egg, sperm or embryos, or medications to preserve ovarian function during chemotherapy or radiation/cancer therapy. Thanks to donations to the Roswell Park Alliance Foundation, assistance may be available to help offset the costs associated with the preservation.
- review of planned cancer treatment, including discussion of possible risks to fertility, based on treatment regimens.
- review of costs and options for financing procedures such as in vitro fertilization (IVF). Roswell Park is able to offer some financial assistance, thanks to funding from the Livestrong Foundation.
- answering common questions about average success rates or any costs beyond the funding we provide.

The Oncofertility Program is available seven days a week. If you would like more information, ask your physician for an oncofertility consultation or call **1-800-ROSWELL**.



Pelvic Floor Therapy

Many cancer treatments can cause issues in the function of your pelvic floor muscles. Chemotherapy, radiation, hormone therapy, or surgery often result in issues with your bowel, bladder and sexual function. Pelvic floor therapy is a private one-on-one physical therapy session that focuses on rehabilitating the muscles in your pelvis. This therapy will help you lengthen any tight/painful muscles, strengthen weak muscles, learn how to activate your pelvic floor on your own to regain control over of your bowel and bladder in your daily life.

If you are interested in making an appointment, ask your Roswell Park physician for a referral. You can also call the rehabilitation department at **716-845-3271**.

Rehabilitation Services

Rehabilitation Services provide physical, occupational, and lymphedema therapy specifically designed for cancer patients and survivors before, during, and after cancer treatment. Our rehabilitation team will create a personalized plan of care to address your needs. Talk to your health care provider for a referral to Rehabilitation Services or call **716-845-3271** to make an appointment for a consultation.

Sexual Health Clinic for Men

Cancer and cancer treatment can affect sexual health in a number of ways. Cancer surgery, radiation, chemotherapy, hormone therapy and other treatments may result in changes to anatomy and function, body image, libido and other factors that affect sexual life. Addressing these side effects is an important part of your cancer care, and as vital as pain management, physical therapy and emotional well-being.

Ask a member of your health care team for a referral to our Sexual Health Clinics, or call **1-800-ROSWELL** for an appointment.

Treatment For Tobacco Dependence

Smoke-free cancer patients feel better during and after treatment and have a better chance of recovery. If you are a tobacco user, whether you are ready to quit or just thinking about it, we can help. Our Tobacco Treatment Specialists will create a treatment plan tailored to you to help you increase your confidence and motivation to quit tobacco. We reach out to all patients who use tobacco but you can also contact us directly by calling **716-845-1300 x7851** or email us at treattobacco@roswellpark.org.

If your caregiver or a member of your household want to quit, the NYS Smokers Quitline offers live telephone coaching, support materials, and social support at **1-866-NY-QUITS (1-866-697-8487)** and on their website: www.nysmokefree.com

Young Adult Program

As a young adult with cancer, you may face very different challenges from patients diagnosed in childhood or later in adulthood. Roswell Park's Young Adult Program, for patients ages 18 to 39, brings together support services designed to help you overcome the unique physical, emotional, social, and practical challenges associated with a cancer diagnosis at this stage in your life.

Some of the services you may find helpful include:

Fertility Preservation: A consultation provides information about the impact your cancer and treatment may have on your fertility, preservation options available to you and arrangement for fertility services.

Clinical Genetics: If you have questions about your personal cancer risk or the risk of your family members, our Clinical Genetics Service can review your family medical history to help determine your next steps.

Mental Health Counseling: We have dedicated mental health professionals, including psychologists, psychiatrists, social workers, and child life specialists, who are uniquely trained to assist with the issues facing young adults.

Financial Counseling: We help you find and apply for health insurance or Medicaid, financial aid to help with copays and other options for drug cost assistance.

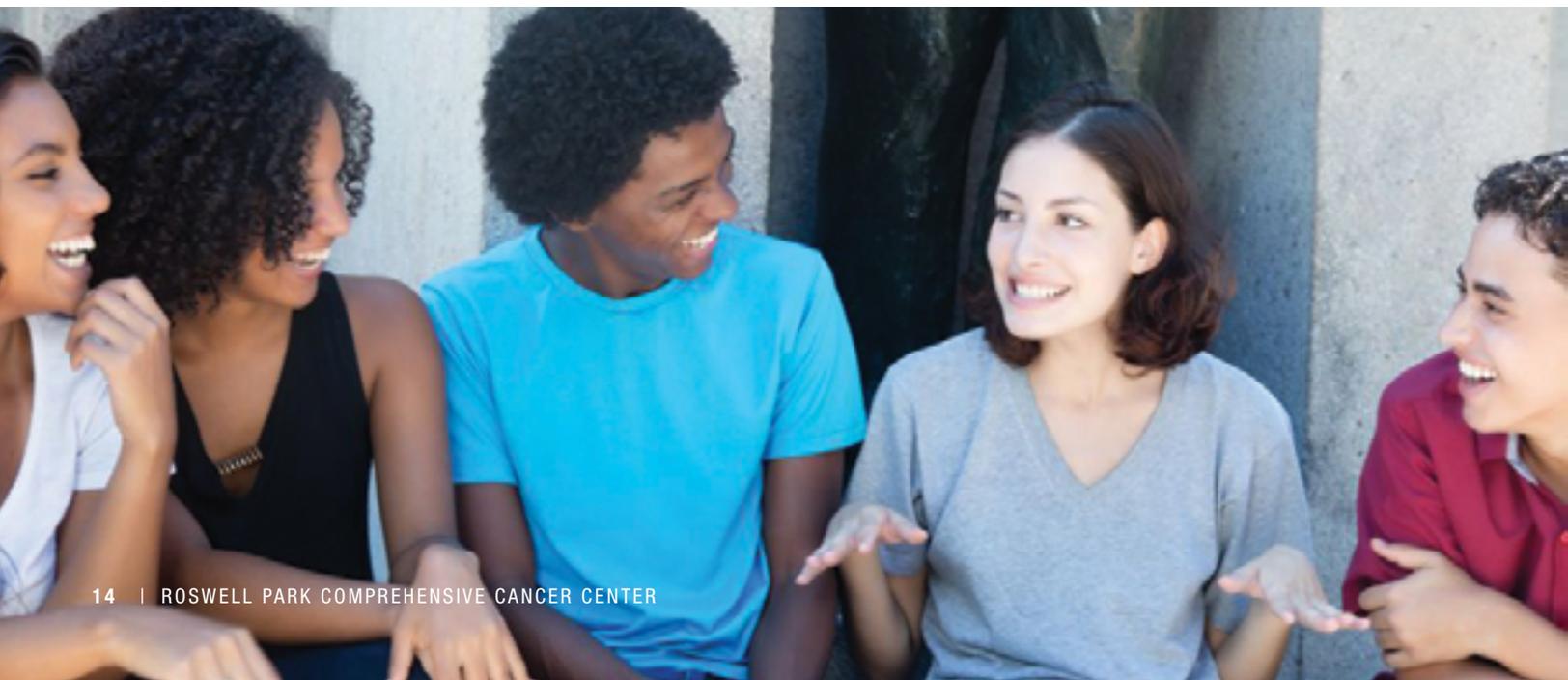
Social Events: We offer many opportunities to connect and network with other young adult patients such as wellness workshops, social gatherings, retreats, and more.

Sexual Health Clinic: Our specialists will provide treatment and solutions for issues affecting ability to interact intimately.

Survivorship Program: We offer many programs to help manage long-term medical and preventive care, ongoing or late side effects of treatment, emotional health and more to help you aim for a higher level of life-long wellness.

Project Best Life: This online community offers stories, blogs, podcasts and more from young adults across our community to inspire improved health, fitness, nutrition, and advocacy.

For more information on our Young Adult Program, call **716-845-1664**.





While you are at Roswell's downtown campus, take an opportunity to get outside for some fresh air and sunshine. Visit the MMMB Patient Terrace on the second floor of the CSC building to enjoy a sweeping view of the city, comfortable seating and peaceful place to recharge.

**IF YOU HAVE ANY QUESTIONS
OR NEED MORE INFORMATION,
PLEASE CALL US AT 716-845-2300.
ASSISTANCE IS AVAILABLE
24 HOURS A DAY.**



Elm & Carlton Streets | Buffalo, New York 14263
www.RoswellPark.org
1-800-ROSWELL (1-800-767-9355)

A National Cancer Institute-Designated Comprehensive Cancer Center | A National Comprehensive Cancer Network Member
Blue Distinction® Center for Cancer Care | A Blue Distinction® Center for Transplants