

Understanding Your Breast Surgery: Mastectomy



**PATIENT
EDUCATION**

Important phone numbers

The Breast Center: Open Monday-Friday: 8:00 a.m. to 5:00 p.m. Phone: **716-845-3152**.

- After hours you can reach Roswell Park 24/7 at **716-845-2300** or toll free at **1-800-ROSWELL (1-800-767-9355)**. Your call will be answered by the Roswell Park Call Center and triage nurse line. If it is determined you need to be seen, you may be asked to come to our Assessment & Treatment Center (ATC), which is open 24/7. You need to be referred to the ATC by your Roswell Park provider (or the provider on-call); it is not a walk-in clinic.

When to Call

Call the breast center immediately if you have:

- signs of infection: **Temperature of 100.4°F (38°C) or higher**, chills, cough, sore throat, pain or burning upon urination
- signs of local breast infection: Swelling, redness or heat, drainage containing pus, bad odors coming from your incision, increased breast pain or tenderness

Call the breast center if you have problems with your drain such as:

- the drainage stops or changes colors suddenly (it should decrease gradually and change from red to straw color)
- the drainage becomes bloody again or changes to a milky white fluid
- redness or swelling around the insertion site of the drain increases
- you cannot re-establish suction in the system

If you feel you are in a life-threatening situation, call 911 or go to the nearest hospital emergency room. Bring your Roswell Park green card with you. Please have someone call us to let us know that you are in the ER or have been admitted to the hospital.

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1. Your Health Care Team

During your treatment, many different health care specialists will be involved in your care. Your team includes some or all of the following:

- You, the patient: The most important member of your health care team.
- Caregiver(s): One or more partners, family members, or friends who help you during your treatment.
- Your attending physician MD/DO: The medical doctor who coordinates and monitors your care.
- A physician fellow: A medical doctor who is receiving additional training in the specialty or a subspecialty of cancer, and who will work closely with the attending physician to monitor your care.
- Advanced practice providers (APP): Nurse practitioners (NP) or physician assistants (PA), who work along with your physician in providing care.
- Registered nurses (RNs): Provides care for you during treatment.
- A registered dietitian (RDN): Can help you in planning your diet to help healing and recovery.
- A registered pharmacist (PharmD): Prepares your medications.
- A physical therapist (PT): Teaches you exercises to restore arm and shoulder movement after surgery.
- A social worker (MSW): Helps you and your family with counseling needs, financial concerns, and community referrals.
- A psychologist (PhD): Helps you cope with the psychosocial problems associated with cancer, including sexual concerns.
- A case manager (RN): A nurse who coordinates and assists you with discharge from the hospital.

2. About Your Surgery

Throughout your treatment, you will follow a specific care plan. Your plan will depend on your individual diagnosis. The following pages provide an overview of your care path. You and your caregiver will learn what you must do and what will happen as we work together toward your recovery. Although this book covers standard procedures, each patient receives individualized care.

Your breast surgery

You and your physician discussed various options for treatment and have decided that *breast biopsy/lumpectomy* is appropriate for you. The surgical breast biopsy/lumpectomy will be done in our Ambulatory Surgical Center (3 West). This guide will help you understand your procedure and how to use Roswell Park's many resources. Please bring this book with you on the day of your procedure.

Date and time of your surgery

The day before your operation, a 3 West staff member will call you between 1:00 p.m. and 3:00 p.m. with your arrival time for the next day. If you do not receive a call by 3:00 p.m., please call **716-845-8476** for your arrival time.

You are scheduled for breast surgery on:

Date: _____

Time: _____

3. Preparing for Surgery

Your Breast Center visit

Your breast surgeon will discuss the operation and its risks and benefits with you and answer your questions. Afterwards, you will need to sign a consent form for your surgery.

Pre-operative teaching

Your nurse will talk with you and your caregiver about what to expect during your procedure and how to care for yourself at home afterwards. You will be instructed on deep breathing/coughing exercises using an incentive spirometer to prevent pneumonia and leg exercises to prevent blood clots from forming.

Please tell your nurse:

- if you or any family member have had problems with anesthesia in the past.
- about all the medications (prescription, over the counter), supplements, vitamins, or herbs you are taking. Your physician may instruct you to take certain medications with a sip of water the morning of your procedure and/or tell you not to take some medications.
- if you are taking aspirin, arthritis drugs, or anticoagulant (blood thinners) medications. You may be asked to stop taking these medications before surgery.
- If you are allergic to any medications. They will need to know the name of the medication and what happened when you took that medication.

Stop smoking

Please stop smoking at least 48 hours to 6 weeks before your surgery. If you smoke, you are more likely to have medical problems after your surgery. To help you stop smoking, contact our Tobacco Treatment Services: Phone: **716-845-1300 ext. 7851** Email: treattobacco@roswellpark.org

Pre-op appointment

You will be scheduled for an appointment in the Anesthesia and Pre-op Evaluation Center (APEC) so that you can be 'cleared' for surgery. In addition to meeting with a member of the anesthesia team, you may need blood tests, a chest x-ray, and an electrocardiogram (EKG).

Cancelling surgery

If you need to cancel your surgery, please call the Breast Center at **716-845-3152** as soon as possible.

Arrange for a ride home

Make sure you have a friend or family member to drive you home after your procedure; you will not be able to drive yourself home.

Enhanced Recovery After Surgery

If you will be having an Enhanced Recovery After Surgery (ERAS) operation, your nurse will review the program and instructions with you. ERAS offers a better, faster recovery and the chance to get back to your normal self as soon as possible after your procedure. **It is important that you follow the instructions given.** While some before and after surgery instructions may be different from past experiences, studies show that the ERAS program improves the recovery process.

Packing for hospital stay

Bring the following items with you to the hospital:

- This book
- Basic toiletries such a hairbrush, toothbrush, and toothpaste
- A robe and slippers
- A list of your medications
- Do NOT bring credit cards, money, or jewelry. If you do have any valuables, ask a friend or family member to hold onto them

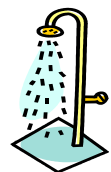
Morning of your surgery

You MUST shower the morning of your surgery!

Using the antiseptic cloths we provide greatly reduces the germs on the skin and decreases your risk of surgical site infections. **Do not use the cloths if you are allergic to CHG (chlorhexidine gluconate).** If rash, redness, itching, or other symptoms occur, stop using the cloths immediately. If the symptoms persist, call your doctor.

When you shower

1. Wash your hair as usual with your regular shampoo. Then rinse your hair and body thoroughly to remove any shampoo residue.
2. Wash your face and entire body with a non-drying cleanser. We recommend patients wash with an antibacterial soap (such as dial or safeguard) for their last shower before surgery.
3. Thoroughly rinse your body with warm water.
4. **Do not shave anywhere near your operation site.**
5. Pat yourself dry with a clean towel.
6. **Do not apply powders, deodorants, lotions, creams, hair products, or make up.**
7. After your body has dried for 30 minutes, wipe down your entire body (except your face) with CHG cloths, as shown in the pictures on the CHG (Antimicrobial) Bathing Cloths card.
8. Allow to air dry.
9. Dress in freshly washed, loose-fitting clothing. Please wear a button-down shirt to make dressing easier.



What else should I do the morning of surgery?

- Remove all nail polish, piercings, and jewelry, including rings.
- Remove contact lenses. (Bring a storage case and give them to your family/friend). You may bring an extra pair of eyeglasses.
- Brush your teeth and rinse with mouthwash. Avoid swallowing any water.
- If appropriate, bring your crutches/walker with you, labeled with your name and phone number.
- Be sure you have your health insurance ID card(s), Roswell Park medical record number, a list of your allergies (especially if allergic to latex or iodine), a list of your medications, and a copy of your Health Care Proxy Form, Advance Directive, or Living Will, if you have one. (If you would like information about these documents, speak with the Patient Access staff when you arrive and they will be glad to assist you.)
- Take any medications your physician or nurse has instructed you to take with a sip of water only. **Do NOT eat or drink anything.** (Those having ERAS procedure may receive different instructions. Always follow your doctor's instructions.)
- Leave your valuables at home.
- Limit the number of family members or friends that will come with you on the day of your procedure. We recommend no more than 2 adults accompany you.

4. Day of Surgery

At the hospital

- Arrive at your appointed time.
- Report directly to the Ambulatory Surgery Center (ASC/3 West) on the 3rd floor of the hospital.
- When you arrive at the surgery center, you will be taken to your room. Your care partner will be asked to wait in the waiting room until your nurse has completed your admission process. This will include:
 - putting on your hospital gown
 - removing anything that can come off during surgery such as dentures, partial plates, eyeglasses, contact lenses, jewelry, prostheses, wigs, etc.
 - having an IV line started in your arm
 - having a surgical hat placed to cover your hair
- Your nurse will review your plan of care for the day and answer any questions you may have.

In the operating room

- An anesthesiologist or nurse anesthetist will monitor you during your procedure.
- A blood pressure cuff will be put on your arm.
- An electrocardiogram (ECG) will monitor your heart rate.
- Your skin will be washed with betadine, an orange antiseptic solution.
- Medications will be given through the IV in your arm to make you sleep.
- While you are sleeping, a tube may be put in your throat to help you breathe.
- Compression stockings may be applied to your lower legs to reduce the risk of blood clots. These will stay on until you get out of bed after surgery.

Waiting area for family/friends

The waiting room for your family and friends is located in the atrium on the 3rd floor of the main hospital. You can sign up your caregivers to receive surgery updates via text message.

1. Go to roswellpark.org and click on “MyRoswell” (patient portal). Sign into your Patient Portal account and go to *Appointment Scheduled Procedure Notifications*. Add the persons you want to get the text updates.
2. If you are not registered for the patient portal, tell the surgical staff which cell phone number to text with updates.

5. Recovery After Surgery

After your surgery

- You will be transferred to the PACU (post anesthesia care unit).
- While there, you will be monitored closely until the effects of your anesthesia have worn off. Your heart rate will still be monitored by the ECG.
- When you wake up, you may find that your vision is blurry. This is caused by the protective lubricant placed in your eyes in the operating room. The blurriness will go away in a short time.
- You may have a sore throat for a day or two from the tube placed in your throat during surgery.
- You will have a gauze dressing over your incision, and you may be wearing a special bra.
- You may have a drain tube (JP drain) coming from your wound with a bulb attached to the end to collect the fluid draining from your wound.
- In the PACU, tell your nurse if you have pain or nausea, feel hot/cold, or have pain, redness, or puffiness at your IV site.
- Your IV may stay in place in your arm for several hours or for a day after your surgery.
- The amount of time you spend in the PACU varies. When you are released from the PACU, you will be moved to your hospital room.

While you are in your room

- Your health care team will continue to monitor you.
- Your nurse will help you sit up and stand up. You will be encouraged to walk and to use the toilet.
- You will do some breathing and coughing exercises with the incentive spirometer. These exercises are important because they help prevent lung infections such as pneumonia.
- If you had an axillary node dissection, a physical therapist will teach you arm exercises that will help you recover your mobility and decrease the risk of swelling of your arm (lymphedema).
- You will be encouraged to drink some fluids.
- Tell your nurse if you have pain or nausea, feel hot/cold, or have pain, redness, or puffiness at your IV site.

Pain management

Tell your nurse if you are having any pain. You will be given medicine that can help relieve your pain so that you can move around better. Let your nurses know how you are feeling and if the medicine is helping your pain. It is important for them to know if you are having any other reactions to the medicine besides pain relief.

Discharge from the hospital

When you are ready to be discharged, your nurse will go over your discharge instructions and will schedule your follow-up visit to the Breast Center.

6. Home Care

Precautions after procedure

- Do not drive for 2 weeks after your surgery or until your drains are removed. Continue to avoid driving if your incision is painful or if you are taking pain medication.
- Do not drink alcohol while you are taking pain medications.
- Do not lift anything heavier than 10 pounds until your wound is completely healed.

Surgical site care and bathing

If you do **NOT** have a drain in place:

- leave the gauze dressing on for approximately 48 hours. After this time, you may remove the dressing and shower or bathe.
- clean your incision once each day, and as needed, with soap and water. Pat it dry with a clean towel. The steri-strip tape is to remain on until the ends curl and no longer adhere to your skin. They will fall off on their own.

If you **DO** have a drain in place:

- follow the instructions for your surgical incision above as well as the instructions for taking care of your drain later in this book.

Activities of daily living

- Wear clean, loose clothing over your incision and a bra for support.
- Walk a little more each day.
- Continue your breathing and coughing exercises (see next page).
- Eat a balanced diet. If you have questions about your diet, ask to speak with a dietitian.
- Drink plenty of fluids to prevent constipation. Some pain medications may cause constipation. If you do not have a bowel movement for 2 days, you may need to take a laxative. Your physician can provide further instructions.
- You can resume sexual activities.
- Sleeping is necessary for recovery but sleeping throughout the day is discouraged. It can make sleeping at night difficult and slow down your recovery.

Symptoms to Report

Check on your incision every day. Call the Breast Center at **716-845-3152** immediately if you have:

- **temperature of 100.4°F (38°C)**
- swelling
- redness or heat
- drainage containing pus
- bad odors coming from your incision
- increased pain or tenderness

Breathing Exercises

Coughing and deep breathing exercises will help you clear and expand your lungs and help prevent pneumonia. Please practice these exercises at home. They will also help you recover from surgery more quickly.

Incentive Spirometer: Deep Breathing Exercise

1. Place the mouthpiece in your mouth.
2. Draw in air as if you were sipping liquid through a straw.
3. Do this 10 times every hour while you are awake.
4. Try taking slow, deep breaths to hold the piston up for as long as possible.



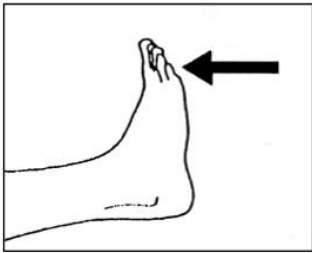
Coughing and Deep Breathing

1. Take a deep breath through your nose to filter, warm, and moisten the air.
2. Hold your breath for a short time.
3. Exhale slowly and gently through pursed lips (as if you were blowing out a candle).
4. Do this for 3 breaths. On the 3rd breath, cough instead of breathing out.
5. Repeat this deep breathing 2 more times.

Leg Exercises

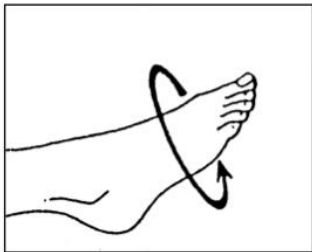
Leg exercises are important in helping to prevent the formation of blood clots in your legs after surgery. These exercises will help you recover from surgery more quickly. Please practice them before you go to surgery.

First Leg Exercise



- With your legs straight, first point your toes down. Then bring your toes up towards your head.
- Do these exercises 10 times every hour with one foot, then the other foot.

Second Leg Exercise



- Now, with your legs straight, rotate your ankles, one at a time, as if you were drawing little circles with your toes.
- Do this exercise 10 times every hour with one foot, then the other foot.

Preventive Arm Care

Following your surgery, it is common to have some discomfort when moving the arm on the side of your operation. This discomfort is largely due to the incision and is frequently described as tightness and weakness in the arm. It is normal to have arm and shoulder stiffness after surgery. You may also have numbness and/or pain in your armpit, upper arm, and chest wall.

Lymphedema is an abnormal accumulation of protein rich fluid that causes chronic inflammation and reactive fibrosis of affected tissues. It can interfere with wound healing and cause significant damage to the skin and swelling of an extremity.

Lymphedema occurs after trauma or removal of lymph nodes. Anyone who has had either a lumpectomy or mastectomy in combination with axillary lymph node dissection is at risk of developing lymphedema. Lymphedema can occur immediately after surgery, within a few months or years, or more than 20 years afterward.

Signs and symptoms of lymphedema

- Your arm feels heavy, tired, stiff
- Blood vessels, knuckles, or tendons on the back of your hand or wrist become less prominent or visible
- Puffiness or swelling in your hand or arm
- Jewelry or clothing feels tight or leaves an indent on your skin

Preventing lymphedema

An exercise program should be followed at least twice a day for 6-8 weeks following surgery to prevent loss of mobility and muscle weakness. If you follow the prescribed program every day you should have no permanent disability as a result of the surgery.

Take extra care of your arm on the affected side to prevent lymphedema:

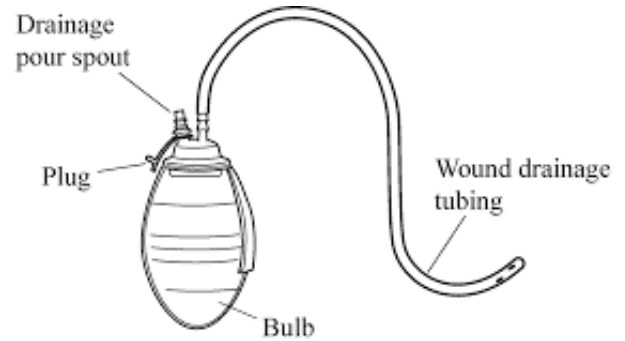
- Immediately after your surgery:
 - Do not lift more than 5 pounds with your affected arm.
 - Do not lift your affected arm above shoulder height until your drains are removed.
 - Use a pillow to position your affected arm.
 - These precautions will be lifted by your doctor when appropriate.
- Avoid skin traumas such as burns, cuts, insect bites, splits in your cuticles, needle punctures
 - Wear gloves when washing dishes or gardening. Use oven mitt when cooking.
 - Avoid excessive exposure to the sun.
 - Use moisturizing cream on hands and cuticles.
 - Offer your unaffected arm for all injections, vaccinations, and blood draws.

Continued on next page

- Prevent excessive/restrictive binding on the affected arm.
 - Blood pressure should be taken on your unaffected arm.
 - Clothing and jewelry should be non-restrictive.
 - Carry your purse or packages on your unaffected arm.
- Do not shave your underarms or use deodorant until advised by your physician.
- Activities such as walking, swimming, tennis, golf, and fishing are all good exercises. You should be able to return to these activities a few weeks after surgery. Just check with your doctor for approval when your incision has healed.
- A compression garment or sleeve may be recommended by your doctor or physical therapist and worn as an extra measure to prevent swelling or to stabilize an already swollen arm.
- If you notice redness, increased temperature, rash/blistering, or swelling of your affected arm, call the Breast Center immediately.

Care of Your Bulb Drain After Surgery

After your surgery, you will go home with 1-2 bulb drains in place, often referred to as Jackson-Pratt (JP) drains. These drains are connected to clear plastic tubing that is usually sutured to the skin where it leaves your body. The tubing connects to a bulb reservoir. The bulb, when squeezed empty, applies constant suction, and pulls excess fluid out of the body.



Keeping the drain site clean

It is recommended that you do not take a shower or bath for the first 2 days you are home. Change the dressing and clean the skin by the drain tube at least once a day, more if it becomes wet or soiled.

Follow this procedure:

- Gather your cleaning supplies (gauze, tape, hydrogen peroxide, sterile swabs). Make sure to keep them clean and dry during this process.
- Wash your hands thoroughly with soap and water.
- Take off your bra.
- Remove the gauze from around the drain site.
- Gently wash around the tube insertion site with warm water and antibacterial soap. Pat dry before covering with new gauze.
- Open a new package of gauze and cover the site around the drain tube.
- Put your bra back on to hold the gauze in place. Use tape if needed to hold gauze in place.
- Wash your hands again with soap and water.

By your 3rd day home, you may shower. Gently wash the area by the drain tube and let the water flow over the area. Please use non-perfumed soaps. Pat the area dry with a soft, clean towel. Do not rub the skin. Reapply the gauze around the drain tube site and put on your bra or tape to hold into place.

What you need to care for your drain

- The measuring cup given to you at discharge
- A recording sheet (included in this book)
- Wash your hands thoroughly with soap and warm water before and after drain care.

Milking (stripping) the tube

Milk the tube 2 times a day and whenever it is not draining properly or becomes clogged.

- Gently squeeze the tubing, especially at any clots to loosen them.
- Grip the tubing with one hand, close to where it comes out of your body.
- Using the fingers on your free hand, gently squeeze the tube as you run down length of the tube toward the drainage bulb.
- Use liquid soap or hand sanitizer helps your fingers glide easily over the tubing.

Empty the drain (after milking)

- Pull the stopper out of the bulb and empty the drainage into the measuring cup.
- Record the amount of fluid on your record sheet. If you have more than 1 drain, record each separately.
- Note the color of the drainage – pink or yellow is normal. **If it looks like milk, call your surgeon immediately or go to the nearest hospital ER.**
- There may be white or red strands in the drainage – this is normal.
- After recording the drainage, dispose of it in the toilet or rinse it down a sink.

Re-establish drain suction

- Squeeze the bulb in the palm of your hand until the inside walls of the drain touch.
- While maintaining pressure, replace the plug.
- Slowly release your grip to re-establish suction.
- The bulb should remain somewhat flat. It should not be fully inflated. If the bulb is not flat, the suction is not working.

Call us if:

- the drainage stops or changes colors suddenly (it should decrease gradually and change from red to straw color)
- the drainage becomes bloody again or changes to a milky white fluid
- redness or swelling around the insertion site of the drain increases
- you cannot re-establish suction in the system

Record the Amount and Color of the Drainage Start Date _____

Day	Morning	Afternoon	Evening	Total Amount	Evening Body Temperature
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

Record the Amount and Color of the Drainage Start Date _____

Day	Morning	Afternoon	Evening	Total Amount	Evening Body Temperature
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

7. Follow Up Care

- You will receive a call from a nurse the day after your surgery. They will ask you some questions and review your discharge instructions. Do not hesitate to ask the nurse any questions you may have or report any symptoms.
- You will return to the Breast Center for your first follow up visit about 5-10 days after your surgery. This appointment was arranged before your discharge.
- Your final pathology report will be available at this time. Your physician will explain this information. Please let your doctor know if you would like a copy of this report or if you would like us to send a copy to your primary physician.
- Depending on the type and stage of your cancer, you may be referred to another physician, including a medical oncologist or radiation oncologist, at Roswell Park.
- Remember, healing from surgery takes time. If you have any questions about your recovery or treatment plan, do not hesitate to ask any member of your health care team.
- If you had an axillary node dissection, please bring the drainage recording sheet to review with your doctor. Your drain may be removed depending on the amount of drainage. If the drain needs to remain in place, you will be given further instructions.

8. Resources and Support

Acupuncture: Acupuncture has been found to help manage many of the long-term effects of cancer treatment such as nausea, pain, fatigue, anxiety, difficulty sleeping, and digestive complaints. It focuses on the movement of a person's energy flow and can help you regain and maintain your health and well-being. For more information or to make an appointment, call **1-800-ROSWELL (1-800-767-9355)**.

Assessment & Treatment Service (ATC): The ATC will support you when you are sick with an urgent, but nonlife threatening medical issue. Call your clinic. After hours, calls are answered by our Call Center staff or triage nurses. 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 a Roswell Park health care provider. If you are having potentially life-threatening symptoms, always dial 911.

Cancer Pain Management Service: 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**.

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** or email Angela.Braun@RoswellPark.org.

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.

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 eggs, sperm, or embryos, and medications to preserve ovarian function during cancer treatment. The Oncofertility Program is available 7 days a week. If you would like more information, ask your physician for an Oncofertility consultation or call **1-800-ROSWELL**.

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**.

Lodging: Contact the Social Work Department at **716-845-8022** for any assistance you need with overnight lodging. We have special arrangements and discounts for local hotels and guest houses.

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, educate you on the diet therapy prescribed by your doctor, provide tube feeding or IV nutrition recommendations, and direct you to reliable resources for nutrition information. If you would like to speak to a clinical dietitian, ask your nurse to arrange a consultation, or call the Clinical Nutrition Department at **716-845-2398**.

Rehabilitation Services: Provides 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

Resource Center: The Patient and Family Resource Center is located by the cash registers in the Sunflower Café on the 1st floor of the hospital. Hours are Monday through Friday, from 9:00 a.m. – 4:00 p.m. You will find reliable, current cancer information related to screening, diagnosis, the latest treatment options, clinical trials, and survivorship. Services include the **Wig and Hat Program:** Provides one free, new wig and hat for those who have hair loss due to their cancer treatment. There is a private wig fitting area for your privacy and comfort. We can also help direct you to the services and departments at Roswell Park who provide supportive services. Call **716-845-8659** if you have any questions.

Roswell Park's 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. If you have difficulty, please call **1-800-ROSWELL (1-800-767-9355)** for assistance.

Sexual Health Clinic: Offers a private place to focus on the sexual and intimacy issues that may result from the changes your body goes through after diagnosis and treatment. Topics include body image and changes (hair loss, scars, swelling, stomas, hormonal changes, weight changes); depression, anxiety, and fear; loss of interest in sex; and pain during intercourse. For more information, go to:

<https://www.roswellpark.org/cancer-care/support/sexual-health-clinic>

If you are interested in making an appointment with our Sexual Health Clinic, ask your Roswell Park physician for a referral. You can also call the Survivorship Clinic directly at **716-845-4800 option #1**.

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: caregiver resources, transportation arrangements and local lodging during treatment, post-hospital care planning, advanced care planning and health care decision-making, and palliative care and hospice information and referrals. For more information, call our Social Workers at **716-845-8022**.

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. For more information and to find out if/when the groups meet, visit <https://www.roswellpark.org/cancer-care/support/support-groups> or call **716-845-8022**

Survivorship Program: Offers a wide range of services and programs such as a long-term personalized survivorship care plan, side effect management, social support and counseling to help with post-treatment adjustment and stress, pain management, and rehabilitation services (physical and occupational therapy, lymphedema treatment) For more information, visit <https://www.roswellpark.org/survivorship> or call **716-845-4800 and choose option #1**.

Young Adult Program: Our Young Adult Program addresses the medical, psychological, social, and educational needs of young adults between the ages of 18 to 39 who are facing cancer. We can connect you with other young adult patients through monthly workshops and social events. Some of the issues we can assist with include fertility risks and fertility preservation options before starting cancer treatment. For more information, visit <https://www.roswellpark.org/young-adult-cancer> or email AYA@roswellpark.org.

Outside Roswell Park

Breast Cancer Network of WNY www.bcnwny.org Phone: **716-706-0060**

The Breast Cancer Network of WNY (BCN) offers programming, education, and support to those impacted by breast cancer from diagnosis through survivorship. Our programming includes:

- Cancer Support Groups: Hosts/sponsors several breast cancer support groups in Western New York.
- Restorative Health and Exercise: Offers affordable exercise classes to all that would like to attend.
- Monthly Education Series: Prominent members of the breast cancer community discuss the latest information available.
- Financial Assistance: Offers a financial aid program designed to help those experiencing financial hardships during a breast cancer diagnosis.

American Cancer Society www.cancer.org Phone: **1-800-227-2345**

The American Cancer Society (ACS) offers programs and services in the Western New York region to provide patients and their families with educational information, day-to-day help, and emotional support—all free of charge. Below are some examples of what is available:

- Reach to Recovery® connects you with a trained volunteer to talk about your breast cancer diagnosis and treatment. Our volunteers are breast cancer survivors, so they know the questions and concerns you may have.
- Road to Recovery® Program provides free rides to and from treatment for those who need one.

Questions?

- If you have any questions or need assistance regarding your procedure, please call us at **716-845-3152**. The Breast Center is open Mon – Fri, 8:00 a.m. to 5:00 p.m.
- You can reach Roswell Park 24/7 at **716-845-2300** or toll free at **1-800-ROSWELL (1-800-767-9355)**.

