

# ADMISSIONS GUIDE



**ROSWELL  
PARK**  
COMPREHENSIVE CANCER CENTER

**PATIENT  
EDUCATION**



On behalf of all of us at Roswell Park  
Comprehensive Cancer Center, we would like to  
extend a warm welcome to you and your family.

We created this book as a resource to help  
guide you during your stay with us. If at any time  
you have additional questions, don't hesitate to  
talk to your healthcare team.

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# THE DAY OF YOUR ADMISSION

## CHECK-IN

Check-in at the Patient Access Department (Registration) in the lobby, unless you have been instructed to check-in elsewhere. If you need an interpreter, tell the Patient Access staff. Interpreter services are available to help you and your family.

You will be directed on where to go next. If you would like an escort, please ask the Patient Access staff and they will get one of our volunteers to assist you.

## FOR SURGERY PATIENTS

If you are having surgery, you can go directly to the 3rd floor, check-in with the Patient Access representative, and have a seat in the waiting area. A nurse will bring you to the pre-op area and begin your preparation for surgery. Your family will remain in the waiting room. The nurse will take your vital signs and review your medical history, medications, and allergies. An IV (an intravenous tube placed in a vein in your arm) will be started.

Once you are fully prepped for surgery, a staff member will bring your family back to the pre-op area to see you. Only 2 visitors, ages 12 years or older, are allowed at a time. Give any valuables to your family at this time for safekeeping during your surgery. There are also lockers available for use.

While you are in surgery your family will be directed to the surgical waiting area on the 3rd floor.

Some families may receive a pager, when available. The pager will provide your family with updates on your status from the Operating Room. If your family needs to leave the surgical waiting area, they should notify the staff before they go. Volunteers are also stationed on 3 West to assist with directions and amenities.

# DURING YOUR STAY

**Here are a few things to know that will make your stay with us more comfortable. And of course, should any other questions arise, don't hesitate to ask.**

## YOUR HOSPITAL ID BAND

Every patient will receive an ID band when admitted. This band will contain your personal medical information. It's an important safety measure in many aspects of your care, so please be sure to keep the band on at all times.

## PAIN RELIEF

Don't hesitate to let your nurses know if you are in pain or if you have an uncomfortable reaction to your pain medication. Relieving or decreasing your pain is an important part of your recovery and our staff will work with you to make sure you are as comfortable as possible.

## YOUR MEDICATIONS

All your medications will be provided while you are admitted, including medications you would normally take at home. Please do not bring any medications from home. Talk to your nurse about any questions you have about your medications.

## ROOM SERVICE DINING

We are pleased to be able to offer hotel-style room service for your meals during your stay at Roswell Park. You will be able to eat what you want, when you want.

Upon admission, you will receive a copy of our Patient Room Service Menu. When you are ready to place your order, dial 8888 on your room phone or 716-845-8888 using an outside line. We will assist you with your menu selections and ensure that any therapeutic diet needs, ordered by your physician, will be met. Meals are made-to-order and will be delivered within 30 minutes. You and your family members also have the added flexibility of ordering meals in advance or requesting a specific delivery time. Guest meals for your family and friends are available so that they may dine with you. See the room service menu for details.

## BATHING

If you would like to bathe or take a shower during your stay, please talk to your nurse and make sure to follow his or her instructions.

## FALL PREVENTION

Your wellness is our primary concern. Falls are a leading cause of injury in hospitals. **Please ask us for help getting in or out of bed.** We are here to help and only seconds away. Here are some other tips to help keep you safe while in the hospital:

- Use your call light to alert us if you have fallen, feel unsteady, light-headed, dizzy, or weak.
- After reclining for a long time, be sure to sit up for a few minutes before you stand. It will help minimize any feelings of dizziness.
- Wear your glasses when needed to help you see your surroundings better.
- Wear shoes with non-skid soles and avoid floppy slippers, bare feet, or loose stockings.
- Keep items you use often within reach.
- Be careful when walking with your IV pole.



## PREVENTING PNEUMONIA

You play an important role in helping to prevent pneumonia after surgery. Breathing exercises, physical activity, and lying with your head elevated help to keep your lungs clear. Proper oral care keeps germs from building up in your mouth and moving into your lungs. The following may help you remember the important steps you can take to prevent pneumonia:

### I COUGH

**I**ncentive spirometer

**C**ough and deep breathing

**O**ral care (chlorhexidine mouthwash)

**U**nderstanding (patient education)

**G**et out of bed to a chair or walking

**H**ead of bed elevated

## TV AND PHONE

Cable television is available in all patient rooms at no cost. A channel guide is provided at your bedside.

Cell phones are allowed in most areas of the hospital including the lobby areas and waiting rooms on the surgical floors. In patient care areas, please respect the privacy and quiet time of our patients.

## LAPTOP LOANS AND POPULAR DVDs

You can borrow a laptop to use while you are in the hospital at no cost.

Tell your nurses you would like to borrow a laptop or call our Resource Center directly at 716-845-8659.

The Resource Center also has a library of popular movies and TV shows available for loan at no cost. Your nurses have a list of DVDs available at the nursing station or you can call 716-845-8659 for more information.

# VISITOR INFORMATION

**Our priority is getting you well, a major part of that is having your loved ones by your side. Here's some helpful information for your friends and family:**

## CHECKING PATIENT STATUS

During normal business hours, family and friends may get updates on your status by calling your room or the nurses' station on your floor. They may also call the hospital Information Desk at 716-845-1523 and ask to be transferred to your room or to the nurses' station on your floor.

After business hours, your family may call the nurses' station directly or you can call the Central Access Center at 716-845-2300.

## VISITOR POLICY

We have an open visitor policy and your family and friends are welcome to visit you anytime:

- Family members are welcome to stay overnight, but will be limited to 1 person in the room. Overnight stays in semi-private patient rooms are at the discretion of the nurse manager.
- We ask that you have only 2 visitors at any time. Exceptions to this rule may be approved by the nurse manager.
- On the Pediatric Unit, a parent or designated guardian may stay with the patient at all times.
- The units on the 5th floor, the Pediatric Unit on 6 North, the Intermediate Care Unit and the Intensive Care Unit may have additional criteria for visitors. Please check with your nurse for more information.



## VISITOR COURTESY

For the benefit of all our patients we ask visitors to maintain these courtesies. We appreciate your understanding in advance:

- Make visits brief. Patients need rest to recover.
- Remember, the patient may be in pain. Visitors should not sit on the patient's bed.
- Visitors may be asked to leave the room for nursing or physician examinations.
- If the patient's door is closed, or if a sign is posted, visitors should check at the nurses' station before entering.
- Roswell Park recognizes tobacco use as the most important preventable cause of cancer. Therefore, to provide total care to our patients, **smoking is prohibited on the entire Roswell Park campus**, both indoors and outdoors.

## INFECTION PREVENTION

We want to protect our patients from infectious diseases that are easily transmitted from person to person (such as viral infections). Visitors can help us by following these courtesies:

- Everyone should wash or sanitize their hands before and after entering a patient's room.
- No one should put any lotion, oils, or balms on the patient's skin at any time.
- All visitors with communicable infectious diseases should refrain from visiting patients. We ask that visitors **do not** come to Roswell Park if they have an influenza-like illness, which means a fever greater than or equal to 100°F (37.8°C) with cough and/or sore throat in the last 7 days.

## VISITOR SERVICES

While at Roswell Park, visitors may take advantage of the following services:

- An **ATM** is located on the 1st floor of the hospital across from the Sunflower Café.
- **Dining Options:** The Sunflower Café is located on the 1st floor of the main hospital. Weekday hours are 6:30 a.m. to 6:30 p.m., except for a brief closing from 10:30 a.m. to 11:00 a.m. to allow for meal preparation. Weekend and holiday hours are 8:00 a.m. to 5:30 p.m., and the same half-hour closing applies.

### **Other dining options in the hospital include:**

- **Healthy Scratch** is located in the lobby of the Scott Bieler Clinical Sciences Center and offers a variety of pre-made smoothies, cold-pressed juices and juice shots, along with healthy ready-made salads, acai bowls and wraps.
- **Spot Coffee** is located in the lobby on the ground floor of the main hospital.
- **Carlton's Grill** is located in the Wyndham Garden Buffalo Downtown Hotel at 125 High Street. You can access the hotel from inside Roswell Park on the 1st floor. Follow the signs.
- **Food trucks** line the streets outside Roswell most weekdays throughout the year during lunch hour.
- **Vending machines** are available inside the cafeteria on the 1st floor.
- Our **Gift Shop** is located on the ground floor between the entrance and the information desk. It has gifts, snacks, toiletries, greeting cards, balloons, and jewelry for sale. It is open weekdays from 9:00 a.m. to 8:00 p.m. and weekends from 11:00 a.m. to 3:00 p.m.
- There is a **Newsstand** located on the 1st floor of the Administrative Services Building (follow the signs from the 1st floor of the hospital). Convenience foods, snacks, beverages, newspapers, lottery tickets, and postage stamps are available. Hours are 7:00 a.m. to 5:30 p.m. Monday through Friday.

- **Public Safety and Security** is available daily after 4:00 p.m., depending on staffing, to escort you from the hospital to the parking ramp, bus or train stops, or nearby hotels and hospitality houses. The Security Department can also assist with directions, emergencies, and other information. For more information, please call 716-845-3069.
- A **Spiritual Care Center** and Meditation Chapel is located on the 1st floor of the main hospital (on the bridge to the Carlton Building, just past the ATM).
- Our **Hospitality Room** offers comfortable seats, books, magazines, TV, and coffee and other refreshments. The Hospitality Room is located on the ground floor near the front entrance. Hours are Monday through Friday, 8:00 a.m. to 4:00 p.m.
- **The Resource Center for Patients and Families** offers cancer information, resources, and support; a complimentary wig program for cancer patients; a lending library of laptops, DVDs, CDs, etc.; and computers and printers for use in the center. The Resource Center staff will deliver any of these services directly to patients by request. Call 716-845-8659 for more information.
- **Family lounges** are available on each floor of the hospital.
- **Free Wi-Fi** is available throughout the hospital.
- **Mailing Services** include a FedEx drop-off box located near the main entrance on the ground floor. A USPS mailbox is located outside the hospital on the corner of Carlton and Elm Streets.
- The beautiful **Kaminski Park** in front of Roswell Park is a place for patients, families, friends, visitors, and staff to rest and relax and share special moments. The park offers fountains, benches, gardens, tables and chairs, and paved walkways. In the summer it is also the venue for activities such as concerts, barbecue lunches, farmers markets, and celebrations.

# GOING HOME

Your doctor will determine the best time for you to go home. Before you leave the hospital, your nurse will review the written discharge instructions prepared by your doctor to help you care for yourself at home. Please don't hesitate to ask the nurse if you have questions or are unclear about any of the instructions.

If you disagree with your discharge plan, you have the right to appeal. Contact your Case Manager at 716-845-5735.

Before you head back home, here's a list of things you will need to know:

- **Medications:** You'll receive all the prescriptions you will need. You and your nurse will review the medications your doctor ordered and discuss when and how you are to take them.
- **Homecare:** If your doctor and case manager ordered homecare or other assistance for your return home, the nurse will review the services that will be provided.
- **Your Daily Activities:** Your doctor may have requested that you restrict certain activities for a while, such as taking a bath, driving, or carrying anything that weighs more than 5 pounds. The nurse will review these restrictions with you.
- **Caring for Your Incision/Wound:** The nurse will review instructions on how to clean your incision or change the dressing, and when you can take a shower or a tub bath.
- **Caring for Catheter, Lines, or Tubes:** Catheters, central lines, drains, and tubes have special homecare instructions. Your nurse will review these with you before you leave. Additionally, our case managers are always available to help you with your homecare needs.
- **Rest and Exercise:** Your discharge instructions may specify how and when you are to rest. You may be told to stay in bed for a few days, or to put your feet up when you sit. You also may be asked to perform certain exercises regularly, such as leg or breathing exercises.

- **Diet:** The nurse will inform you if you may return to your normal diet at home or if there is a special diet your doctor wants you to follow. If you need further information or instructions for your special diet, ask your nurse to contact the dietitian.
- **Your Follow-up Visits:** The nurse will give you information on your follow-up visits before you leave.

Once you are home, be certain to follow your doctor's instructions carefully. You may want to keep a list of questions to ask your doctor at your next scheduled follow-up visit. These Roswell Park staff members will help you with your return home:

- **Case Managers:** Case managers are registered nurses (RNs) responsible for managing and coordinating resources and medical support services to ease your transition from hospital to home. Assigned to each of the Roswell Park Cancer Centers, case managers understand the special needs of our patients with specific kinds of cancer. If you require it, your case manager will arrange homecare, special equipment, or other home services.
- **Licensed Clinical Social Workers (LCSW):** Our social workers assist with discharge planning for patients who will be transferred to rehabilitation, long-term care, hospice, and other facilities.

## WHO DO I CALL IF I HAVE MEDICAL QUESTIONS?

If you have questions about your cancer treatments, side effects, appointments, or prescription refills during business hours (Mon.-Fri., 8:00 a.m.-5:00 p.m.) call your Roswell Park Ambulatory Center.

After 5:00 p.m. and on weekends and holidays, call us at 716-845-2300 and you will be connected with the care you need.

For any medical questions NOT connected to your cancer, please call your **Primary Care Physician**.

Roswell Park does not have an emergency room. If you are experiencing **a life threatening medical emergency**, go directly to your nearest hospital emergency room or call 911.

Bring your Roswell Park “green card” (ID card) with you and let the ER staff know the last time you were treated at Roswell Park Comprehensive Cancer Center. If you do go to an emergency room and/or are admitted to another hospital, call Roswell Park at 716-845-4358 as soon as you are able.

**Call Case Management if:**

- you need help at home. Case Management can be reached at 716-845-5735.

**Examples of emergencies include:**

- your temperature is above 101°F (38°C) or you have chills
- you have unusual or severe pain not relieved by medication
- your incision becomes red, swollen, or painful; feels hot to touch; or is draining pus or a foul-smelling discharge
- you have a dramatic increase in nausea, vomiting, or diarrhea that is unrelieved by prescribed medications

**Please call 911 immediately if you feel you are in a life-threatening situation such as:**

- you suddenly have trouble breathing or start having chest pain
- you develop severe pain in your abdomen or chest
- you have a change in your level of consciousness, vision, or strength

If you go to the emergency room or are admitted to a hospital, notify your Roswell Park doctor.

# PAYING FOR YOUR CARE

## IMPORTANT INFORMATION ABOUT PAYING FOR YOUR CARE AT ROSWELL PARK COMPREHENSIVE CANCER CENTER

Roswell Park Comprehensive Cancer Center is a participating provider in many health plan networks. Some health plans use smaller networks for certain products they offer so it is important to check whether we participate in the specific plan you are covered by. Our list will tell you if we do not participate in all of a health plan's products.

It is also important for you to know that the physician services you receive in the hospital are not included in the hospital's charges. Physicians who provide services at the hospital may be independent community physicians or they may be employed by the hospital. Physicians bill for their services separately and may or may not participate in the same health plans as the hospital. You should check with the physician arranging your hospital services to determine which plans that physician participates in. Roswell Park Comprehensive Cancer Center contracts with a number of physician groups, such as anesthesiologists, neurologists, cardiologists, nephrologists, radiologists and pathologists, to provide services at the hospital. You should contact these groups directly to find out which health plans in which they participate.

You should also check with the physician arranging for your hospital services to determine whether the services of any other physicians will be required for your care. Your physician can provide you with the name, practice name, mailing address and telephone number of any physicians whose services may be needed. Your physician will also be able to tell you whether the services of any physicians employed or contracted by Roswell Park Comprehensive Cancer Center are likely to be needed, such as anesthesiologists, radiologists and pathologists. You should contact these groups directly to find out which health plans in which they participate.

Hospitals are required by law to make available information about their standard charges for the items and services they provide. The following information can be found at [www.roswellpark.org/finance/insurance/healthcare-disclosure](http://www.roswellpark.org/finance/insurance/healthcare-disclosure)

- A list of participating Health Plans
- A list of physicians that will bill for their services separately
- Information on how to obtain hospital charge information

If you do not have health insurance, you may be eligible for assistance in paying your hospital bills. Information about financial assistance is available at [www.roswellpark.org/finance/insurance/financial-assistance-program](http://www.roswellpark.org/finance/insurance/financial-assistance-program), or you may contact our Financial Assistance Office at 716-845-4782. To view this page online go to: [www.roswellpark.org/finance/insurance/hospital-disclosure](http://www.roswellpark.org/finance/insurance/hospital-disclosure).



# PATIENTS' BILL OF RIGHTS IN A HOSPITAL

As a patient in a hospital in New York State, you have the right, consistent with law, to:

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital **MUST** provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, gender identity, national origin, disability, sexual orientation, age or source of payment.
3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
4. Receive emergency care if you need it.
5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
6. Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
7. Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
8. Receive complete information about your diagnosis, treatment and prognosis.
9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Deciding About Health Care — A Guide for Patients and Families."
11. Refuse treatment and be told what effect this may have on your health.

12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
13. Privacy while in the hospital and confidentiality of all information and records regarding your care.
14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
15. Review your medical record without charge and, obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
16. Receive an itemized bill and explanation of all charges.
17. View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
18. Challenge an unexpected bill through the Independent Dispute Resolution process.
19. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.
20. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
21. Make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as a health care proxy, will, donor card, or other signed paper). The health care proxy is available from the hospital.



If you need help finding your way around the hospital, look for one of our volunteers in blue blazers, blue polo shirts, or yellow aprons. These volunteers can also escort you to your appointment and help answer any questions you may have about your visit.



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

A National Cancer Institute-Designated Comprehensive Cancer Center | A National Comprehensive Cancer Network Member  
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