

# 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

## ARRIVE AT THE HOSPITAL

We offer valet parking at the front entrance to the hospital for a flat fee of \$5.00. Valet parking saves you time and money and takes the hassle of finding a parking space out of your hands.

Wheelchair assistance is available to ALL our patients at arrival. If you are feeling weak, unsteady, or fatigued, please ask for assistance at our front entrance or call our transport team from the parking garage at **716-845-5718**.

## 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 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, go directly to the 3rd floor, check-in with the Patient Care Liaison. You will be brought to the pre-op area and to begin your preparation for surgery. We 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 1 visitor, ages 18 years or older, is allowed at a time. Give any valuables to your family for safekeeping during your surgery. There are also lockers available for use.

Families that wish to receive text updates should have their number added to the patient portal. If your family needs to leave the surgical waiting area, they should notify the staff before they go. If you are admitted to the hospital after surgery, your family will be told where you will be and when they will be able to visit.

# 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 regarding 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.

When you are admitted, you will get 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 or you can request 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 take a shower during your stay, please talk to your nurse and make sure to follow their instructions.

## FALL PREVENTION

**A cancer diagnosis and/or cancer treatment can put you at high risk of falling regardless of your age or general health.** For someone in cancer treatment, falling can have serious consequences and could result in serious injury, delay in treatment, or hospitalization.

Falling can mean many things:

- accidentally landing on the floor or another object, like a bed or chair
- tripping over an object
- falling or slipping to the ground
- losing your balance and grabbing onto a surface or object to keep from landing on the ground.

Our plan is to partner with you to prevent you from falling and keep you safe while you are at Roswell Park and at home.



- Use your CALL LIGHT to alert us when you need to get up or use the bathroom – **especially the first time you get out of bed. WAIT** for us to come help.
- 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.
- Use your eyeglasses, hearing aids, cane, walker, crutches, or braces when walking.
- Wear proper shoes – lightweight, good fit, non-skid soles, heels less than 1", shoelaces/Velcro® to secure the fit, and a back to the heel. Avoid floppy slippers, flip flops, bare feet, or loose socks.
- Keep items that you use often within easy reach.
- Use good lighting in all areas.
- **DO NOT** use your IV pole to help you stand up. Use your hands to push off your mattress or chair to stand. **If you feel at all unsteady, ASK FOR HELP.**

## 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 11 Day Power Play Cancer Resource Center directly at **716-845-8659**, option 1.

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

## 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

Inpatients may designate four visitors, but only two of these visitors may visit at the same time and only during visiting hours. Visitors must be 18 years of age or older. Hospital visiting hours are 10:00 a.m. to 8:00 p.m. every day, including weekends and holidays.

- All inpatient visitors must register at the lobby information desk and receive a photo ID to wear during their visit.
- Visitors with any kind of an infection, cold, or flu, should not visit. (e.g. fever greater than or equal to 100.4° (38°C) with cough and/or sore throat in the last 7 days.)
- Wearing a masks is optional in our lobby, cafeteria, elevators, waiting areas, and reception areas.
- Masks are mandatory inside the Surgery Area, post anesthesia area, Assessment and Treatment Center, Chemo Infusion Center, all hematology oncology clinics, and inpatients floors.



## 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 any kind of an infection, cold, or flu, should refrain from visiting patients. We ask that visitors **do not** come to Roswell Park if they have a fever greater than or equal to **100.4° (38°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 3:00 p.m., and the same half-hour closing applies.

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

- **Joe's Deli** is located in the lobby of the Scott Bieler Clinical Sciences Center and offers sandwiches, soups, daily specials, a grab-and-go section, and smoothies.
  - **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 in spring and summer 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 and lottery tickets are available. Hours are Monday through Friday from 8:00 a.m. to 2:30 p.m.

- **Public Safety and Security** is available daily after 4:00 p.m., depending on staffing, to escort you from the hospital. 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 11 Day Power Play Cancer Resource Center** offers cancer information, resources, and support; a complimentary wig program for cancer patients in our Elevate Salon; a lending library of laptops, DVDs, CDs, etc.; and computers and printers for use in the center. The Resource Center is open Monday through Friday from 9:00 a.m. to 4:00 p.m. Call **716-845-8659**, option 1 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 to rest and relax. The park offers, 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 when you are ready 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 (Monday through Friday from 8:00 a.m. to 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. **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, call Roswell Park at **716-845-4358** as soon as you can to notify your Roswell Park doctor.

**Call your doctor/clinic right away for urgent symptoms such as:**

- your temperature is above **100.4°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 an increase in nausea, vomiting, or diarrhea that is not relieved by prescribed medications

# PAYING FOR YOUR CARE

## IMPORTANT INFORMATION ABOUT YOUR HOSPITAL BILLS

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 your health plan. 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 the physician's participating plan. 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 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. Contact these groups directly to find out which health plans cover these physicians.

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 or blue polo shirts. 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  
Blue Distinction® Center for Cancer Care | A Blue Distinction® Center for Transplants