



KNOW YOUR RIGHTS



**ROSWELL
PARK®**
COMPREHENSIVE CANCER CENTER

INFECTION PREVENTION

WHY WORRY ABOUT INFECTIONS?

Cancer treatments such as chemotherapy and radiation are very important in fighting cancer. Their job is to destroy cancer cells. Unfortunately, these treatments can also kill some of the good cells that help your body fight infections. Washing or sanitizing your hands is the single most important thing you can do to prevent spreading the germs that cause infections. You play an important role in preventing the spread of germs throughout our hospital. You can be confident that everyone at Roswell Park is working hard to prevent the spread of germs and infection. But to truly win the fight, we need your help.

WHAT YOU CAN DO

- Always wash your hands or use a hand sanitizer after you cough, sneeze, blow your nose, use the toilet, or touch food trays, cups, the telephone or the remote control.
 - When you wash your hands, it is recommended that you wash your hands with soap and water or alcohol-based hand sanitizer for at least 15 seconds. A good way to remember is to sing “Happy Birthday” twice while you are washing your hands. Cover all surfaces including the back of your hands, wrists, between your fingers, under your nails, and around your thumbs.
 - Try not to rub your eyes or put your fingers in your mouth or nose since germs usually enter your body through these areas.
 - Ask others: “Did you wash your hands?”
 - As soon as visitors enter your room, ask them to wash or sanitize their hands. Don’t worry that they will be insulted. Your family and friends have your best interests in mind and they will be glad to do it.
 - Ask our staff – including doctors, nurses, medical technicians, housekeeping and food service workers – whether they have washed or sanitized their hands. They all work hard to prevent infections and keep you safe so they expect you to ask them. **Anybody who enters your room should wash their hands!**

WHAT IS MRSA?

“Staph” or *Staphylococcus aureus*, is a type of bacteria that naturally exists in the environment, including on people’s skin. If the bacteria enters under the skin through a cut or scrape, the staph bacteria may cause skin infections. Infections caused by staph may be red, swollen, painful, or have pus or other drainage. Most staph infections are minor and can be treated easily with antibiotics. Some staph infections are resistant to treatment by a class of antibiotics and are known as *Methicillin-Resistant Staphylococcus aureus* or “MRSA.” This makes these infections harder to treat and very specific antibiotics must be used to treat the infection.

If a patient is known to have an MRSA at Roswell Park the following occurs:

- A sign indicating “Contact Precautions” will be placed next to the door.
- Health care workers who enter the room and care for you will wear gloves and a gown. If you are coughing and MRSA is isolated in your respiratory tract additional precautions may include a mask and goggles.
- It is important for everyone entering and leaving your room to wash or sanitize their hands.
- Patients must also wash their hands to avoid spreading the bacteria to others.

YOU play an important role in preventing the spread of germs throughout our hospital. You can be confident that our hospital personnel are dedicated to practicing good hand hygiene and working hard to prevent the spread of germs and infection. But to truly win the fight, we need your help: keep your hands as clean as possible and ask everyone who enters your room to wash their hands.

For more information visit www.consumers.site.apic.org.

For any questions or concerns, please call Infection Prevention and Control at **716-845-4038** or **716-845-3425**.

HIV TESTING

Roswell Park offers HIV testing to our patients. Please read the following information to learn more about HIV and to help you decide whether you would like to be tested:

- HIV is the virus that causes AIDS and can be transmitted through:
 - unprotected sex (vaginal, anal, or oral sex) with someone who has HIV;
 - contact with blood as in sharing needles (piercing, tattooing, drug equipment including needles);
 - HIV-infected pregnant women to their infants during pregnancy or delivery or while breast feeding.
- There are treatments for HIV/AIDS that can help an individual stay healthy.
- Individuals with HIV/AIDS can adopt safe practices to protect uninfected persons from acquiring HIV and infected people from acquiring additional strains of HIV.
- Testing is voluntary and can be done anonymously at a public testing center.
- The law protects the confidentiality of HIV test results and other related information.
- The law prohibits discrimination based on an individual's HIV status and services are available to help with such consequences.
- Consent for HIV related testing remains in effect until it is withdrawn verbally or in writing. If the consent was given for a specific period of time, it remains in effect for that time period only. In any case, persons may withdraw their consent at any time.

HEPATITIS C TESTING

The Centers for Disease Control recommend that anyone born from 1945 through 1965 get tested for Hepatitis C. Roswell Park will now be offering Hepatitis C testing to all our patients born between 1945 and 1965.

- While anyone can get Hepatitis C, more than 75% of adults infected are baby boomers, people born from 1945 through 1965.
- Most people with Hepatitis C don't know they are infected. Liver disease, liver cancer, and deaths from Hepatitis C are on the rise.
- The longer people live with Hepatitis C, the more likely they are to develop serious, life-threatening liver disease.
- Getting tested can help people learn if they are infected and get them into lifesaving care and treatment. Treatments are available that can eliminate the virus from the body and prevent liver damage, cirrhosis, and even liver cancer.

WHEN YOU HAVE CONCERNS

If you have a concern about the quality of the care or any other services you receive at Roswell Park, you have the right to make a complaint and reach resolution. The following Roswell Park staff are dedicated to helping you with any concerns or issues you may have and will work with you to resolve these issues:

Roswell Park's **Patient Advocates** play a vital role for patients and their families. They act as a liaison between you and Roswell Park's administration, physicians, and staff. They will monitor your concerns and resolve any issues with accurate and timely communication. They are here to ensure your questions are answered and your needs are met. They are the central resource for advocacy of your rights as a Roswell Park patient and responsible for the coordination of your care. Some of the issues they can assist you with include:

Communication between you, your family, and our medical staff

- Improper patient care
- Billing issues
- Possible violation of your patient rights
- Ensuring the overall quality of your services

Bringing requests, concerns, or complaints to a Roswell Park patient advocate will in no way result in any negative repercussions with respect to patient care. For more information or for assistance, please contact the advocates at **716-845-1365**.

Roswell Park's Corporate Compliance Department also works to keep Roswell Park safe and secure by creating an environment that allows patients and families to report concerns they may have about non-compliance with laws, regulations and policies, or misconduct. The Corporate Compliance Department has established a hotline for reporting your concerns at **716-845-3566**. You may call this hotline anonymously and our policies state that no individual shall be retaliated against or intimidated for reporting issues in good faith. For more information, you may also visit www.roswellpark.org/about-us/corporate-compliance

If you continue to have issues with the care and services you receive at Roswell Park, you may contact **the New York State Department of Health (NYSDOH)**.

These complaints may include:

- Medication issues
- Delay of nursing care
- Change in medical condition that was not addressed in a timely manner
- Concerns with care provided by medical staff
- Patient safety concerns
- Admission or discharge issues
- Difficulty accessing medical records

To file a complaint with the NYSDOH, call their toll-free number **1-800-804-5447** or complete a form (available at www.health.ny.gov/forms/doh-4299.pdf) and mail to:

New York State Department of Health
Centralized Hospital Intake Program
Mailstop: Ca/DCS
Empire State Place
Albany, NY 12237
Email: hospinfo@health.state.ny.us

If you want to appeal the decision on your discharge from Roswell Park:

You have the right to appeal decisions made by your doctor, hospital staff, or your managed care plan. These decisions can include:

- When you are to leave the hospital
- If you believe you have not been given adequate or appropriate plans for your medical care and other services you may need after you leave the hospital
- If needed services are not in place for your return home

If you have a managed care health plan, your discharge plan will contain instructions on how to appeal this decision. You will first request and then submit an expedited appeal to your plan's utilization review. If you are not satisfied with the outcome of that appeal request, you may contact the New York State Department of Health by calling **1-800-206-8125**.

If you have Medicaid:

You may contact **IPRO**, an independent, not-for-profit health care evaluation and quality improvement organization. IPRO will review your medical record and discharge plan to make sure appropriate services were in place. Call IPRO toll-free at **1-800-648-4776** and a trained IPRO staff member will listen to your issue and help you decide what you can do.

If you have Medicare:

You may contact **Livanta**, an independent, not-for-profit health care evaluation and quality improvement organization. They will review your medical record and discharge plan to make sure appropriate services were in place. Call Livanta at **1-866-815-5440** and a trained Livanta staff member will listen to your issue and help you decide what to do.

For more information on the appeals process refer to the book included in your new patient packet titled “Your Rights as a Hospital Patient In New York State” or visit www.health.ny.gov/publications/1449/

If you have concerns about the quality of care or other services you receive from any **Medicaid** or **Medicare** provider, you may file a complaint with the **Centers for Medicare and Medicaid Services (CMS)**. Complaints can include issues such as:

- Improper patient care such as claims of abuse to someone in the hospital
- Unsafe conditions in the hospital such as water damage or fire safety
- Uncomfortable conditions in the hospital such as rooms being too hot or cold, cold food, or poor housekeeping
- Your health care provider being unprofessional or incompetent

To learn how to file a complaint with CMS, visit www.medicare.gov and click on the tab “Claims and Appeals/File a Complaint.” You can also call the Office of Medicaid Inspector General for New York State for assistance at **1-866-881-2809**.

You may also contact **The Joint Commission**, an independent, not-for-profit organization that accredits and certifies more than 15,000 health care organizations in the United States. You can submit your complaint online, by mail, or email. After the Joint Commission completes its review of a complaint, they inform you of any actions taken.

Office of Quality Monitoring, The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
Toll-Free: **1-800-994-6610**, 8:30am to 5:00pm, CT
Monday –tFriday
www.jointcommission.org/report_a_complaint.aspx
complaint@jointcomission.org

PATIENTS' BILL OF RIGHTS

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, national origin, disability, sexual orientation, source of payment, or age.
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. A no smoking room.
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. Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
16. Review your medical record without charge. 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.
17. Receive an itemized bill and explanation of all charges.
18. View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
19. You have a right to challenge an unexpected bill through the Independent Dispute Resolution process.
20. 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.
21. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
22. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.
23. Public Health Law(PHL)2803 (1)(g)Patient's Rights, 10NYCRR, 405.7,405.7(a)(1),405.7(c) 1500 12/16

PRIVACY PRACTICES

A Guide to Policies and rules on confidentiality

Roswell Park wants you to know that we take your privacy very seriously. This page explains our policies and rules on how we will protect and maintain the confidentiality of your personal information which is contained in your medical records and in our business records.

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Roswell Park Comprehensive Cancer Center (referred to in this document as “Roswell” or “We”) is required by federal and New York law to maintain the privacy of your health information and to provide you with this notice describing its privacy practices and obligations. Roswell will not use or disclose your health information, including your medical and billing records maintained at Roswell, except as described in this notice. For purposes of this Notice, your “health information” refers to biographical information, such as your name, address, social security or patient number, medical record number, or other items of information that alone or in combination with other information can be used to identify you, and also information about your health, including past history, treatment, diagnosis, test results, and any other information about your health or condition, or relating to payment of charges for medical treatment, found in your medical record or in other records that are maintained by Roswell.

You will be asked to acknowledge in writing on your admission or registration at Roswell that you have received a copy of this form.

HOW ROSWELL MAY USE OR DISCLOSE YOUR HEALTH INFORMATION:

Treatment: We will use your health information in providing and coordinating your care and treatment. We may disclose all or any portion of your medical record information to your attending physicians at Roswell, consulting physician(s),

nurses, technicians, medical students, and other health care providers who have a legitimate need for such information in order to provide or participate in your care and treatment. A variety of Roswell departments will share your health information in order to coordinate specific services, such as providing medications, food service (if you are an in-patient), lab work, and x-rays. We also may, where necessary and appropriate, disclose your health information to people outside Roswell who are involved in your medical care after you leave Roswell, such as your personal physician, immediate family members, friends who are to be involved in your care, and others (as directed by you) who will provide services that are part of your care.

Treatment Alternatives: We may use and disclose your health information in order to contact you and provide you with information about possible treatment options, alternatives, or other health related services that may be of benefit to you.

Payment: We may use or disclose your health information for the purpose of ascertaining whether you have insurance coverage, to send billing for your treatment, to facilitate claims management, medical data processing, and to collect reimbursement. The information may be released to an insurance company, government health payer such as Medicare or Medicaid, or other entities (or their authorized representatives) involved in the payment of your medical bill and may include copies or excerpts from your medical record which are necessary for payment of your account. For example, a bill sent to a third party payer may include information that identifies you, your diagnosis, and the procedures and supplies used.

Routine Healthcare Operations: Roswell may use and disclose your health information in the course of routine

healthcare operations, including quality assurance, utilization review, peer review, in-patient food service, telephone and television service for in-patients, internal auditing, accreditation, certification, licensing or credentialing activities, and for educational purposes for students, medical residents and trainees.

Family/Friends: Roswell may release health information about you to a member of your family or a friend of yours who is involved in your medical care. We may also give information to a family member or other person who is or agrees to be responsible for your medical bills. Unless you direct otherwise, we may also tell your family or friends your general condition and that you are an inpatient at Roswell. In addition, in the event you were involved in a disaster or catastrophe, we may disclose information about you to an organization assisting in a disaster relief effort so that your family can be notified about your condition, status and location.

Appointment Reminders: We may, unless you tell us not to, use and disclose your health information to contact you electronically or by telephone or mail as a reminder that you have an appointment for treatment or medical care at Roswell.

Hospital Directory: Roswell may include your name and room number in its hospital directory while you are a patient at Roswell. Your religious affiliation may be given to a member of the clergy, such as a priest or rabbi. You have the right to direct us not to use or disclose your health information in the directory or to give any information out to clergy.

Business Associates: A business associate is an individual or entity under contract with Roswell to perform or assist Roswell in performing a function or activity involving you or your care which necessitates a permissible use or disclosure of your health information. Roswell may use and disclose health information about you to business associates. Examples of business associates, include, but are not limited to, a copy service used by Roswell to copy medical records, collection agencies, accountants, lawyers, medical transcriptionists and third-party billing companies. We maintain a written contract with each business associate, which requires the business associate to protect the confidentiality of your health information.

Research: If you are a participant in research at Roswell, your health information may be used or disclosed as part of that

research, as described in a specific authorization signed by you as part of the process by which you enroll as a participant in the research. There may be instances in which Roswell may use and disclose medical information about you in the absence of a specific authorization, when the use of such information in a clinical research study or an outcomes analysis has been approved by Roswell's Institutional Review Board. Such approval will only be given where the use or disclosure will not involve a significant risk of a breach of confidentiality. For example, the research project may involve comparing the health and recovery of certain patients with the same medical condition who received one medication to those who received another. In those instances, there will be no outside disclosure of your health information. In addition, as a major part of our mission is research, we may use your health information for accumulating databanks, outcome reviews and screening for eligibility for participation in clinical trials. In these instances, there will be no disclosure to outside parties.

Organ/Tissue Donation: To the extent allowed by law, Roswell may disclose your health information to organ procurement organizations and other entities engaged in the procurement, banking or transplantation of organs for the purpose of tissue donation and transplant.

Fundraising: We may disclose certain information to our foundation (the Roswell Park Alliance Foundation) so that the Foundation may contact you for fundraising efforts.. The information released would only be contact information, such as your name, address, phone number and the dates you received treatment or services at Roswell. If you do not want Roswell to contact you for fundraising efforts, you should notify the Roswell Park Alliance Foundation in writing to the Senior Gift Processor, c/o Roswell Park Cancer Institute, Elm and Carlton Streets, Buffalo, NY 14263, or call the Foundation at **(716) 845-4444**.

Healthcare Related Messages and Educational Events: We may use and disclose your health information in order to contact you with healthcare related messages (e.g., annual screening reminders) and provide you with information about our educational and supportive events and resources that may be of interest to you.

Regulatory Agencies: Roswell may disclose your health information to a health oversight agency for activities authorized by law, including, but not limited to, licensure, certification,

audits, investigations and inspections. These activities are necessary for the government and certain private health oversight agencies, (e.g. Joint Commission on Accreditation of Healthcare Organizations or the NY State Department of Health) to monitor the healthcare system.

Law Enforcement/Litigation: Roswell will disclose your health information for law enforcement purposes as required by law or in response to a valid subpoena or court order.

Public Health: As required by law, Roswell may disclose your health information to public health or government authorities charged with preventing or controlling disease, injury or disability. For example, Roswell is required to report the existence of or exposure to communicable diseases, such as AIDS or hepatitis, to the New York State Department of Health.

Workers Compensation: Roswell may release health information about you to your employer or an insurance company in connection with a workers' compensation claim filed by you.

Military/Veterans: If you are a member of the armed forces, we may disclose your health information as required by military command authorities.

Inmates: If you are an inmate of a correctional institute or under the custody of a law enforcement officer, Roswell may release your health information to the correctional institute or law enforcement official.

Coroners, Medical Examiners, Funeral Directors: Roswell may notify a coroner, funeral director or medical examiner in case of death.

Other Uses/Revocation of Authorizations: Any other uses and disclosures of your health information not described in this Notice will be made with your written authorization. For example, the use and/or disclosure of psychotherapy notes, use or disclosure of PHI for marketing purposes, and disclosures that constitute a sale of PHI require authorization. An authorization permitting Roswell to use or disclose your health information can be revoked by you at any time by providing a written notice clearly identifying the written authorization that is being revoked, specifying the portion or all of the authorization being revoked, and delivering the revocation to the Health Information and Medical Records

Department at Roswell. Such revocations shall be effective two business (2) days after receipt thereof by that department.

YOUR HEALTH INFORMATION RIGHTS:

You have the following rights concerning your health information maintained at Roswell:

Right to Confidential Communications: You have the right to receive confidential communications of your medical information by alternative means or at alternative locations. For example, you may request that Roswell only contact you at work or by mail, and to tell us not to contact you at a certain address or telephone number.

Right to Inspect and Copy: You have the right to inspect and copy all or portions of your medical record in any format you choose. New York State law permits Roswell to recover costs that are associated with providing a copy of your medical record.

Right to Amend: You have the right to request an amendment to your medical record or other health information as provided by Roswell Policy and Procedure #408.10. A written request form, and a copy of this policy and procedure, may be obtained by contacting the Health Information and Medical Records Department at **(716) 845-5991**, or by contacting your Roswell attending physician. Roswell may deny such an amendment under certain circumstances and in accordance with the procedures outlined in Policy and Procedure #408.10.

Right to an Accounting: You have the right to obtain an accounting of certain disclosures to third parties outside of Roswell of your health information as provided by 45 CFR §164.528 and described in Roswell Policy and Procedure #442.1. Disclosures which you have authorized will not be reflected in this accounting.

Right to Request Restrictions: You have the right to request additional restrictions on certain uses and disclosures of your health information under 45 CFR § 164.522. In addition, you have the right to restrict certain disclosures of protected health information to a health plan when you pay in full for the health care item or service. Roswell may agree to honor your request but has the right to refuse requests for restrictions which are not mandated by law. You must make your request in writing, and Roswell will respond to your request within ten (10) business days thereafter.

Right to Receive Notification: You have the right to receive a notification in the event of a breach of your protected health information.

Right to Receive Copy of this Notice: If you receive this Notice on our web site or by electronic mail (e-mail), you are also entitled to request a paper copy of the Notice. For instructions on how to obtain this information in Braille, another language, or other available formats, please call toll-free at **1-800-Roswell (1-800-767-9355)** or visit our website at www.roswellpark.org.

FOR MORE INFORMATION OR TO REPORT A PROBLEM:

If you have questions, need additional information, or wish to file a complaint, you may contact the Privacy Officer of Roswell at **(716) 845-7794**. If you believe your privacy rights have been violated, you may file a complaint with Roswell or with the Secretary of the Department of Health and Human Services. All complaints must be submitted in writing. Federal law and Roswell policy prohibit retaliation against a person for filing a complaint.

Changes to this Notice: Roswell will abide by the terms of this notice currently in effect. Roswell reserves the right to change or modify its privacy practices, provided such changes or modifications comply with applicable law, and further provided it then issues an updated Notice of Privacy Practices. Roswell reserves the right to change the terms of this Notice to reflect changes in practices and to make the new notice provisions effective for all protected health information that it maintains, including information received by Roswell prior to such change.

Notice Effective Date: The effective date of the notice is February 1, 2019.

BENEFITS FOR MEMBERS OF U.S. ARMED FORCES

AID AND ATTENDANCE

Wartime Veterans, regardless of combat, and non-remarried surviving spouses may be eligible for significant financial assistance to pay for help with activities of daily living provided by a long term care facility, nursing home, or in home care provided by a family member, friend, or an entity. Eligibility is based on income, assets, and need for assistance.

BLINDNESS

Federal: Veterans receiving compensation for service-connected disability and are blind in both eyes or are in receipt of Aid and Attendance may qualify. Blindness need not be service-connected. Guide Dogs, electronic and mechanical aids are available.

State: A New York State Blind Annuity is available to legally blind wartime Veterans or their unremarried surviving spouses, who reside and are domiciled in New York State. Blindness does not need to be service-connected.

BURIAL

Federal: Financial assistance for burial and plot expenses available for eligible survivors of qualified Veterans. Burial in National Cemeteries available to certain Veterans and family members. Claim must be filed within two years after permanent interment. The VA provides headstones or grave markers for unmarked burial sites. An American flag is available to drape the casket and be given to next of kin.

State: Payments authorized by counties for indigent NYS Veterans and certain family members; purchase of headstone also authorized.

State: A supplemental burial allowance of up to \$6,000 is authorized for certain military personnel killed in combat or dying from combat wounds.

CIVIL SERVICE

Federal: Ten-point preference for eligible disabled Veterans in competitive exams only. Certain requirements waived and special priority given in certain job categories. Unremarried widow(er)s, certain spouses and mothers of disabled Veterans also are eligible for preference. Five-point preference for wartime Veterans honorably discharged.

State: Qualified disabled Veterans eligible for appointment to non-competitive State employment positions under Sections 55-c of the New York State Civil Service Law.

Information on jobs with New York State agencies is available at www.cs.ny.gov or by email at pio@cs.ny.gov or by calling 1-877-NYS-JOBS (1-877-697-5627).

State and Local: Ten-point additional credit preference toward original and future appointment for disabled wartime Veterans; five-points for wartime service; and two and a half points for competitive promotional exams. Job retention rights applicable to Veterans and spouses of totally disabled Veterans.

DISABILITY BENEFITS

VA Compensation: Veterans with a disability or disease incurred or exacerbated during active service are entitled to monthly compensation payments determined by the severity of the condition or loss of earning power. Application may be made for the benefit anytime during the Veteran's lifetime. Additional monetary allowances for dependents of Veterans with 30 percent or greater disability rating.

EDUCATION

Federal: The VA administers basic education programs for Veterans and service persons seeking assistance for education or training, which may be non-contributory, contributory, or training for unemployed Veterans.

Children of Veterans (Federal): If Veteran's death or total

disability is service-connected or if the disability is granted to certain service members still on active duty, the children may pursue approved courses in schools and colleges under the Dependents Education Assistance program. Orphans generally ages 18-26, receive a financial stipend for up to 45 months schooling. Certain children beginning at age 14, may be eligible for special restorative training.

Widow(er)s and Spouses (Federal): Educational benefits and financial stipends are also available to widow(er)s and spouses of certain Veterans who died of service-connected disability or who are disabled 100% from service-connected causes or for certain service members who are granted the disability while still on active duty.

State: G.I. Bill – Veterans who are not New York State residents can attend State University of New York or City University of New York colleges on the G.I. Bill and still receive the in-state tuition rate.

State: Veterans Tuition Award – Under Education Law Section 669-a, NY residents who are “combat Veterans” of the Vietnam, Persian Gulf, and Afghanistan conflicts, or who have received an Expeditionary Medal, may be eligible to receive the NYS Veterans’ award per semester will equal to the amount of undergraduate tuition charged by SUNY to NYS residents or actual tuition, whichever is less.

State: Child of a Veteran Award provides eligible children of deceased Veterans, or those service-connected disabled of 40% or greater, or those classified as former prisoners of war, or as missing in action, a non-competitive award of \$450 a year.

State: Military Service Recognition Scholarship (MSRS) Available to certain dependents of military personnel killed, severely disabled or missing in action while serving in combat or a combat zone of operation since Aug. 2, 1990.

EMPLOYMENT & TRAINING

As guaranteed by the New York State Veterans Bill of Rights for Employment Services, Veterans are entitled to priority service at all New York State Department as for employment counseling, vocational testing and other services. Veterans receive special priority for all services and training funded by the Workforce Investment Act. For more information call **1-800-342-3358** or contact your nearest State Labor office.

GOLD STAR PARENTS ANNUITY

New York State provides an annuity payment of \$500 per parent, up to \$1000 per deceased Veteran for Gold Star Parents (as defined in 10 USC 1126) who reside and are domiciled in New York State.

HEALTH CARE

Hospitalization: VA facilities give the highest priority for medical care to those Veterans who are: rated service-connected disabled; retired by disability from active duty; were awarded the Purple Heart; in receipt of VA pension; are eligible for Medicaid; are former POW's; in need of care for a condition related to exposure to dioxin or other toxic substance (Agent Orange) or Gulf War diseases, or exposure to ionizing radiation while on active duty. Non-service connected Veterans may be treated if facility resources allow, and may be subject to a test of financial means and a co-payment.

Veterans who served in combat locations since Nov. 11, 1998 are eligible for free health care for five years following discharge for conditions potentially related to combat service.

Outpatient Medical Treatment: VA provides medical services to eligible Veterans on an outpatient basis within the limits of the facilities.

HOMES (STATE) FOR VETERANS

The Homes for Veterans Program offers low interest rate mortgage programs and additional benefits to qualified Veterans making homeownership more attainable for Veterans by relaxing eligibility requirements, eliminating fees, and providing closing cost assistance. Co-Op's eligible.

HOME LOAN GUARANTY

Federal: Certain Veterans and spouses are eligible for GI loans for homes, condominiums and manufactured homes. Participating financial institutions receive a guarantee from the VA covering part of the loan in the event of default on repayment. Applicants must apply for a certificate of eligibility.

INSURANCE

Holders of USGLI, NSLI and VSLI policies can obtain information concerning conversion, beneficiary changes, loans and disability riders from their local State Veteran Counseling Center. Service-members with SGLI have 120 days following separation from service to convert to a permanent insurance plan.

LICENSES & PERMITS

Veterans with a 40% or greater disability rating are eligible for low-cost hunting and fishing licenses, and free use of state parks, historic sites and recreation sites.

NURSING HOME CARE

Nursing Home (Domiciliary) Care (Federal): Admission limited to eligible Veterans who are disabled, unable to earn a living and in need of medical treatment and full care other than hospitalization. Nursing home care can be authorized for a limited period on referral from VA medical centers.

State Veterans Homes: The New York State Department of Health operates four state Veterans homes for Veterans, spouses and certain parents: a 242-bed Veterans home at Oxford, Chenango County, a 250-bed Home at St. Albans, Queens; a 126-bed Home in Batavia, Genesee County; and a 250-bed home at Montrose, Westchester County. A 350-bed Veterans Home on the campus of SUNY at Stony Brook, Long Island is operated by the University's Health Sciences Center. Health care and skilled nursing services are available at all facilities.

PENSION BENEFITS

VA Disability Pension (Non-Service Connected): A monthly pension is payable to eligible wartime Veterans, or surviving spouses, with limited income and non- service-connected disabilities that are permanent and totally disabling. Veterans must be determined to be permanently and totally disabled for pension purposes. Payments based on annual income.

PROPERTY TAX EXEMPTION

Partial exemption from real property taxes is based on wartime or "Cold War era" service, combat and expeditionary duty, and degree of service-connected disability. Applications must be filed before the local Taxable Status Day. Qualifying surviving spouses may file for benefit based on their spouse's military service. Gold Star parents may be eligible, subject to local statute. Exemption applies to local and county property taxes and may apply to school taxes.

RE-EMPLOYMENT

Application to former employer for restoration to pre-military position, other than temporary employment, should be made within 90 days of separation. Job reinstatement is for like seniority, status and pay. Reservists after initial training must seek reinstatement within 31 days.

REVIEW OF DISCHARGE

Military Boards of Review have authority to correct and upgrade most discharges based on facts presented for consideration.

SPECIALLY ADAPTED HOMES

Federal: Certain seriously disabled or blinded Veterans may be eligible for a grant to build or adapt their home to meet the wheelchair needs or other adaptations for the Veteran's disability.

State: Seriously disabled Veterans who are eligible to receive federal funds to adapt their homes are exempt from local property taxes, including school taxes and special charges.

SURVIVORS' BENEFITS

VA Dependency and Indemnity Compensation (DIC): DIC payments are payable to eligible spouses, unmarried children under 18, certain children pursuing higher education, certain helpless children, and dependent parents of Veterans whose death was service-connected. Benefits are discontinued upon remarriage. Annual income of parents is an eligibility factor for parental DIC.

VA Surviving Spouse Pension

(Non- Service-Connected Death): Certain surviving spouses and children of a deceased wartime Veteran may be eligible for a death pension. Amount depends on monthly income and, in some instances, net worth. Minor children may be eligible even though spouse remarries.

VOCATIONAL REHABILITATION

Federal: Entitlement to vocational rehabilitation benefits — including institutions of higher education, trade schools, apprenticeship programs and on- the-job training are available for eligible Veterans with service-connected disabilities.

State: The Adult Career and Continuing disabled Veterans a program of vocational evaluation, consultation and training.

Rev 6/15

FACILITIES IN NEW YORK

Veterans Health Administration – VISN Offices

Station ID	Facility	Address	Phone
10N2	VISN 2: NY/NJ VA Health Care Network	130 W. Kingsbridge Road, Building 16 Bronx, NY 10468	718-741-4134

Veterans Health Administration – VISN 2: NY/NJ VA Health Care Network

Station ID	Facility	Address	Phone
620	VA Hudson Valley Health Care System	2094 Albany Post Rd. Montrose, NY 10548	914-737-4400
630	VA NY Harbor Healthcare System	423 East 23rd Street New York, NY 10010	
528	VA Western New York Healthcare System	3495 Bailey Avenue Buffalo, NY 14215	716-834-9200 or 716-834-9200
528A8	Albany VA Medical Center: Samuel S. Stratton	113 Holland Avenue Albany, NY 12208	518-626-5000 or 518-626-5000
528A6	Bath VA Medical Center	76 Veterans Avenue Bath, NY 14810	607-664-4000 or 607-664-4000
630A4	Brooklyn Campus of the VA NY Harbor Healthcare	800 Poly Place Brooklyn, NY 11209	718-836-6600
528A5	Canandaigua VA Medical Center	400 Fort Hill Avenue Canandaigua, NY 14424	585-394-2000 or 585-394-2000
620A4	Castle Point Campus of the VA Hudson Valley Health	41 Castle Point Road Wappingers Falls, NY 12590	845-831-2000
620	Franklin Delano Roosevelt Campus of the VA	2094 Albany Post Rd. Montrose, NY 10548	914-737-4400
526	James J. Peters VA Medical Center (Bronx, NY)	130 West Kingsbridge Road Bronx, NY 10468	718-584-9000
630	Manhattan Campus of the VA NY Harbor Healthcare	423 East 23rd Street New York, NY 10010	212-686-7500
632	Northport VA Medical Center	79 Middleville Road Northport, NY 11768	631-261-4400 or 631-261-4400
528A7	Syracuse VA Medical Center	800 Irving Avenue Syracuse, NY 13210	315-425-4400 or 315-425-4400
528A4	VA Western New York Healthcare System at Batavia	222 Richmond Avenue Batavia, NY 14020	585-297-1000
528	VA Western New York Healthcare System at Buffalo	3495 Bailey Avenue Buffalo, NY 14215	716-834-9200 or 716-834-9200
630A5	St. Albans Community Living Center	179-00 Linden Blvd. & 179 Street Jamaica, NY 11425	718-526-1000
528	Behavioral Health Facility	620 Erie Blvd West Syracuse, NY 13204	315-425-4400 X 53463
528G5	Auburn VA Outpatient Clinic	17 Lansing Street Auburn, NY 13021	315-255-7002
528G3	Bainbridge VA Outpatient Clinic	109 North Main Street Bainbridge, NY 13733	607-967-8590

632HC	Bay Shore Clinic	132 East Main Street Bay Shore, NY 11706	631-754-7978
528GN	Binghamton VA Outpatient Clinic	Garvin Building, 425 Robinson St. Binghamton, NY 13901	607-772-9100
528	CANI	Watertown Center Watertown, NY 13601	315-782-0067
620GB	Carmel Community Clinic/ Putnam County	1875 Route 6, Provident Bank, (2nd Floor) Carmel, NY 10512	845-228-5291
528G7	Catskill VA Outpatient Clinic	Columbia Greene Medical Arts Building, Suite D305, 159 Jefferson Hgts Catskill, NY 12414	518-943-7515
528GY	Clifton Park VA Outpatient Clinic	963 Route 146 Clifton Park, NY 12065	518-383-8506
528GC	Dunkirk VA Outpatient Clinic	166 East 4th Street Dunkirk, NY 14048	716-203-6474
632GA	East Meadow Clinic	2201 Hempstead Turnpike, Building Q East Meadow, NY 11554	631-754-7978
620GH	Eastern Dutchess Pine Plains Community Clinic	2881 Church St, Rt 199 Pine Plains, NY 12567	518-398-9240
528G4	Elmira VA Outpatient Clinic	1316 College Avenue Elmira, NY 14901	877-845-3247
528G6	Fonda VA Outpatient Clinic	2623 State Highway 30A Fonda, NY 12068	518-853-1247
528GT	Glens Falls VA Outpatient Clinic	84 Broad St. Glens Falls, NY 12801	518-798-6066
620GD	Goshen Community Clinic	30 Hatfield Lane, Suite 204 Goshen, NY 10924	845-294-6927
630GA	Harlem Community Clinic	55 West 125th Street New York, NY 10027	646-273-8125
528GB	Jamestown VA Outpatient Clinic	608 West 3rd Street Jamestown, NY 14701	716-338-1511
528GZ	Kingston VA Outpatient Clinic	324 Plaza Road Kingston, NY 12401	845-331-8322
528GQ	Lackawanna VA Outpatient Clinic	1234 Abbott Road Lackawanna, NY 14218	716-821-7815
528GK	Lockport VA Outpatient Clinic	5883 Snyder Drive Lockport, NY 14094	716-438-3890
528G1	Malone VA Outpatient Clinic	3372 State Route 11, Main Street Malone, NY 12953	518-483-1529
528GL	Massena VA Outpatient Clinic	6100 St. Lawrence Centre Massena, NY 13662	315-705-6666
620GF	Monticello Community Clinic	55 Sturgis Road Monticello, NY 12701	845-791-4936
620GA	New City Community Clinic	345 North Main Street, Upper Level New City, NY 10956	845-634-8942
528GD	Niagara Falls VA Outpatient Clinic	2201 Pine Avenue Niagara Falls, NY 14301-2300	716-862-8580
528GR	Olean VA Outpatient Clinic	VA Outpatient Clinic, 465 North Union Street Olean, NY 14760-2658	716-373-7709

528GP	Oswego VA Outpatient Clinic	437 State Route 104 E Oswego, NY 13126	315-207-0120
632HD	Patchogue Community Clinic	4 Phyllis Drive Patchogue, NY 11772	631-754-7978
528GV	Plattsburgh VA Outpatient Clinic	80 Sharron Avenue Plattsburgh, NY 12901	518-561-6247
620GE	Port Jervis Community Clinic	150 Pike St. Port Jervis, NY 12771	845-856-5396
620GG	Poughkeepsie Community Clinic	488 Freedom Plains Rd., Suite 120 Poughkeepsie, NY 12603	845-452-5151
632HX	Riverhead Clinic	300 Center Drive Riverhead, NY 11901	631-754-7978
528GE	Rochester VA Outpatient Clinic	465 Westfall Road Rochester, NY 14620	585-463-2600
528GM	Rome - Donald J. Mitchell VA Outpatient Clinic	125 Brookley Road, Building 510 Rome, NY 13441	315-334-7100
528G2	Saranac Lake	33 Depot St. Saranac Lake, NY 12983	518-626-5237
528GW	Schenectady VA Outpatient Clinic	1346 Gerling Street, Sheridan Plaza Schenectady, NY 12308	518-346-3334
528GQ	Springville	15 Commerce Drive Springville, NY 14141	716-592-2409
132V	Staten Island Community Clinic	1150 South Ave, 3rd Floor, Suite 301 Staten Island, NY 10314	718-761-2973
526GD	Thomas B. Noonan Community Clinic (Queens)	47-01 Queens Blvd, Room 301 Sunnyside, NY 11104	718-741-4800
528G9	Tompkins/Cortland County	1451 Dryden Road Freeville, NY 13068	607-347-4101
528GX	Troy VA Outpatient Clinic	295 River Street Troy, NY 12180	518-274-7707
632HA	Valley Stream Clinic	99 South Central Avenue Valley Stream, NY 11580	631-754-7978
528	Watertown VA Outpatient Clinic	144 Eastern Blvd. Watertown, NY 13601	315-221-7026 or 315-221-7026
528	Wellsville VA Outpatient Clinic	3458 Riverside Drive, Route 19 Wellsville, NY 14895	607-664-4660 or 607-664-4660
528G2	Westport	7426 NYS Route 9N Westport, NY 12993	518-626-5236
526GA	White Plains Community Clinic	23 South Broadway White Plains, NY 10601	914-421-1951 X 4300
526GB	Yonkers Community Clinic	124 New Main St. Yonkers, NY 10701	914-375-8055 X 4400
111	Albany Vet Center	17 Computer Drive West Albany, NY 12205	518-626-5130 or 877-927-8387
120	Babylon Vet Center	100 West Main Street Babylon, NY 11702	631-661-3930 or 877-927-8387
137	Binghamton Vet Center	53 Chenango Street Binghamton, NY 13901	607-722-2393 or 607-722-2393
110	Bronx Vet Center	2471 Morris Ave., Suite 1A Bronx, NY 10468	718-367-3500 or 718-367-3500

0105V	Brooklyn Vet Center	25 Chapel St. Suite 604 Brooklyn, NY 11201	718-630-2830 or 877-927-8387
0107V	Buffalo Vet Center	2372 Sweet Home Road, Suite 1 Buffalo, NY 14228	716-862-7350 or 716-862-7350
133	Harlem Vet Center	2279 - 3rd Avenue, 2nd Floor New York, NY 10035	646-273-8139 or 877-927-8387
106	Manhattan Vet Center	32 Broadway 2nd Floor - Suite 200 New York, NY 10004	212-951-6866 or 212-951-6866
139	Middletown Vet Center	726 East Main Street, Suite 203 Middletown, NY 10940	845-342-9917 or 845-342-9917
0138V	Nassau Vet Center	970 South Broadway Hicksville, NY 11801	516-348-0088 or 516-348-0088
109	Queens Vet Center	75-10B 91 Avenue Woodhaven, NY 11421	718-296-2871 or 877-927-8387
124	Rochester Vet Center	2000 S. Winton Road, Bldg 5, Ste. 201 Rochester, NY 14618	585-232-5040 or 585-232-5040
132	Staten Island Vet Center	60 Bay Street Staten Island, NY 10301	718-816-4499 or 718-816-4499
131	Syracuse Vet Center	109 Pine Street, Suite 101 Syracuse, NY 13210	315-478-7127 or 877-927-8387
135	Watertown Vet Center	210 Court Street, Suite 20 Watertown, NY 13601	315-782-5479 or 315-782-5479
123	White Plains Vet Center	300 Hamilton Ave. Suite C White Plains, NY 10601	914-682-6250 or 914-682-6250

Veterans Benefits Administration – North Atlantic District

Station ID	Facility	Address	Phone
306	New York Regional Benefit Office	245 W Houston St. New York, NY 10014	800-827-1000
307	Buffalo Regional Benefit Office	130 S. Elmwood Avenue Buffalo, NY 14202-2478	800-827-1000
307	Intake Site At Fort Drum	Fort Drum Outbased Office/ Dept of VA Fort Drum, NY 13602	
88	Albany Rural Cemetery Soldiers' Lot	Cemetery Avenue Albany, NY 12204	518-581-9128
803	Bath National Cemetery	VA Medical Center, San Juan Avenue Bath, NY 14810	607-664-4853
805	Calverton National Cemetery	210 Princeton Boulevard Calverton, NY 11933	631-727-5410
808	Cypress Hills National Cemetery	625 Jamaica Avenue Brooklyn, NY 11208	631-454-4949
917	Gerald B. H. Solomon Saratoga National Cemetery	200 Duell Road Schuylerville, NY 12871-1721	518-581-9128
815	Long Island National Cemetery	2040 Wellwood Avenue Farmingdale, NY 11735-1211	631-454-4949
824	Woodlawn National Cemetery	1825 Davis Street Elmira, NY 14901	607-732-5411

DISCRIMINATION IS AGAINST THE LAW

Roswell Park Comprehensive Cancer Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Roswell Park does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Roswell Park Comprehensive Cancer Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, braille)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Language Assistance Coordinator at **716-845-8022**.

If you believe that Roswell Park has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

David C. Scott,
Director of Diversity and Inclusion
Roswell Park Comprehensive Cancer Center
RSC Building – Room 430
Elm & Carlton Streets,
Buffalo, New York 14063
Telephone: 716-845-8840
Fax: 716-845-4820
E-mail: David.Scott@Roswellpark.org

You can file a grievance in person or by mail, fax or e-mail. If you need help filing a grievance, David C. Scott, Director of Diversity and Inclusion, is available to help you.

You can also file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights – electronically through the Office for Civil Rights Complaint Portal, available at www.ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

US Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building,
Washington, DC 20201
1-800-368-1019
1-800-537-7697 (TDD)
Complaint forms are available at:
www.hhs.gov/ocr/office/file/index.html.

LANGUAGE SERVICES

English: If you do not speak English, we have free language assistance services available. Call 716-845-8022.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 716-845-8022.

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 716-845-8022。

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 716-845-8022.

Haitian Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 716-845- 8022.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 716-845-8022.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 716-845-8022.

Yiddish: 716-845-8022 רופט אױב איר רעדט אידיש, זענען פארהאן פאר אײך שפראך הילף סערוויסעס פריי פון אפצאל. רופט

Bengali: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলতে পারেন, তাহলে বিনামূল্যে ভাষা সহায়তা পরিষেবা পাবেন। কল করুন 716-845-8022

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 716- 845-8022.

Arabic: الاتصال على الرقم ٧١٦٨٤٥٨٠٢٢ تنبيه! إذا كنت تتكلم باللغة العربية، تتوفر لدينا خدمات الترجمة الشفهية المجانية. الرجاء

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 716-845-8022.

Urdu: خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ 716-845-8022 پر کال کریں

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 716-845-8022.

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, υπάρχουν στη διάθεσή σας υπηρεσίες γλωσσικής υποστήριξης που παρέχονται δωρεάν. Τηλεφωνήστε στο νούμερο 716-845-8022.

Albanian: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 716-845-8022.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 716-845- 8022.

Burmese:

ဂရုပြုရန် - သင်သည် အင်္ဂလိပ်ဘာသာစကားကိုပြောဆိုခြင်းမရှိပါက ကျွန်ုပ်တို့ထံတွင် အခမဲ့ ဘာသာစကား ဆိုင်ရာ အကူအညီပေးသည့်ဝန်ဆောင်မှုများကို ရရှိနိုင်ပါသည်။ 716-845-8022 ထံ ဖုန်းခေါ်ဆိုပါ။

Farsi: توجه فرمایید : اگر شما زبان فارسی میباشید، دسترسی به ترجمه و خدمات زبانی رایگان دارید. با شماره (۷۱۶) ۸۴۵-۸۰۲۲ فرمایید حاصل تماس

Nepali: ध्यान दिनुहोस्: तपाईं नेपाली बोल्नुहन्छ भने तपाईंका निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छन् । ७१६.८४५.८०२२ (716.845.8022) मा फोन गर्नुहोस् ।

Karen

နမ့်တကတိအကလံးကျိာ်အယိ, ပအိုဝ်းဒီး တာ်ကျိးထံန့ၣ်ကျိာ်အတာ်မၤစၢ်လၢ တလိာ်ဟ့ၣ်တာ်အဘူးအလဲဘၣ်န့ၣ်လီၤ. ကိး ၇၁၆-၈၄၅-၈၀၂၂ တက့ၢ်.



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

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