

THE MMHB PATIENT TERRACE

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PATIENT HANDBOOK

Welcome



Dear Roswell Park Patients and Families,

Welcome to Roswell Park Comprehensive Cancer Center. You have selected a National Cancer Institute-designated comprehensive cancer center for your care. One of only 50 such centers in the country and the *only* one in Upstate New York.

You are in exceptional hands. You have my guarantee that your experience at Roswell Park will be delivered by a team of experts that focuses on you. The relentless pursuit of our vision is evident in the quality of the care we provide and the results we achieve.

We understand that a diagnosis of cancer, or even the suspicion, can be emotionally distressing, for you and everyone who loves you. Our promise is that our world-class team will be at your side every step of the way. We promise that you and your family will:

- Have full access to information, services, resources, clinical trials and a multidisciplinary team of specialists and support staff.
- Be encouraged as an active, informed participant in all aspects of your cancer care.
- Receive appropriate care that addresses your individual physical, mental, spiritual, practical and other needs.
- Receive care that is respectful, safe and compassionate.

Not many healthcare facilities can make statements like these, but Roswell Park is a special place, staffed by special people. It's a place where the extraordinary is ordinary, and achieving excellence is our standard. We adhere to evidence-based medicine; we continually review, measure and share our results; and we go above and beyond to meet the individual needs of our patients and their families. This is The Roswell Way.

During your stay, we expect you to have many questions. We hope this handbook provides direction and assistance. Please take a few minutes to look it over and if you still have questions, do not hesitate to ask them. We are here for you, hoping to make your stay as comfortable as possible.

With Warmest Regards,



Candace S. Johnson, Ph.D.
President & CEO



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Preparing FOR YOUR VISIT

We want you to become an active member of your healthcare team. The best way to begin is to prepare for your appointments and be ready to ask questions. Our physicians and nurses expect you to have questions. By talking to your healthcare team, you will learn a lot about your diagnosis and treatments, which can greatly improve the quality, safety and effectiveness of your care.

We will need some things from you to help make the most of your time and appointments at Roswell Park. Here is a checklist of items and information to bring with you on your first visit:

- **Your Health Insurance ID Card and Referral**

Please bring your health insurance ID card. If your insurer requires a referral, make sure you have obtained a copy of that referral and bring it with you. Be prepared to pay your health insurance co-pay on the day of your visit. If you don't have health insurance or if you have any questions about your insurance, call our Financial Counselor at **716-845-4782**.

- **Your Prescription Insurance Card(s)**

Please bring all of your prescription insurance and discount cards. These can include EPIC, Medicare-D, PACE, and any other discount cards you may have.

- **Lab, Pathology, and Radiology Reports**

Please bring copies of, or have forwarded to us, any lab reports, radiology reports, films, slides, or CDs you may have received from other physicians or facilities.

- **List of Your Allergies**

It is important for your health care team to know if you have any allergies, especially allergies to medications, latex, iodine, or seafood. Make a list of your allergies and bring it with you to your appointments.

- **List of Your Medications**

We will want to know about **ALL** the medications you are currently taking, including vitamins and minerals, herbal or natural substances, and other over-the-counter medications, such as pain relievers or allergy pills. Bring all your medications or make a list of those medications and bring that list with you to every visit. Be sure to update this list if any of your medications change.

- **List of Your Physicians**

We will need a list of all of your physicians, including your primary care physician, internist, oncologist and any other specialists. We will ask you to indicate for each doctor whether you would like us to contact him or her regarding your treatment at Roswell Park.

What can friends and family do to help? Buy gift certificates to our cafeteria or for takeout meals; run errands; clean the house; walk the dog; pick up the kids; water the garden; offer to drive to appointments.



- **Health Care Proxy Form or Advance Directive**

You may want to appoint a trusted relative or friend to make health care decisions for you if you lose the ability to make those decisions yourself. To select that person, you will need to complete a Health Care Proxy form or you may specify your preferences for your care in an Advance Directive or Living Will. If you have any of these documents, please bring a copy. If you would like assistance completing this form, call our Social Work Department at **716-845-8022**.

- **List of Questions for Your Doctor**

You will want to learn everything you can about your cancer so you can make informed decisions about your care and treatment. We suggest you write down the questions you'd like to ask your doctor, such as:

- What kind of cancer do I have and where is it located?
- What treatments are available for me?
- What are the risks and side effects?
- Will I need to be in the hospital to receive treatment?
- How will my treatment affect my job and daily activities?

- **A Loved One**

We suggest you bring a family member or friend with you for your appointments. This person may take notes or simply provide support for you during your appointments.

- **Service Animals**

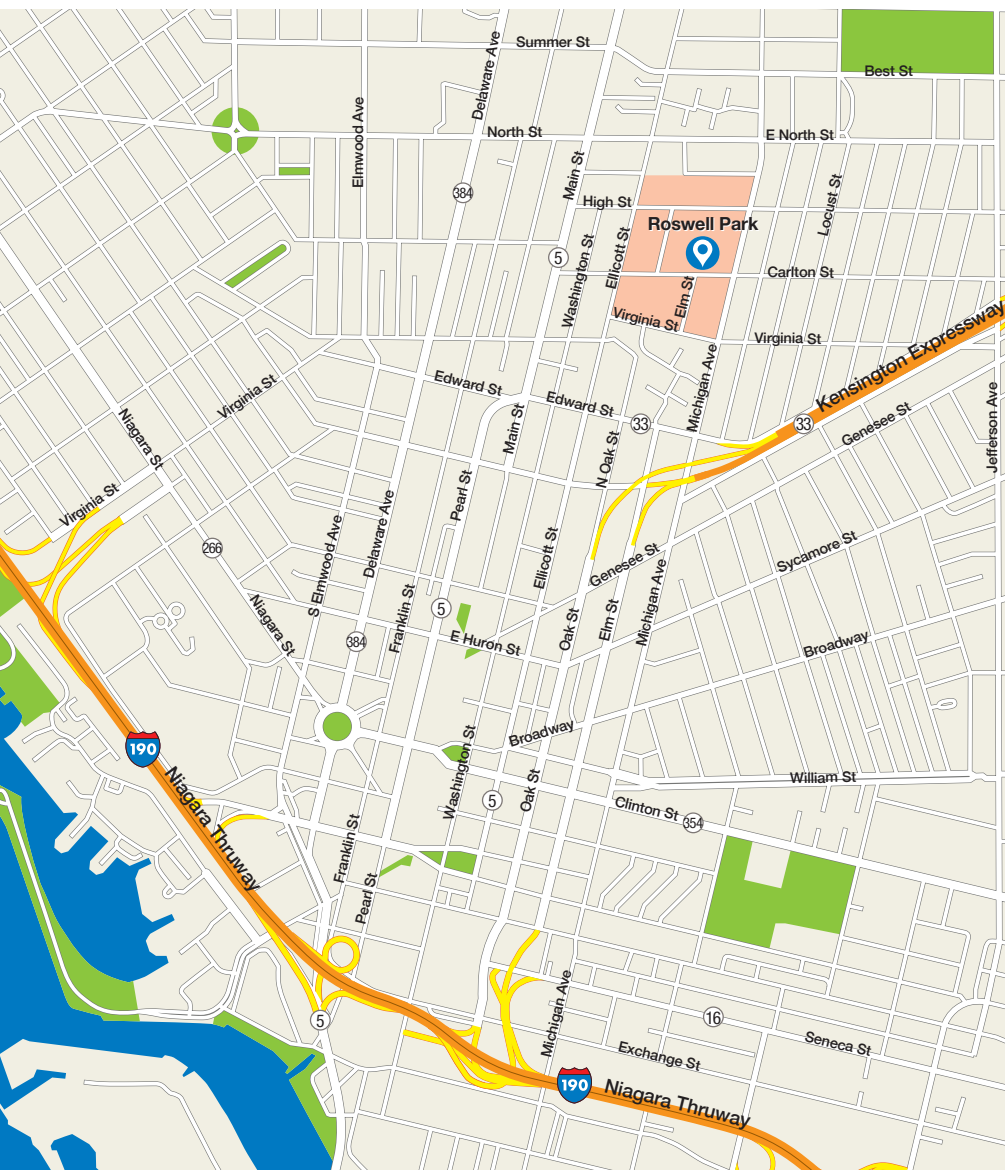
According to the Americans with Disabilities Act and Roswell Park policy, when you or a visitor comes to Roswell Park accompanied by a service animal, staff are allowed to ask a few questions, such as: Is the service animal required because of a disability? What tasks is the animal trained to do? Please note, even though service animals are allowed on our campus, some areas do not allow animals and some behaviors are not permitted. Please talk with staff regarding these particular limitations.

- **Language and Hearing Impaired Assistance**

We offer specially trained medical interpreters who can provide language and American Sign Language translation for our patients and families. To schedule an interpreter for your appointment, talk to the New Patient scheduling staff or call our Social Work Department at **716-845-8022**.

Getting to ROSWELL PARK

Roswell Park's main campus is located in downtown Buffalo, New York. Our main entrance is on Carlton Street between Elm Street and Michigan Avenue. Valet parking and wheelchairs for patient use are available at the main entrance.



Directions to our Buffalo Campus

From the New York State Thruway (I-90)

- Take Exit 51W (Route 33 West).
- Exit at Locust Street.
- Turn right at the first traffic light (Michigan Avenue).
- Continue two blocks to Carlton Street and turn left.
- The parking ramp entrance is immediately on the left. Our main entrance is on the right.

Returning to the New York State Thruway (I-90)

- After exiting the parking ramp, turn right onto Carlton Street.
- Turn right at the first traffic light onto Michigan Avenue.
- Continue on Michigan Avenue for two and one-half blocks to Cherry Street, which is immediately beyond an underpass.
- Turn left onto Cherry Street.
- Keep left to enter Route 33 East.
- Follow Route 33 East to the New York State Thruway (I-90) exits. The first exit is for I-90 West to Erie; the second exit is for I-90 East to Albany.

PARKING OPTIONS

When arriving at Roswell Park, you have many options for parking your car:

- **Parking Ramp:** You may park your car in the Parking Ramp on Carlton Street. Handicapped parking spots are available on the ground floor of the Ramp. An enclosed walkway on the third floor of the Parking Ramp leads directly into the hospital, particularly useful in inclement weather. You may also cross Carlton Street from the ramp's ground floor at the crosswalk. Cash and credit cards (except American Express) are accepted.
- **Valet:** You may drive up to our main entrance and have a valet park your vehicle for a \$1 additional charge in addition to normal parking fees. Valet parking is available for patients from 6:00am to 6:00pm, Monday through Friday (except holidays).
- **Parking Meters:** On-street parking is also available. However, be aware that cars will be ticketed if your meter runs out and mindful of how long you park. The Buffalo Roam app allows you to pay for metered parking on your phone. You may download the app onto your iOS or Android device or visit www.buffaloroamapp.com. Look for signs for where Buffalo Roam is accepted.

PATIENT RATE

Patients or their drivers may receive the Patient Rate for parking. Just present your ID card – also known as your “green card” to the Information Desk located in the lobby on the ground floor of the Roswell Park Hospital or the lobby of the Clinical Sciences Center to receive a QR Code before or after your appointment. The Patient Rate is \$4 for a 24-hour period. There is a \$1 additional charge for valet services.

PUBLIC TRANSPORTATION

The Metro Rail Allen/Hospital station is at Main and Allen Streets, three blocks from Roswell Park. Bus lines also run nearby. For route, schedule and fare information, call the Niagara Frontier Transportation Authority at **716-855-7211** or visit their website at www.nfta.com/metro.

Bring a notebook or notepad with you to all of your appointments. Jot down any questions you may have for your doctor so you don't forget to ask. Notebooks and pens are available in The Resource Center for Patients and Families inside the cafeteria on the 1st floor of the hospital.

SATELLITE *Locations*

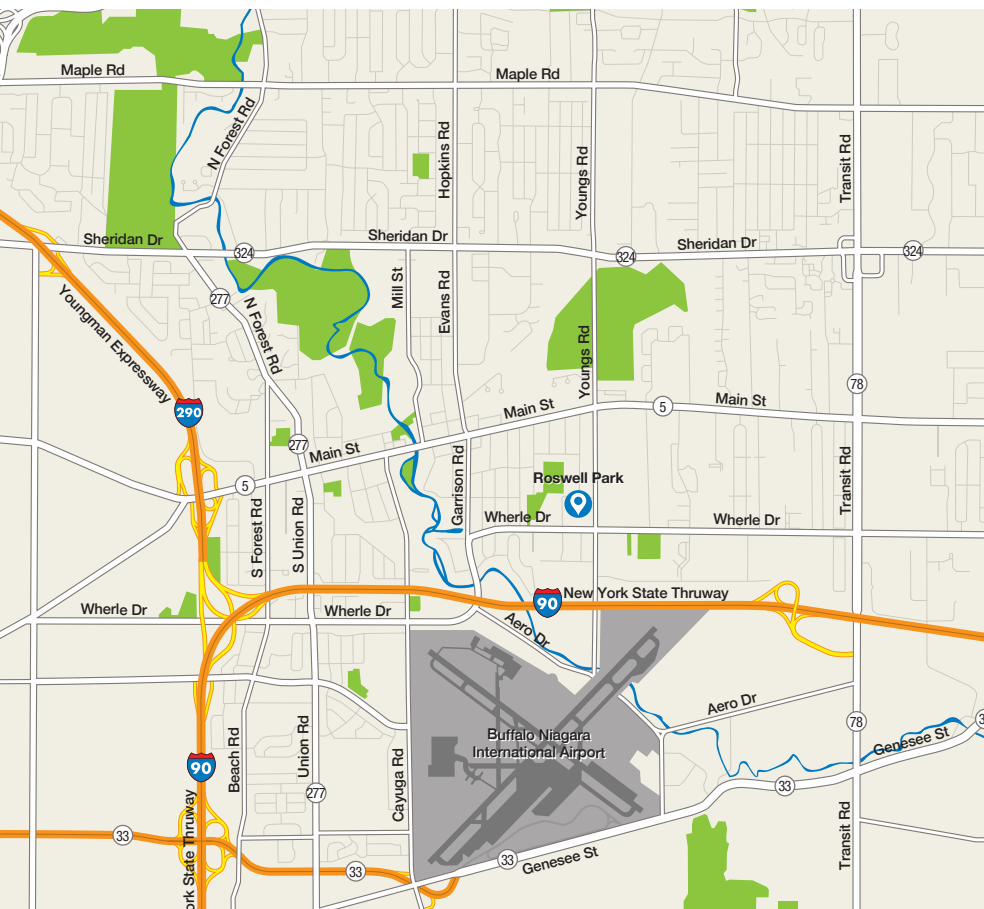
You may be able to take advantage of our convenient satellite locations. Staffed by members of Roswell Park medical and nursing teams, our satellite locations provide clinical care in comfortable settings.

AMHERST SATELLITE

Roswell Park
Amherst Center
100 College Parkway, Suite 290
(between Main Street and Wehrle Drive)
Williamsville, NY 14221
716-845-2900

To make an appointment at our Amherst Center:

- If you are a current patient, speak to your physician to see if you can transfer to the Amherst Center.
- If you are a new patient, call **1-800-ROSWELL (1-800-767-9355)** and speak to a referral representative to set up an appointment.



Directions to our Amherst Satellite

From the North

- Travel south on Youngs Road, which becomes S. Youngs when it crosses Main Street.
- Turn right onto College Parkway.

From the East

- From Transit Road, turn west onto Main Street and continue to S. Youngs Road.
- Turn left onto S. Youngs, then right onto College Parkway.

From the South

- Travel east on Genesee Street passing the airport then turn left onto Holtz Road bearing north.
- Bear left as the road becomes Aero Drive.
- Go under the runway tunnel and immediately turn right (north) onto S. Youngs Road.
- Pass Wehrle Drive, then left onto College Parkway.

If you are interested in receiving services at our Amherst or Niagara Falls satellite locations, talk to your healthcare team for more information.

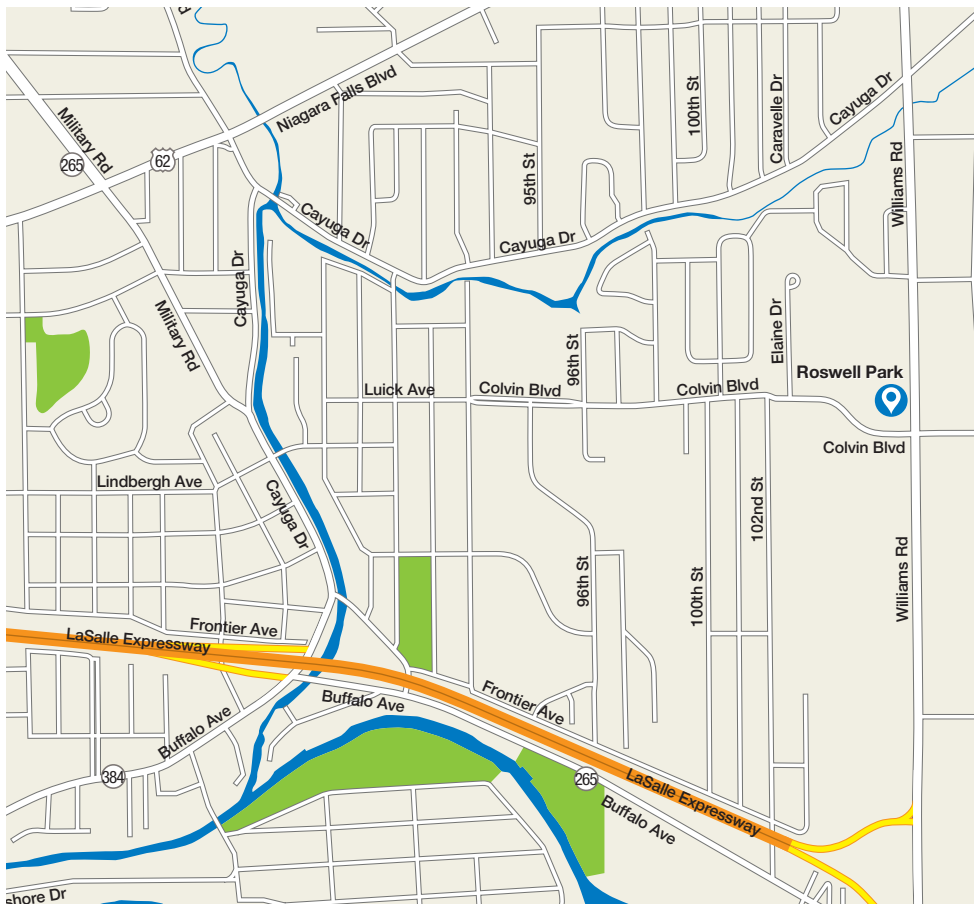
NIAGARA FALLS SATELLITE

Roswell Park Niagara Center

Summit Healthplex and Medical Center
6934 Williams Road Building 1, Suite 300
Niagara Falls, NY 14304
716-845-3500

To make an appointment at our Niagara Falls Center:

- If you are a current patient, speak to your physician to see if you can transfer to the Niagara Falls Center.
- If you are a new patient, call **1-800-ROSWELL (1-800-767-9355)** and speak to a referral representative to set up an appointment.



Directions to our Niagara Falls Satellite

From Buffalo or Canada

- From the I-190, take exit 21A for LaSalle Expressway toward the Tonawandas.
- Merge onto LaSalle Expressway.
- At the end of the LaSalle Expressway, turn left onto Williams Road.
- Roswell Park's Niagara Falls Center will be on your left at 6934 Williams Road.

YOUR *First Visit*

When you arrive at our main entrance, we will have staff, volunteers and wheelchairs to assist you, if needed. Look for our volunteers wearing blue blazers who can help direct you.

1. REGISTER AND GET YOUR ID CARD

Check in at the Registration desk located in the hospital lobby. You will be given a pager to alert you when your Patient Access representative is ready to meet with you, and:

- Collect your health and prescription insurance information
- Issue your patient identification “green card”
- Provide Health Care Proxy and Advance Directive forms, if you need them
- Direct you to your appointment

2. HAVE YOUR BLOOD TESTED, IF REQUIRED

Your Patient Access representative will know if you need blood tests. He or she will direct you to the Phlebotomy Department located on the ground floor near Registration.

3. PROCEED TO YOUR DESIGNATED CENTER

The letter you received from us explained which Treatment Center to report to on your first visit. Look for the location of your Center on the directory screen by the elevators on the ground floor.

4. MEET WITH YOUR HEALTHCARE TEAM

First, your nurse will conduct an assessment examination and ask about your medications, allergies and symptoms. The nurse may direct you back to the waiting room and call you as soon as the next exam room is available.

In the exam room, you will meet your nurse practitioner or physician assistant and then your doctor. Your doctor will review your medical history, perform a physical examination and review your test results and medical records and explain your diagnosis to you. He or she will discuss your treatment options and answer any questions you may have. If you need more testing, the Center staff will schedule these tests for you.

If you bring a service animal with you to Roswell Park, staff may need to ask you questions, such as: Is your service animal required because of a disability and what task is the animal trained to do?

Please note: service animals are not allowed in some areas of the hospital and some behaviors won't be permitted. Please talk with our staff regarding these restrictions.



ADVANCE BLOOD DRAW

You may find it more convenient to have your blood drawn before your appointment at Roswell Park and the test results sent to your oncologist. This way, you will be able to see your doctor without having to wait for your lab results. Your physician will decide whether having your blood drawn in advance is appropriate for you.

You may have your blood drawn in advance at these convenient locations.

Roswell Park Laboratories at:

- Roswell Park's downtown campus, Elm and Carlton Streets, Buffalo, NY 14263
- Roswell Park's Amherst Center, 100 College Parkway, Suite 290, Williamsville, NY 14221

Dedicated appointment times and free parking is available in our parking ramp for advance blood draw.

Catholic Health System (CHS) Laboratories at:

- 20 Losson Road, Cheektowaga, NY 14227
- 4855 Camp Road, Hamburg, NY 14075
- 1900 Ridge Road, West Seneca, NY 14224

If you would like to make an appointment at a CHS laboratory, call **716-862-1150**. Tell them you are a Roswell Park patient and bring the laboratory test order from your Roswell Park doctor.

Financial

INFORMATION

FINANCIAL ASSISTANCE

Financial assistance is available to eligible patients who may have difficulty paying for cancer services. For details and application information, call the Financial Counselor at **716-845-4782**. In addition, community resources are available to help financially stressed patients with the additional costs that occur with an illness. If you are struggling with finances due to medical problems, please call our Social Work Department, **716-845-8022**.

PRE-CLINIC VISIT REVIEW CHARGES

Once you schedule your first appointment with Roswell Park, our Pathology Department typically contacts your referring doctor or other health provider to request any radiology, laboratory or other medical reports they have for you. Our pathologists may review this material before your visit to confirm your diagnosis. Since this review is performed by our medical staff, it may incur charges. Please note that these charges are separate from any associated with your first visit to Roswell Park. If we complete a pre-clinic review and then you cancel your appointment, you or your insurance company will be billed for the review charges. Please call Patient Accounts at **716-845-8220** if you have any questions.

HEALTH PLAN NETWORKS AND PARTICIPATING PROVIDERS

Roswell Park is a participating provider in many health plan networks. Some health insurance companies offer many different plans so it is important to check whether we participate in your specific plan.

It is also important 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 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 what health plans they participate in.

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 these physicians. You should contact these groups directly to learn whether they participate in your health plan. Hospitals are required by law to make information available about their standard charges for the items and services they provide. The following information can be found at: www.roswellpark.org/finance/healthcare-disclosure

- A list of participating health plans
- A list of physicians that will bill for their services separately
- Information on hospital charges

If you do not have health insurance, you may be eligible for assistance in paying your medical bills. Information about financial assistance is available at www.roswellpark.org/finance/financial-assistance-program, or you may contact our Financial Assistance Office at **716-845-4782**.

DISABILITY FORMS ASSISTANCE

If you need help with disability insurance forms, speak to an Insurance Coordinator in the Health Information Management Department. You can contact the Coordinator by phone. If your last name begins with A-M call **716-845-1623**. If your last name begins with N-Z, call **716-845-5969**. For questions on Social Security, call **716-845-5969**.

FOR FOREIGN PATIENTS

Foreign patients (defined by residency and citizenship) must provide a deposit prior to treatment. Roswell Park accepts cash, money order, credit cards or a letter of credit guaranteed by a bank. If you are a foreign patient, contact the International Patient Office at **716-845-4020**.

BILLING INFORMATION

If you have any questions about your bill for physician services, call **1-877-375-3784**.

If you have any questions about your bill for hospital services, call **716-845-8220**.

Our cashiers can also answer billing and insurance questions and connect you with a financial counselor. Cashiers are located on the ground floor next to Patient Access. Hours are Monday through Friday from 8:00 a.m. to 3:30 p.m.

Cancer can cause financial hardship for some patients. We have many resources to help. Please call our Financial Counselor at **716-845-4782** or speak with a Social Worker by calling **716-845-8022**.

FOR YOUR *Convenience*

ATM

An ATM is located on the 1st floor of the hospital (above the lobby) near the elevators.

CASHIERS

Our cashiers can help answer your billing and insurance questions and financial counseling. The Cashier is located on the ground floor next to the Registration area and is available Monday through Friday from 8:00am to 3:30pm.

CHAPEL

Our Pastoral Care Center and Meditation Chapel are located on the 1st floor on the bridge connector from the main hospital to the Carlton Building.

COFFEE BAR

SPoT Coffee is located in the lobby on the ground floor of the hospital. Open daily from 6 a.m. to 9 p.m.

LAPTOP LOANS

We have laptops available for loan while you are in the hospital. To sign out a laptop, you must be 18 years of age and have a driver's license or a state identification card. If you wish to borrow a laptop, call The Resource Center for Patients and Families at **716-845-8659**.

PATIENT PORTAL – MYROSWELL®

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



MUSIC AND ART

Musicians and other performers entertain patients and visitors in the hospital's lobby every weekday.

We also offer artistic expression through our Artist-in-Residence Program. These artists visit waiting areas and inpatient rooms to help patients paint pictures, tell stories and play musical instruments. Self-expression through creative outlets can be therapeutic for people with cancer. For more information on our music and art programs, call **716-845-1550**.

DINING OPTIONS

- **Sunflower Café** is located on the 1st floor of the 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 8:00am to 5:30pm, and temporarily closed from 10:30 a.m. to 11 a.m.
- **Healthy Scratch**, located in the lobby of the Scott Bieler Clinical Sciences Center, offers a variety of pre-made smoothies and healthy food options.
- **SPoT Coffee** is located in the lobby on the ground floor of the 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 around Roswell Park's campus most weekdays throughout the year during lunch hour.
- Vending machines are available inside the cafeteria on the 1st floor of the hospital.

GIFT SHOP

Our gift shop is located on the ground floor between the main entrance and the information desk. The shop sells gifts, snacks, toiletries, greeting cards, balloons and jewelry. 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.

HOSPITALITY ROOM

The Hospitality Room offers a place for patients to gather with their families and friends, and enjoy books, magazines, TV, and complimentary coffee. Located on the ground floor of the hospital, and next to the Gift Shop, the Hospitality Room is open Monday through Friday from 8:00 a.m. to 4:00 p.m.

THE RESOURCE CENTER FOR PATIENTS AND FAMILIES

At Roswell Park's Resource Center, you'll find a warm, welcoming staff to help you find reliable, current information on many cancer topics. The Center offers online computers and printers, free publications from the national cancer patient organizations, and patient education materials from Roswell Park clinicians. The Resource Center also has a wig, hat, and scarf boutique and a lending library of books, laptops, and DVDs.

Location: hospital - first floor inside the Sunflower Cafe by the cash registers

Hours: Monday - Friday - 9 a.m. - 4 p.m.

Telephone: 716-845-8659

KAMINSKI PARK

This beautiful outdoor park in front of Roswell Park is a place for patients, family, friends, visitors, and staff to rest, relax, and share special moments. The park features fountains, benches, gardens, tables and chairs, and paved walkways. In the summer it is also the venue for concerts, barbeque lunches, farmers markets, and other celebrations.

LOST AND FOUND

Lost and found items are collected in the Security office by the front entrance of the hospital. For more information, please call **716-845-3069**.

MAIL SERVICES

A FedEx drop-off box is located near the main entrance on the ground floor. A USPS mailbox is located outside of the hospital on the corner of Carlton and Elm Streets. Stamps can be purchased at our newsstand in the Administrative Services Building (ASB) on the 1st floor.

NEWSSTAND

The newsstand is 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 Monday through Friday from 7:00am to 5:30pm.

PUBLIC SAFETY AND SECURITY

Daily after 4:00 p.m., and depending on availability of staff, the Security Department can escort you from the hospital to the parking ramp, bus or train stop, or nearby hotel or hospitality house. The Security Department can assist with directions, emergencies, and other information. For more information, please call **716-845-3069**.

NO SMOKING POLICY

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.

TELEPHONES

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.

WI-FI

Free Wi-Fi service is available throughout the hospital for use with your own device. Laptops for public use are available in The Resource Center for Patients and Families on the 1st floor of the hospital (by the cash registers in the Sunflower Café).

Need to find your way? Look for the directory on the ground floor by the elevators. If you need additional assistance, our volunteers at the Information Desk will be glad to help.

MEDICAL EMERGENCIES & *Questions*

WHO DO I CALL IF I HAVE A MEDICAL ISSUE OR QUESTION?

- Call your **Roswell Park Treatment Center** with any questions about your cancer treatments, side effects, appointments or prescription refills.
- Call your **Primary Care Physician** for any medical questions not connected to your cancer.

WHAT IF I HAVE URGENT OR EMERGENCY SYMPTOMS?

- Urgent (but not life-threatening) symptoms: Call your Roswell Park Treatment Center. If it is after hours or the weekend, your call will be answered by our Central Access Call Center and connect you right away with a nurse who can assess and sometimes resolve your symptoms, or determine that you need to be referred to our Assessment and Treatment Center (ATC) for timely care.
- **Emergency (life threatening symptoms): Call 911 or go to your nearest hospital emergency department.** Bring your Roswell Park “green card” (ID card) with you and let the emergency staff know the last time you were treated at Roswell Park.

SHOULD I CALL ROSWELL PARK IF I GO TO THE ER?

Yes. It is very important that you let us know when you arrive at any Emergency Department or are admitted to another hospital. You can call your Roswell Park Treatment Center or Roswell Park’s main number **716-845-2300**.

PLEASE CALL THE APPROPRIATE NUMBER BELOW TO CANCEL AN APPOINTMENT

If you are unable to make an appointment, please let us know so we can help you reschedule right away.

- With your doctor or nurse, or for a procedure or surgery, call your Treatment Center directly.
- For chemotherapy or infusion, please call **716-845-8954**.
- For radiation (or therapy) medicine, please call **716-845-3173**.
- Our Amherst Satellite, please call **716-845-2900**.
- Our Niagara Falls Satellite, please call **716-845-3500**.
- A test in our Diagnostic Radiology Center, please call **716-845-3175**.

In case of a serious medical emergency, call 911 or go to your closest hospital emergency room.

Telephone DIRECTORY

ALL NUMBERS ARE IN AREA CODE 716 UNLESS OTHERWISE INDICATED.

AMBULATORY CENTERS

| | | | |
|--|----------|--|------------------------------------|
| 2 West/Radiology (Special Procedures) | 845-2986 | General Information | 1-800-ROSWELL (1-800-767-9355) |
| 3 West/Surgery Center | 845-8476 | Breast & GYN Resource Center | 845-4432 |
| Amherst Center | 845-2900 | Cafeteria | 845-3112 |
| Anesthesia/Preoperative Evaluation (APEC) | 845-1673 | Case Management | 845-5735 |
| Transplant & Cellular Therapies (TCT) | 845-1444 | Central Access Center (General information, assistance after hours) | 845-2300 |
| Breast | 845-3152 | Diagnostic Radiology (Testing) | 845-3175 |
| Cancer Pain Management | 845-4595 | Dietitians | 845-2398 |
| Cardiology | 845-5875 | Disability Forms Assistance (For last names beginning with A-M) | 845-1623 |
| Chemotherapy & Infusion/Immunotherapy | 845-8954 | (For last names beginning with N-Z) | 845-5969 |
| Clinical Research Center | 845-4720 | Donor Center | 845-8275 |
| Dentistry and Maxillofacial Prosthetics | 845-5970 | Financial Assistance | 845-4782 |
| Dermatology | 845-3378 | Medical Records/Information Release | 845-5990 or 845-8729 |
| Endocrine Medicine | 845-5800 | Niagara Falls Satellite | 845-3500 |
| Gastrointestinal (GI) | | Nuclear Medicine | 845-3282 |
| GI Medicine | 845-4005 | Pastoral Care | 845-8051 |
| GI & Endocrine Surgery/Endoscopy | 845-4010 | Patient Accounts | |
| Genitourinary (GU) | 845-3159 | Hospital bill | 845-8220 |
| Gynecology (GYN) | 845-5855 | Physician bill | 1-877-375-3784 |
| Head & Neck/Plastic & Reconstructive Surgery | 845-8186 | Patient Advocates | 845-1190 or 845-2981 |
| Leukemia/MDS | 845-7110 | Psychology | 845-3700 |
| Lymphoma, Myeloma, and Infectious Disease (LMI) | 845-1642 | Public Safety (Security) | 845-3069 |
| Neurosurgery, Neuro-oncology, and Clinical Genetics | 845-3886 | Rehabilitation Services (PT, OT, Lymphedema care) | 845-3271 |
| Niagara Falls Center (Satellite location) | 845-3500 | Resource Center for Patients and Families | 845-8659 |
| Pediatrics | 845-4447 | Smokers' Quitline (NY State) | 1-866-NY-QUITS (1-866-697-8487) |
| Radiation Medicine (Radiation treatment) | 845-3173 | Social Security Assistance | 845-5969 |
| Supportive & Palliative Care | 845-8214 | Social Work | 845-8022 |
| Soft Tissue, Sarcoma, and Melanoma (STM) | 845-3180 | Tobacco Cessation (Patients) | 845-1300 x7851 |
| Survivorship & Screening | 845-4800 | | |
| Thoracic/Pulmonary/Undiagnosed | 845-3167 | | |



Kunle Odunsi, MD, PhD
Chair
Department of Gynecology

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



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

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