



**ROSWELL
PARK®**
COMPREHENSIVE CANCER CENTER

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**

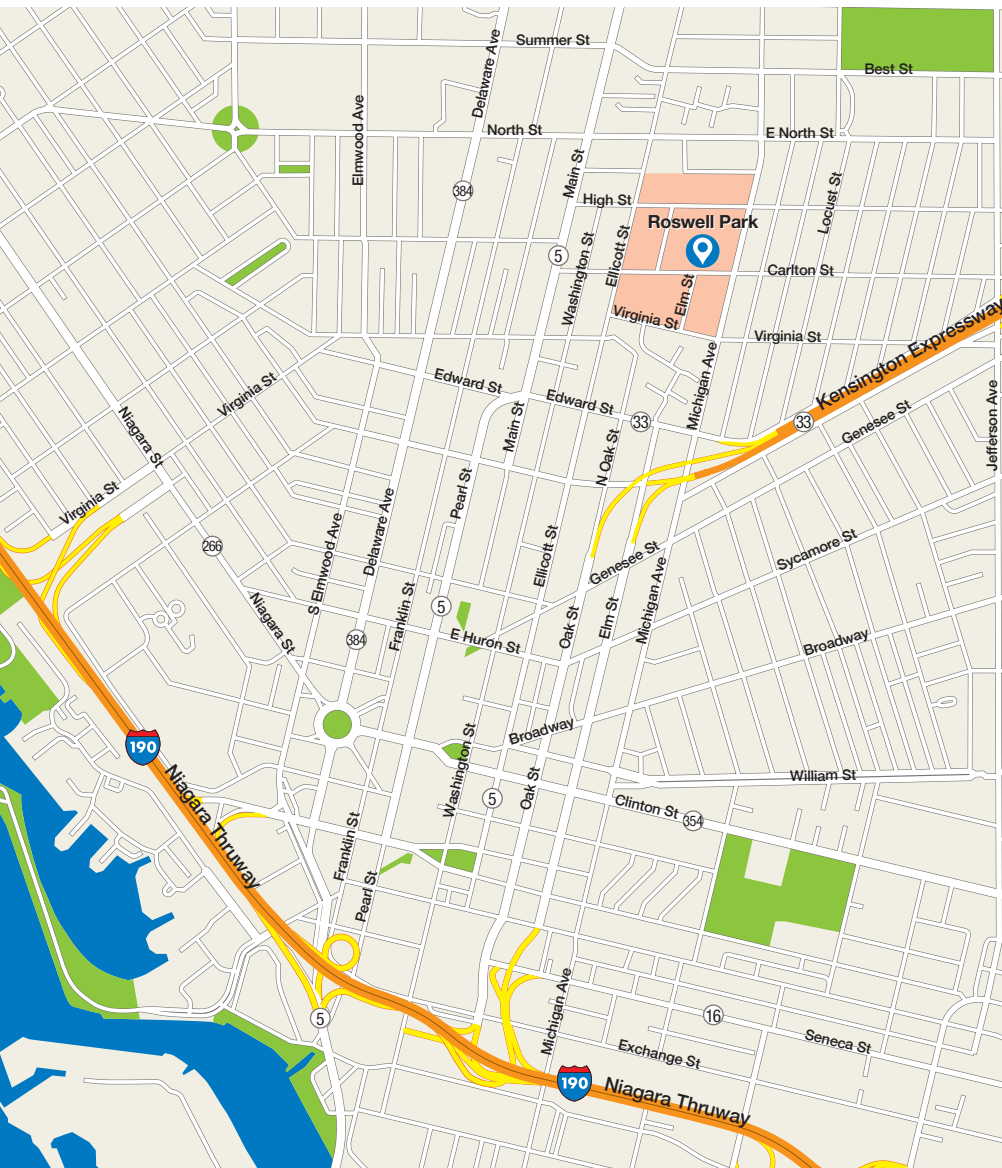
According to the Americans with Disabilities Act and Roswell Park policy, when you or a visitor comes to Roswell Park accompanied by a service animal, staff are allowed to ask a few questions, such as: Is the service animal required because of a disability? What tasks is the animal trained to do? Please 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*

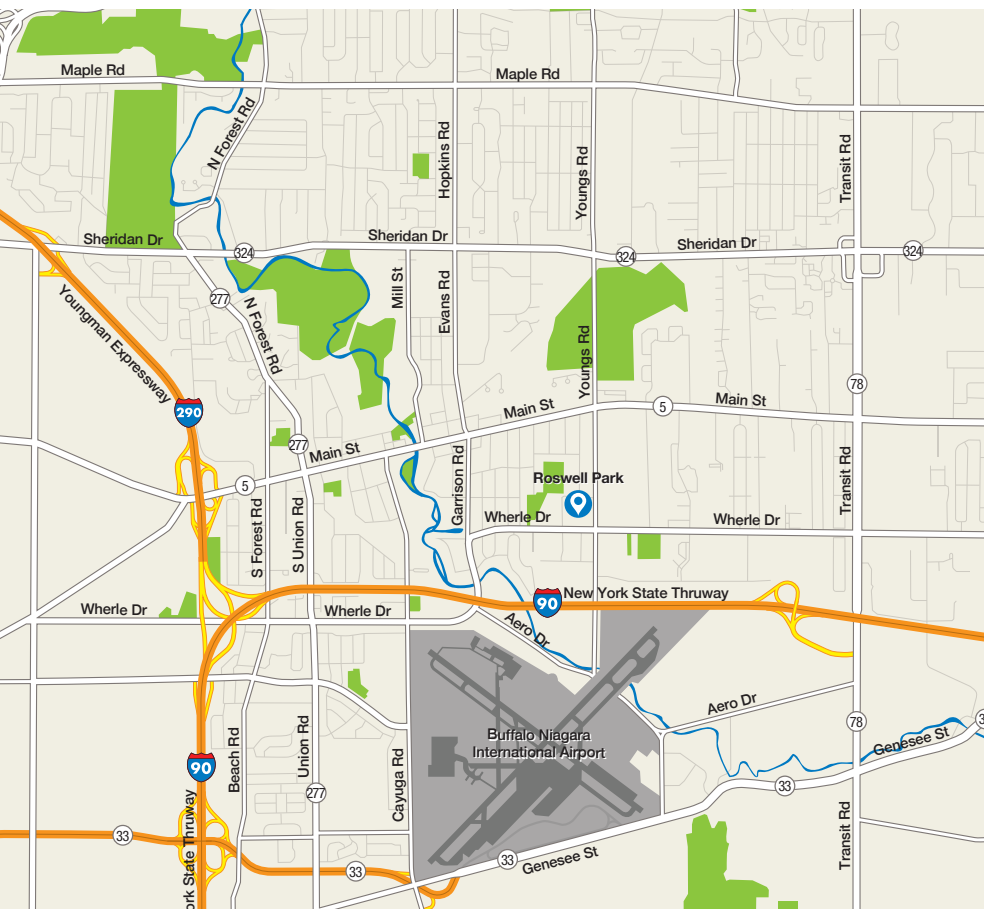
You may be able to take advantage of our convenient satellite locations. Staffed by members of Roswell Park medical and nursing teams, our satellite locations provide clinical care in comfortable settings.

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.

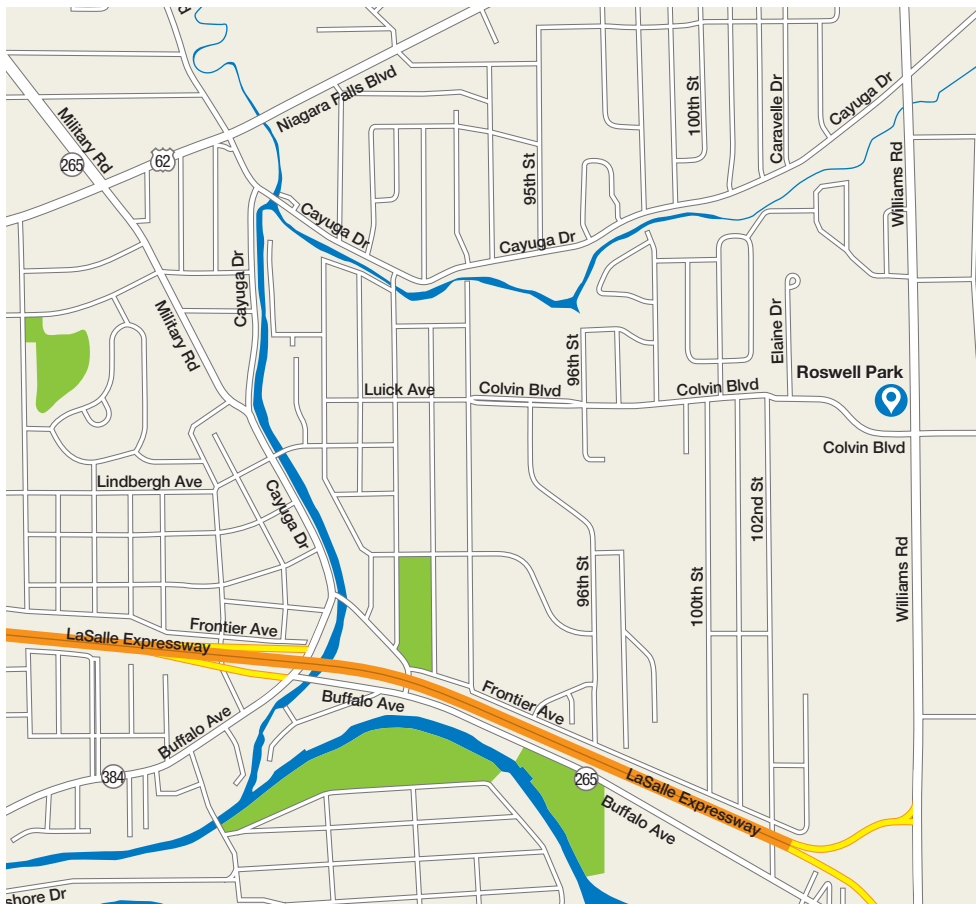
NIAGARA FALLS SATELLITE

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.

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