

MARIE, MARIA AND
MICHAEL BOGNER,
SR. PATIENT TERRACE

PATIENT HANDBOOK

Welcome to

ROSWELL PARK



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. We are among a select group of such centers in the country and the *only* one in Upstate and Western 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



3 Preparing for Your Visit

5 Getting to Roswell Park

7 Our Locations

11 Your First Visit

13 Financial Information

15 For Your Convenience

17 Finding Support

19 Roswell Park Alliance Foundation

20 Medical Emergencies & Questions

21 Telephone Directory

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 do and bring with you on your first visit:

- **Sign up for the MyRoswell Patient Portal**

Go to my.RoswellPark.org to register and log your information. Be sure to list any medications you take and physicians you see. If you need assistance, please call **1-800-767-9355**.

- **Your Health Insurance ID Card**

Please bring your health insurance ID card. If your insurer requires a referral, make sure you have confirmed that referral is in place. Be prepared to pay your health insurance copay 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 (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 healthcare 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 to bring to every visit. Update this list if any of your medications change.

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.



- **List of Your Physicians**

We will need a list of all of your physicians and office locations, including your primary care physician, internist, oncologist and any other specialists. Please indicate for each doctor whether we should contact him or her regarding your treatment at Roswell Park.

- **Healthcare Proxy Form or Advance Directive**

You may want to appoint a trusted relative or friend to make healthcare decisions for you if you lose the ability to make those decisions yourself. To select that person, you will need to complete a Healthcare 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 with these, 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 admitted into the hospital?
- How will my treatment affect my job and daily activities?

- **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**.

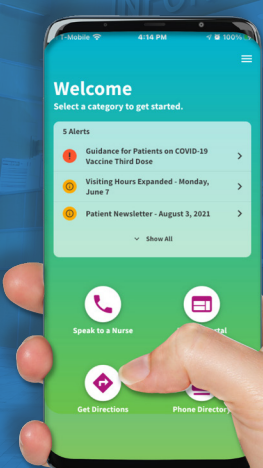
- **A Loved One**


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

MyRoswell Mobile App



The easiest way to manage your Roswell Park patient journey.

Access the MyRoswell patient portal, phone directory, check your appointment time and more.





MyRoswell Mobile App

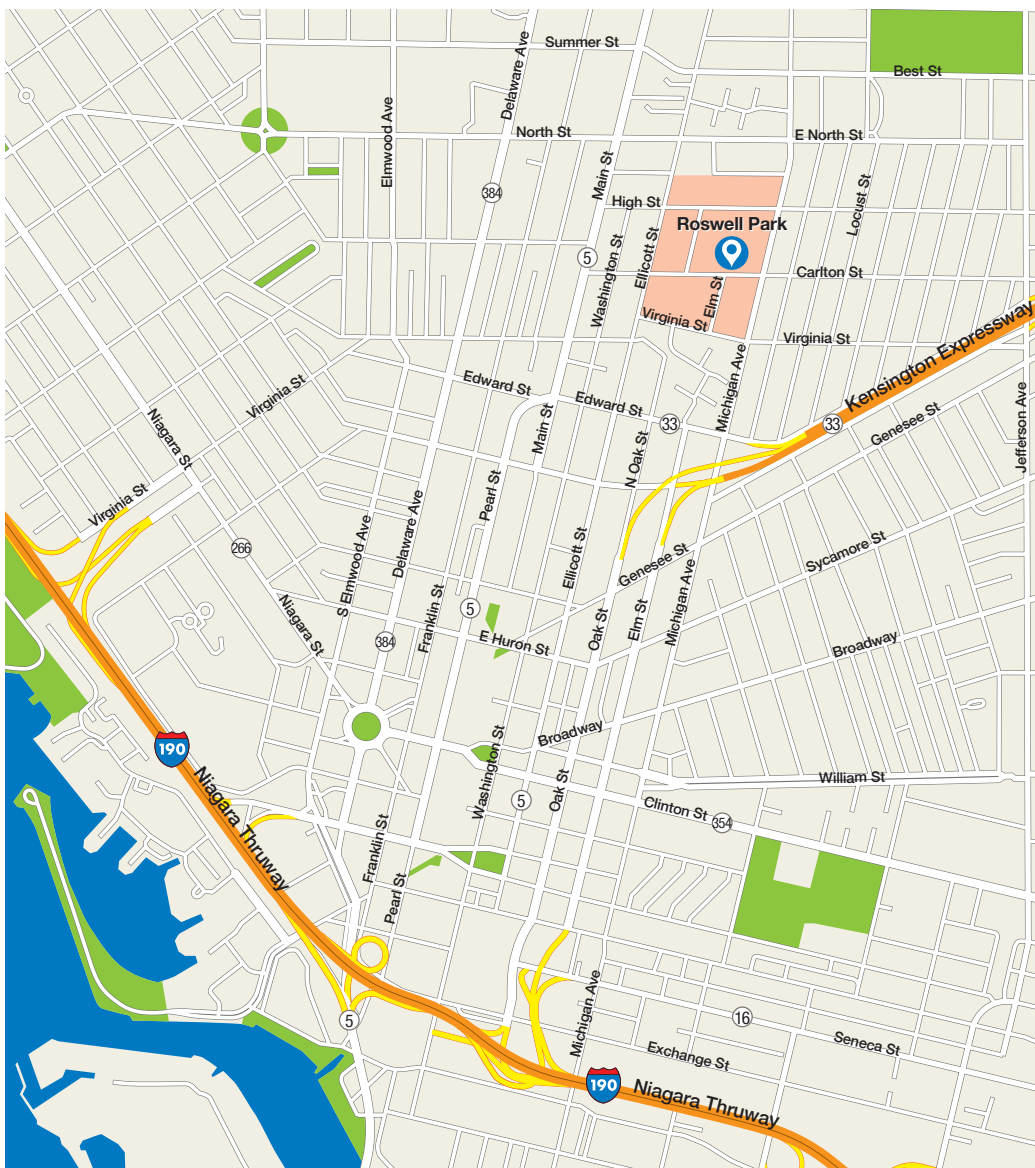



Getting to ROSWELL PARK

ROSWELL PARK COMPREHENSIVE CANCER CENTER

Elm & Carlton Streets
Buffalo, NY 14263

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 options for parking your car:

- **Parking Ramp:** You may park your car in the Parking Ramp on Carlton Street. The Carlton Street entrance is designated for patients and visitors. Handicap 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. In addition, please follow crosswalks at the traffic circle in front of the main hospital. 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 \$5 for patients, \$10 for all others. Valet parking is available for patients from 6 a.m. to 6 p.m., Monday through Friday (except holidays).

PATIENT PARKING RATE

Patients or their drivers may receive the Patient Rate for parking. You may obtain your Patient Rate QR Code before or after your appointment on the ground floor of the Roswell Park hospital in the lobby or in the lobby of the Clinical Sciences Center. The Patient Rate is \$4 for a 24-hour period. There is a \$1 additional charge for valet services.

You may purchase a Patient/Family Experience Parking Pass which includes 11 parking QR Codes for \$40. These are available at the Parking Office located on the ground floor of the parking ramp.

PARKING PAY STATION

There is a Parking Pay Station located in the hospital lobby area near the valet. If you park in the ramp, bring your parking ticket into the hospital with you. When you are ready to leave, stop at the Pay Station to pay for your parking. You can pay with cash or credit card (no coins). Your ticket will become an "Exit" ticket which you can insert into the exit machines in the ramp.

If you use valet, you'll be asked for your mobile phone number to receive a text with your claim ticket number and a link to pay for parking with your phone.

Your safety is our priority. If at any point during your visit, you need assistance getting to your destination on our campus, please remain where you are and call our Patient Transport Team at **716-845-4818**.

Roswell Park's LOCATIONS

Bringing comprehensive cancer care closer to you.

Roswell Park's system of care — including outpatient centers, community practices and affiliated hospitals — provides easier access to a level of cancer care that's only available from an elite comprehensive cancer center designated by the National Cancer Institute. Roswell Park is the only such institute in the state outside of New York City.

We believe everyone deserves the latest treatment advances, minimally invasive approaches and holistic support for every step of the way, no matter where they live. Talk to your care team about receiving some of your care at one of our convenient locations.

SCOTT BIELER AMHERST CENTER

203 Park Club Lane
Williamsville, NY 14221
716-845-2900

To make an appointment at our Scott Bieler 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 Scott Bieler Amherst Center

From the North

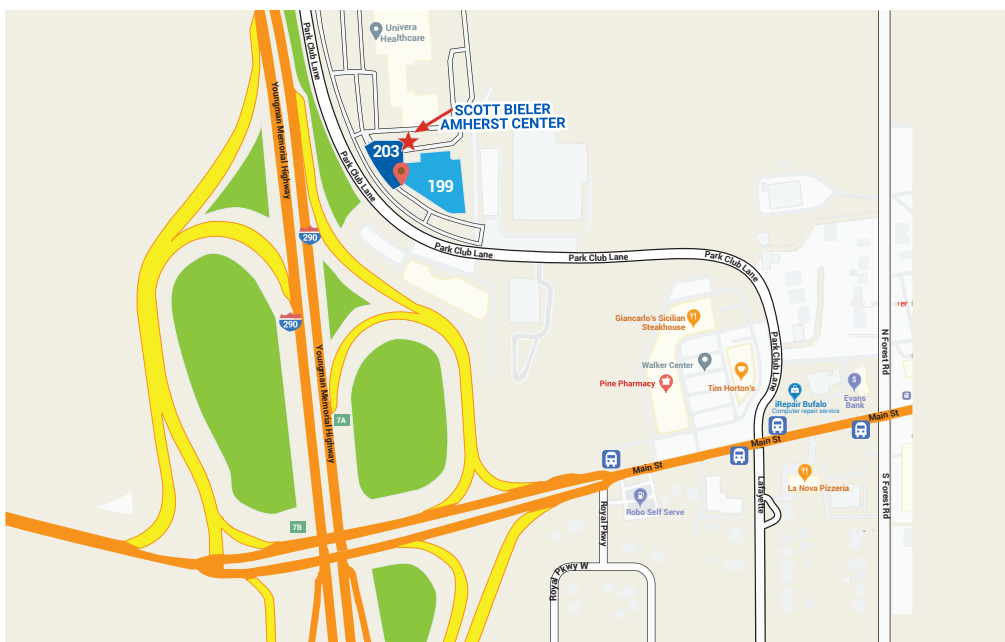
- From the I-290 E, take exit 7B to merge onto NY-5 E/Main Street.
- Turn left onto Park Club Lane.
- Scott Bieler Amherst Center will be on your right at 203 Park Club Lane.

From the East

- From Main St. turn right onto Park Club Lane.
- Scott Bieler Amherst Center will be on your right at 203 Park Club Lane.

From the South

- From the I-290 W, take exit 7B to merge onto NY-5 E/Main Street.
- Turn left onto Park Club Lane.
- Scott Bieler Amherst Center will be on your right at 203 Park Club Lane.

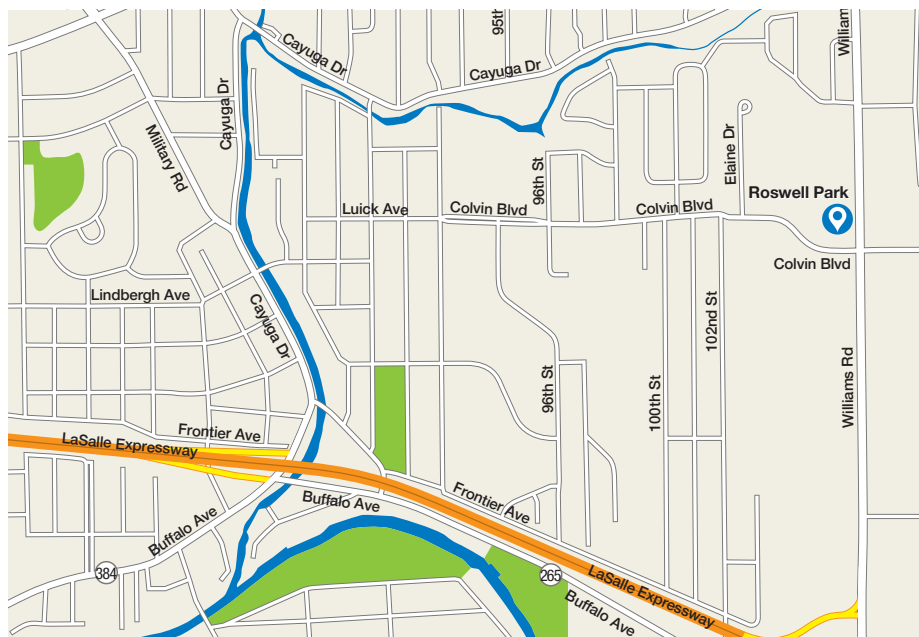


ROSWELL PARK CANCER INSTITUTE NIAGARA

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 location:

- If you are a current patient, speak to your physician to see if you can transfer to the Niagara location.
- 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 Roswell Park Cancer Institute Niagara

From Buffalo or Canada

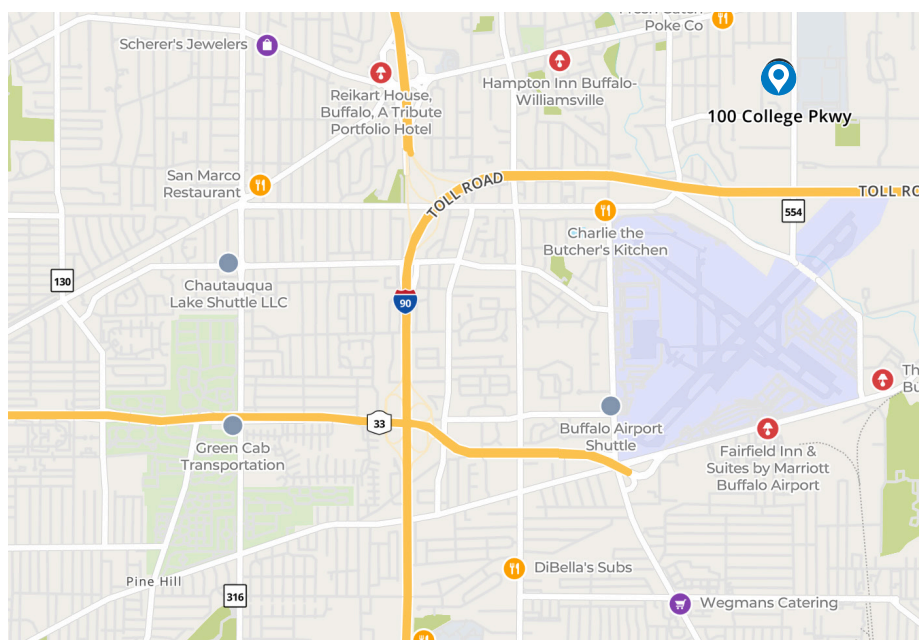
- From the I-190, take exit 21A for LaSalle Expressway toward the Tonawandas.
- Merge onto LaSalle Expressway.
- At the end of the LaSalle Expressway, turn left onto Williams Road.
- Roswell Park's Niagara Falls Center will be on your left at 6934 Williams Road.

RPCI AMHERST CENTER

100 College Parkway
Williamsville, NY 14221
1-800-ROSWELL (1-800-767-9355)

To make an appointment at our College Parkway location:

- Call **1-800-ROSWELL (1-800-767-9355)**
- This location focuses on survivorship services.



Directions to RPCI AMHERST CENTER

From Buffalo or Canada

- Take RT-33E (Kensington Expy) towards Airport/Genesee St.
- Turn right onto Genesee St. toward Genesee St.
- Take 2nd exit from roundabout onto Aero Dr.
- Take 1st exit from roundabout onto S. Youngs Rd.
- Turn left onto College Pkwy.
- RPCI Amherst Center will be on your left at 100 College Parkway.

The ROSWELL PARK SYSTEM *of* CARE



ROSWELL PARK LOCATIONS

DOWNTOWN

**ROSWELL PARK
COMPREHENSIVE
CANCER CENTER**
Elm & Carlton Streets

WILLIAMSVILLE

**SCOTT BIELER
AMHERST CENTER**
203 PARK CLUB LANE

RPCI AMHERST CENTER
100 College Parkway

NIAGARA FALLS

**ROSWELL PARK
NIAGARA CENTER**
6934 WILLIAMS ROAD

ROSWELL PARK CARE NETWORK COMMUNITY PRACTICE MEMBERS

CHEEKTOWAGA
2560 Walden Avenue

DEPEW
6420 Transit Road

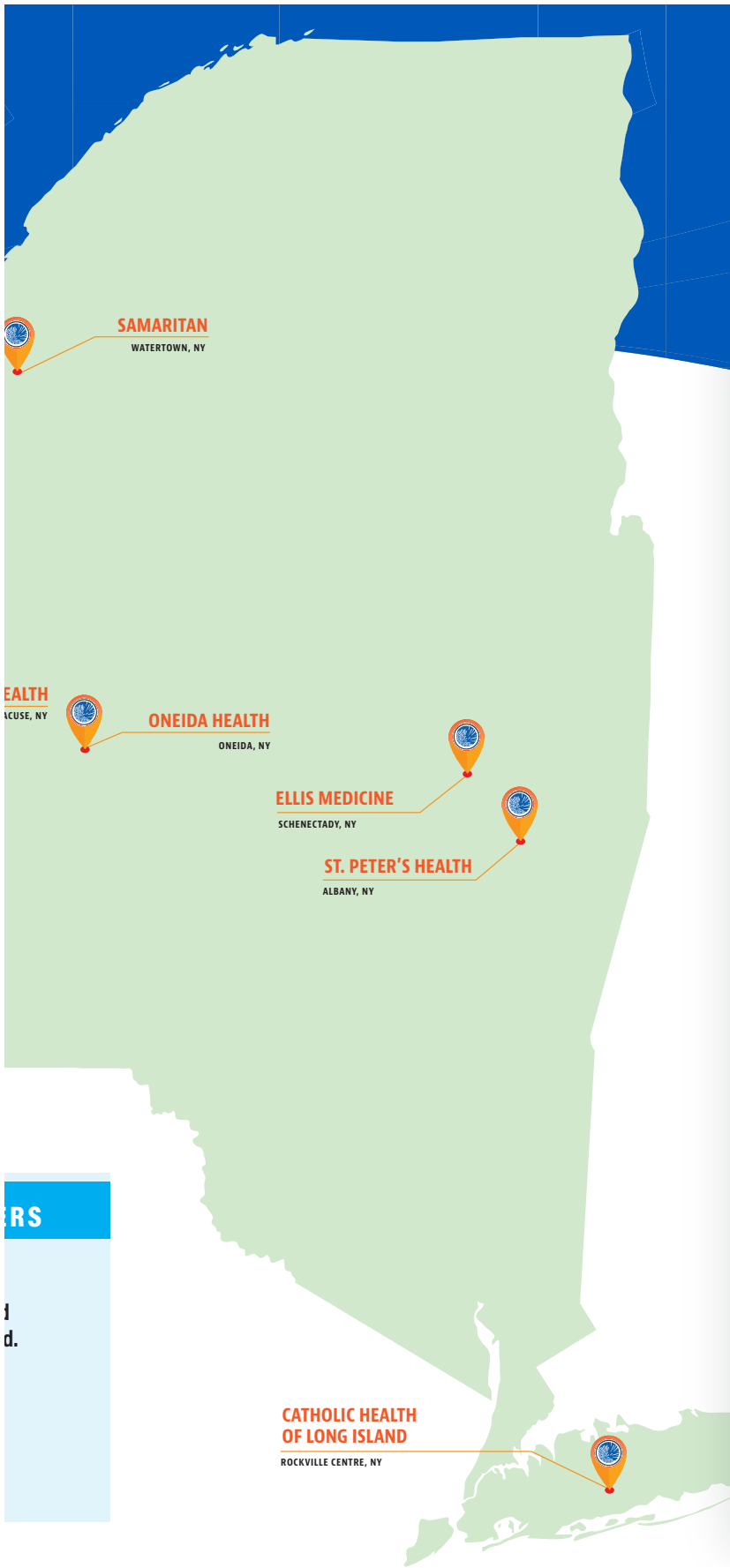
JAMESTOWN
21 Porter Avenue

LOCKPORT
6000 Brockton Drive

NIAGARA FALLS
10175 Niagara Falls Blvd

ORCHARD PARK
3041 Orchard Park Road
3075 Southwestern Blvd.

WILLIAMSVILLE
100 College Pkwy #110
199 Park Club Lane
2150 Wehrle Drive



AFFILIATES



NIAGARA FALLS
**Memorial
Medical Center**



**ROSWELL
PARK.**
CARE NETWORK MEMBER

MEDICAL ONCOLOGY



**Oneida
Health**



**ROSWELL
PARK.**
CARE NETWORK MEMBER

Radiation Oncology **CANCER CARE** Medical Oncology



Upper Allegheny
Health System



**ROSWELL
PARK.**
CARE NETWORK MEMBER

Radiation Oncology **CANCER CARE** Medical Oncology



**Catholic
Health**



**ROSWELL
PARK.**
CARE NETWORK MEMBER

CLINICAL RESEARCH

Ellis

MEDICINE



**ROSWELL
PARK.**
CARE NETWORK MEMBER

MEDICAL ONCOLOGY



Samaritan



**ROSWELL
PARK.**
CARE NETWORK MEMBER

MEDICAL ONCOLOGY



**ST. JOSEPH'S
HEALTH**

A Member of Trinity Health



**ROSWELL
PARK.**
CARE NETWORK MEMBER

Thoracic Surgery **CANCER CARE** Medical Oncology



**ST. PETER'S HEALTH
PARTNERS**

Cancer Care
A Member of Trinity Health



**ROSWELL
PARK.**
CARE NETWORK MEMBER

MEDICAL ONCOLOGY

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

Check in at the Registration desk located in the hospital lobby. You will be directed to one of our Patient Access representatives. The Patient Access staff will:

- Collect your health and prescription insurance information
- Provide Healthcare 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 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

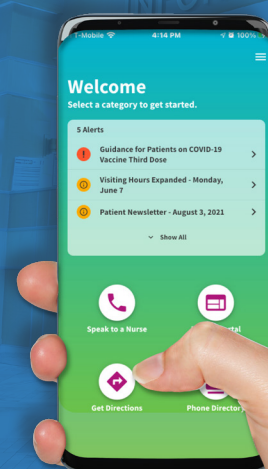
First, your nurse will conduct an assessment examination and ask about your medications, allergies and symptoms. The nurse may direct you back to the waiting room and call you as soon as the next exam room is available.

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, including any available clinical trials that might be right for you, and answer any questions you may have. If you need more testing, the staff will schedule these tests for you.

MyRoswell Mobile App

The easiest way to
manage your Roswell Park
patient journey.

Access the MyRoswell patient portal, phone directory, check your appointment time and more.



MyRoswell
Mobile App





What to know about clinical trials Participating in a clinical trial can provide you access to treatments and procedures that may be unavailable from other providers and hospitals. For some patients, the treatments and procedures offered through clinical trials can be a better *first* option. Your Roswell Park physician will evaluate every possible treatment, including clinical trials, in determining a recommended plan for you. As always, treatment decisions are entirely your choice. Learn more about clinical trials at RoswellPark.org/clinical-trials

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 Scott Bieler Amherst Center, 203 Park Club Lane, Williamsville, NY 14221

Dedicated appointment times and free parking in our parking ramp are available 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 bill for their services separately. You should check with your insurance company to confirm what they cover at Roswell Park.

Scott Bieler Amherst Center, RPCI Amherst Center and Roswell Park Cancer Institute Niagara are an extension of Roswell Park main campus and are considered outpatient hospital departments and billing for services there is the same as at the main campus.

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:

RoswellPark.org/PayingforCancerCare

- A list of participating health plans
- A list of physicians that 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 **RoswellPark.org/finance/financial-assistance-program**, or you may contact our Financial Assistance Office at **716-845-4782**.

New York State Public Health Law PHL § 2830 requires hospitals to provide written notice to patients prior to charging them for facility fees. A Facility Fee is any fee charged or billed by a hospital authorized under Title Eight of the Education Law that is: (a) intended to compensate the hospital for the operational expenses regardless of the modality through which the health care services are provided; and (b) separate and distinct from a professional fee. As a patient of Roswell Park Comprehensive Cancer Center, facility fees are applicable in a hospital setting and you will be billed and responsible for these fees.

CHARGES FOR SERVICES

Any copays for services at Roswell Park will be collected at the time of service. To learn your estimated out-of-pocket charges for specific services, you may access the secure, cost-estimation portal. If you use this tool, it's important to note the following:

- These estimates are averages based on historical data from our patient database. Every patient's care and requirements are unique. Your actual costs will be based on your specific needs and experience with us. We encourage you to call our Financial Counselors for assistance in further refining your estimate.
- Any change to your care throughout your course of treatment will likely change the estimated cost.
- Roswell Park offers financial need-based copay assistance programs. Please call us at 716-845-4782 if you need assistance with meeting your copayment obligations. Cost estimator tool is at <https://roswellpark.patientsimple.com/guest/#/estimates/patientestimate#1>

MEDICAL RECORDS, DISABILITY, AND FMLA RECORD REQUESTS

For all medical record requests, contact our Medical Records Office at **716-845-5990**, fax to **716-845-8394**, or email HIMMedRecReleaseofInformation@roswellpark.org.

If you need to submit your disability or FMLA paperwork, you can give it to the reception staff in your clinic or place it in the drop box on the wall next to the registration desk on the ground floor of the hospital.

You can also submit your disability forms electronically by fax, email, or through the **MyRoswell** patient portal.

FOR INTERNATIONAL PATIENTS

International 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 an international patient, contact us at **1-800-ROSWELL (1-800-767-9355)**.

BILLING INFORMATION

You will receive a statement of your Roswell Park charges and you can pay by check, credit card, through an automated phone payment system or pay online at <https://personapay.com/rpccmb/login>

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 a.m. to 3:30 p.m.

YOUR RIGHTS AND PROTECTIONS AGAINST SURPRISE MEDICAL BILLS

The No Surprises Act of 2022 protects people covered under group and individual health plans from receiving surprise medical bills when they receive most emergency services, non-emergency services from out-of-network providers at in-network facilities, and services from out-of-network air ambulance service providers. It also establishes an independent dispute resolution process for payment disputes between plans and providers, and provides new dispute resolution opportunities for uninsured and self-pay individuals when they receive a medical bill that is substantially greater than the good faith estimate they get from the provider.

For more information ask one of our Patient Access representatives or visit www.cms.gov/nosurprises

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*

While at our main campus in downtown Buffalo, we hope you find the following conveniences helpful.

ATM

ATM kiosks are located in several places on our campus, including the hospital lobby by the gift shop, Clinical Sciences Center lobby, Sunflower Café on the first floor of the hospital and the Newsstand in the Administrative Services Building.

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 a.m. to allow for meal preparation. Weekend and holiday hours are 8 a.m. to 5:30 p.m., and temporarily closed from 10:30 a.m. to 11 a.m.
- **Joe's Deli** is located in the lobby of the Scott Bieler Clinical Sciences Center, offers a variety of food options.
- **SPoT Coffee** is located in the lobby on the ground floor of the hospital. Open daily from 6 a.m. to 9 p.m.
- **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

Located on the hospital ground floor near the main entrance, the shop sells gifts, snacks, toiletries, cards, balloons and jewelry. Open Monday, Wednesday, Friday from 9 a.m. to 5 p.m., and Tuesday and Thursday from 7 a.m. to 5 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 beverages. Located on the hospital ground floor, next to the gift shop, the Hospitality Room is open Monday through Friday from 8 a.m. to 4 p.m.

INPATIENT MEAL APP

Inpatients can order their meals during their hospital stay with a simple app on their smart phones. The **CBORD® Patient™** app allows you to review menus (with photos!) and select your meal choices for delivery to your bedside. Your menu options will be customized for you, taking into account your food allergies and your doctor's recommendations or dietary restrictions.

Patients who are admitted will receive an instruction sheet and menu. You can download the CBORD® Patient™ app from the QR code on the instruction sheet or by visiting **patient.cbord.com/login**. Once you create your account, you can use the app to order your meals anytime between 6:45 a.m. to 6:45 p.m.

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

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. Please talk with our staff regarding any restrictions.

LAPTOP LOANS

We have laptops available for loan during a hospital stay. To sign one out, you must be at least 18 years old. Call The 11 Day Power Play Cancer Resource Center at **716-845-8659**.

LOST AND FOUND

Lost and found items are collected in the Security office by the front entrance of the hospital. 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, 8 a.m. to 3 p.m.

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, indoors and outside.

PHARMACY

You can pick up prescriptions from your Roswell Park provider before you leave and have our oncology pharmacists answer your medication questions. Delivery is available on request. Two convenient locations:

- **Main hospital** pharmacy is located on the first floor, near the sunflower cafe. Open Monday through Friday 9 a.m. to 6 p.m., Saturday 9 a.m. to 1 p.m. Call 845-8999.
- **Scott Bieler Amherst Center** pharmacy is located on the second floor, to the left off the elevators. Open Monday through Friday 8 a.m. To 4:30 p.m. Call 845-7779.

PUBLIC SAFETY

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

MMMB PATIENT TERRACE

The Marie, Maria and Michael Bogner, Sr. Patient Terrace is a peaceful, open-air space for meditation, contemplation and conversation. Located between Roswell Park's hospital and Scott Bieler Clinical Sciences Center, it provides patients, families and staff a peaceful respite to escape the stresses of the clinical and hospital environments. The MMMB Patient Terrace is on the second floor of the Clinical Sciences Center building.

WI-FI

Free Wi-Fi service is available throughout the hospital for use with your own device.

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 opt for text, email, and voice call appointment reminders. To register, go to **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.

MYROSWELL MOBILE APP®

Get easy access to the MyRoswell Patient Portal from your mobile device. Download the free MyRoswell App to your phone. If you are already enrolled in the Patient Portal, click "Sign In," and begin your personalized app experience.



FINDING Support

We offer an array of support services and resources to address any need — physical, emotional, practical, spiritual, social and more. Some highlights include:

THE 11 DAY POWER PLAY CANCER RESOURCE CENTER

In this warm and welcoming environment, patients and their families can access **educational information, comfort, support, connection, and guidance.**

The Resource Center provides educational materials, self-care classes, a lending library, comfort items and wellness information. Our team is here with a listening ear and the expertise to guide patients and their loved ones through their cancer journeys. We offer support for managing treatment side effects, navigating care, and answering personal questions in a private and welcoming space.

Location: 1st floor of the hospital near the Tower Elevators
Hours: Monday - Friday from 9 a.m. - 4 p.m.

Telephone: **716-845-1609**

For More Info: **RoswellPark.org/ResourceCenter**



ART HEALS GALLERY

The Art Heals Gallery is a quiet, relaxing space where patients and their families can view original artwork and take a break from the hustle and bustle of the hospital. The gallery presents curated exhibitions of work from Roswell Park's extensive art collection, as well as new work by artists based in and around Buffalo. New exhibitions are installed quarterly. For more information call **716-845-1300, x1994.**

CANCER COACH PROGRAM

This program connects Roswell Park patients with cancer survivors who know firsthand how a cancer diagnosis changes your life. Talking with someone who has lived with cancer can reduce anxiety and isolation. Cancer Coaches are trained Roswell Park volunteers who provide comfort and practical information for patients; they do not provide medical advice.

You may request a coach at **[Roswell Park.org/CancerCoach](https://RoswellPark.org/CancerCoach)** or call **716-845-8659 (option 1)**

CREATIVE ARTS

Our Creative Arts team's artists-in-residence offer fun and easy professionally directed visual arts activities for patients and their families. For inpatients, the team provides all-inclusive art activity kits delivered directly to patient rooms. Outpatients and their families can drop in to the Small Studio, located inside the Art Heals Gallery for art activities. For more information call **716-845-1550** or email: **ArtistsInResidence@RoswellPark.org**.



MEDITATION AND PRAYER ROOM

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

NEW ERA CAP FOUNDATION ELEVATE SALON

This specialty salon is for all patients experiencing hair loss as a result of cancer treatment. We carry a diverse variety of wigs and head coverings to meet your style, texture, length and color preferences. You may receive one complimentary wig, plus your choice of one beanie, seasonal hat, hat with hair or headband with hair. In the salon, New York State-licensed stylists offer wig styling, pre-treatment haircuts and head shaves.

Location: 1st floor Clinical Sciences Center
near Breast Oncology Center

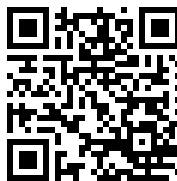
Telephone: **716-845-8659 (option 2)**

or request appointment at **RoswellPark.org/ElevateSalon**



PATIENT EDUCATION LIBRARY

Our digital Patient Education Library offers a wide range of information from your Roswell Park clinicians about diagnosis, treatment, discharge and home care instructions, drug profiles, and resources. The library can be found on the **MyRoswell Patient Portal**.



Learn about all the support services Roswell Park offers at www.roswellpark.org/cancer-care/support or scan this QR code.

Wellness PROGRAMS

From yoga and reiki to guided relaxation and support groups, learn more about our Wellness programs at www.roswellpark.org/cancer-care/support/wellness or scan this QR code.



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.

Roswell Park

ALLIANCE FOUNDATION

Since its founding in 1991, the Roswell Park Alliance Foundation has raised donations to support Roswell Park Comprehensive Cancer Center and our quest to end cancer.

From events such as the Ride for Roswell, the Empire State Ride, IceCycle, Bald for Bucks, and community fundraisers to our Annual Fund mail campaign, the Alliance Foundation rallies support from all corners of Western New York — and beyond.

Join our community

You are an important partner in our lifesaving mission. Patients, families and friends can get involved in many ways.

- **Donate** to our Annual Fund campaigns.
- **Make a gift** in tribute to a loved one.
- **Raise funds online at TeamRoswell.org** to honor a loved one, mark a special occasion or turn your passions, hobbies and talents into a fundraising event.
- **Donate blood or platelets** at the Donor Center.
- **Participate or volunteer** with one of our events.



Learn more about these opportunities at RoswellPark.org/Giving or contact our Development Office at 716-845-4444.





Medical

EMERGENCIES & QUESTIONS



BEFORE YOU HAVE YOUR FIRST APPOINTMENT AT ROSWELL PARK,

there may be days before we have a chance to see you when you feel that something is just not right with your health. We want you to know that we already consider you a valued patient of Roswell Park, and we encourage you to let us know about your concern before it becomes an emergency.

ANY TIME OF THE DAY OR NIGHT,

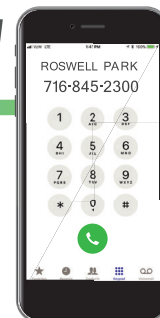
please call Roswell Park at **716-845-2300**. We are available 365 days a year, 24 hours a day, to assist you and connect you with the help you need, whether it's to initiate your transfer to Roswell Park's Assessment & Treatment Center, or, if you have a life-threatening emergency, urge you to call for an ambulance to transport you to the nearest hospital emergency department.



PLEASE LET US KNOW

Please let us know when you arrive to any Emergency Department or are admitted to another hospital.

Your doctors at Roswell Park need to stay connected to you.



CALL US ANYTIME

716-845-2300

DAYS, NIGHTS, WEEKENDS AND HOLIDAYS

Telephone DIRECTORY

All numbers are in area code 716 unless otherwise indicated.

AMBULATORY CENTERS

2 West/Radiology (Special Procedures)	845-2986
3 West/Surgery Center	845-8476
Anesthesia/Preoperative Evaluation (APEC)	845-1673
Transplant & Cellular Therapies (TCT)	845-1444
Breast ..	845-3152
Cancer Pain Management	845-4595
Cardiology	845-5875
Chemotherapy & Infusion/Immunotherapy	845-8954
Clinical Genetics	845-3886
Clinical Research Center	845-4720
Dentistry & Maxillofacial Prosthetics	845-5970
Dermatology	845-1632
Gastrointestinal (GI) and Endocrine	845-4005
Genitourinary (GU)	845-3159
Gynecology (GYN)	845-5855
Head & Neck/Plastic & Reconstructive Surgery	845-8186
Leukemia/MDS	845-7110
Lymphoma, Myeloma, and Infectious Disease (LMI)	845-1642
Neurosurgery and Neuro-oncology	845-3886
Niagara Falls Center	845-3500
Pediatrics	845-4447
Radiation Medicine (Radiation treatment)	845-3173
Scott Bieler Amherst Center	845-2900
Supportive & Palliative Care	845-8214
Soft Tissue, Sarcoma, and Melanoma (STM)	845-3845
Survivorship & Screening	845-4800
Thoracic/Pulmonary/Undiagnosed	845-3167

DEPARTMENTS

General Information	1-800-ROSWELL (1-800-767-9355)
Cafeteria	845-3112
Case Management	845-5735
Central Access Center (General information, assistance after hours)	845-2300
Case Management	845-4070
Concierge Office.....	845-4070
Diagnostic Radiology (Testing)	845-3175
Dietitians	845-2398
Disability Forms Assistance.....	845-1623 or 845-5969
Donor Center	845-8275
Financial Assistance	845-4782
Medical Records/Information Release	845-5990
.....	fax 845-8394
Nuclear Medicine	845-3282
Patient Accounts	
Hospital bill	845-8220
Physician bill	1-877-375-3784
Patient Advocates	845-1365 or 845-2981
Psychology	845-3700
Public Safety (Security)	845-3069
Rehabilitation Services (PT, OT, Lymphedema care) ..	845-3271
Smokers' Quitline (NY State)	1-866-NY-QUITS (1-866-697-8487)
Social Security Assistance	845-5969
Social Work	845-8022
Spiritual Care	845-8051
The 11 Day Power Play Cancer Resource Center ...	845-8659
Tobacco Cessation (Patients).....	845-1300 x7851



ROSWELL PARK

Patient and Visitor Code of Conduct

Roswell Park Comprehensive Cancer Center is committed to providing high-quality care to our patients and communities in a safe and respectful environment that supports health and healing.

To ensure our hospitals and care locations are safe, caring, and inclusive, we ask that patients and visitors adhere to our Patient and Visitor Code of Conduct, which includes the following:

1. It is the expectation that you will treat all members of Roswell Park including physicians, hospital staff, patients, and visitors with dignity, kindness, respect, courtesy, and friendliness. Offensive comments and behaviors related to race, color, ethnic origin, religion, age, sex, sexual orientation, gender identity, disability or any protected class prohibited by law are not permitted.
2. Any inappropriate or disrespectful behaviors, including, but not limited to hostile or threatening behavior, abusive language, or inappropriate physical contact with another individual that is intimidating or threatening are not permitted.
3. Roswell Park prohibits weapons on our premises. This includes but is not limited to firearms, knives, explosives, or any other item designed or intended to cause harm or destruction.
4. Possession of any alcohol, illicit drugs, cigarettes, vaping equipment, and any other substances are not permitted on Roswell Park Property
5. Report any preference, concerns or potential risks regarding your health or safety or that of others to any staff members immediately.

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 Cellular Immunotherapy - CAR-T | Blue Distinction® Center for Cancer Care | A Blue Distinction® Center for Transplants