



PATIENT EDUCATION

# ADMISSIONS GUIDE

A GUIDE TO YOUR STAY AT  
ROSWELL PARK COMPREHENSIVE  
CANCER CENTER



ROSWELL  
PARK®

COMPREHENSIVE CANCER CENTER



On behalf of all of us at Roswell Park, we would like to extend a warm welcome to you and your family.

We created this book as a resource to help guide you during your stay with us. If at any time you have additional questions, don't hesitate to talk to your healthcare team.

The Day of Your Admission .....	4
During Your Stay .....	5
Visitor Information.....	8
Going Home .....	12
Patients' Bill of Rights .....	15
Paying for your Care .....	17
Members of the U.S. Armed Forces .....	19
Non-Discrimination Disclosure .....	31
Language Services .....	33

# THE DAY OF YOUR ADMISSION

## CHECK-IN

Check-in at the Patient Access Department (Registration) in the lobby, unless you have been instructed to check-in elsewhere. If you need an interpreter, tell the Patient Access staff. Interpreter services are available to help you and your family.

You will be directed on where to go next. If you would like an escort, please ask the Patient Access staff and they will get one of our volunteers to assist you.

## FOR SURGERY PATIENTS

If you are having surgery, you can go directly to the 3rd floor, check-in with the Patient Access representative, and have a seat in the waiting area. A nurse will bring you to the pre-op area and begin your preparation for surgery. Your family will remain in the waiting room. The nurse will take your vital signs and review your medical history, medications, and allergies. An IV (an intravenous tube placed in a vein in your arm) will be started.

Once you are fully prepped for surgery, a staff member will bring your family back to the pre-op area to see you. Only 2 visitors, ages 12 years or older, are allowed at a time. Give any valuables to your family at this time for safekeeping during your surgery. There are also lockers available for use.

### **While You Are in Surgery**

Your family will be directed to the surgical waiting area on the 3rd floor.

Some families may receive a pager, when available. The pager will provide your family with updates on your status from the Operating Room. If your family needs to leave the surgical waiting area, they should notify the staff before they go. Volunteers are also stationed on 3 West to assist with directions and amenities.

# DURING YOUR STAY

**Here are a few things to know that will make your stay with us more comfortable. And of course, should any other questions arise, don't hesitate to ask.**

## YOUR HOSPITAL ID BAND

Every patient will receive an ID band when admitted. This band will contain your personal medical information. It's an important safety measure in many aspects of your care, so please be sure to keep the band on at all times.

## PAIN RELIEF

Don't hesitate to let your nurses know if you are in pain or if you have an uncomfortable reaction to your pain medication. Relieving or decreasing your pain is an important part of your recovery and our staff will work with you to make sure you are as comfortable as possible.

## YOUR MEDICATIONS

All your medications will be provided while you are admitted, including medications you would normally take at home. Please do not bring any medications from home. Talk to your nurse about any questions you have about your medications.

## ROOM SERVICE DINING

We are pleased to be able to offer hotel-style room service for your meals during your stay at Roswell Park. You will be able to eat what you want, when you want.

Upon admission, you will receive a copy of our Patient Room Service Menu. When you are ready to place your order, dial "DINE" (3463) on your room phone or 716-845-3463 using an outside line. We will assist you with your menu selections and ensure that any therapeutic diet needs, ordered by your physician, will be met. Meals are made-to-order and will be delivered within 30 minutes. You and your family members also have the added flexibility of ordering meals in advance or requesting a specific delivery time.

Visiting friends and family may purchase a guest meal voucher in the Sunflower Café, located on the 1st floor of the main hospital. These vouchers have no expiration date and you may purchase as many as you need. The guest meal order may be placed by calling the same number used for ordering patient meals. The guest meal will be delivered to the patient's room and the host or hostess will collect the meal voucher at that time.

## BATHING

If you would like to bathe or take a shower during your stay, please talk to your nurse and make sure to follow his or her instructions.

## FALL PREVENTION

Your wellness is our primary concern. Falls are a leading cause of injury in hospitals.

**Please ask us for help getting in or out of bed.** We are here to help and only seconds away. Here are some other tips to help keep you safe while in the hospital:

- Use your call light to alert us if you have fallen, feel unsteady, light-headed, dizzy, or weak.
- After reclining for a long time, be sure to sit up for a few minutes before you stand. It will help minimize any feelings of dizziness.
- Wear your glasses when needed to help you see your surroundings better.
- Wear shoes with non-skid soles and avoid floppy slippers, bare feet, or loose stockings.
- Keep items you use often within reach.
- Be careful when walking with your IV pole.



## PREVENTING PNEUMONIA

You play an important role in helping to prevent pneumonia after surgery. Breathing exercises, physical activity, and lying with your head elevated help to keep your lungs clear. Proper oral care keeps germs from building up in your mouth and moving into your lungs. The following may help you remember the important steps you can take to prevent pneumonia:

### I COUGH

Incentive spirometer

Cough and deep breathing

Oral care (chlorhexidine mouthwash)

Understanding (patient education)

Get out of bed to a chair or walking

Head of bed elevated

## TV AND PHONE

Cable television is available in all patient rooms at no cost. A channel guide is provided at your bedside.

Cell phones are allowed in most areas of the hospital including the lobby areas and waiting rooms on the surgical floors. In patient care areas, please respect the privacy and quiet time of our patients.

## LAPTOP LOANS AND POPULAR DVDs

You can borrow a laptop to use while you are in the hospital at no cost. Tell your nurses you would like to borrow a laptop or call our Resource Center directly at 716-845-8659.

The Resource Center also has a library of popular movies and TV shows available for loan at no cost. Your nurses have a list of DVDs available at the nursing station or you can call 716-845-8659 for more information.

# VISITOR INFORMATION

**Our priority is getting you well, a major part of that is having your loved ones by your side. Here's some helpful information for your friends and family:**

## CHECKING PATIENT STATUS

During normal business hours, family and friends may get updates on your status by calling your room or the nurses' station on your floor. They may also call the hospital Information Desk at 716-845-1523 and ask to be transferred to your room or to the nurses' station on your floor.

After business hours, your family may call the nurses' station directly or you can call the Central Access Center at 716-845-2300.

## VISITOR POLICY

We have an open visitor policy and your family and friends are welcome to visit you anytime:

- Family members are welcome to stay overnight, but will be limited to 1 person in the room. Overnight stays in semi-private patient rooms are at the discretion of the nurse manager.
- We ask that you have only 2 visitors at any time. Exceptions to this rule may be approved by the nurse manager.
- On the Pediatric Unit, a parent or designated guardian may stay with the patient at all times.
- The units on the 5th floor, the Pediatric Unit on 6 North, the Intermediate Care Unit and the Intensive Care Unit may have additional criteria for visitors. Please check with your nurse for more information.

## VISITOR COURTESY

For the benefit of all our patients we ask visitors to maintain these courtesies.

We appreciate your understanding in advance:

- Make visits brief. Patients need rest to recover.
- Remember, the patient may be in pain. Visitors should not sit on the patient's bed.
- Visitors may be asked to leave the room for nursing or physician examinations.
- If the patient's door is closed, or if a sign is posted, visitors should check at the nurses' station before entering.
- Roswell Park recognizes tobacco use as the most important preventable cause of cancer. Therefore, to provide total care to our patients, **smoking is prohibited on the entire Roswell Park campus**, both indoors and outdoors.

## INFECTION PREVENTION

We want to protect our patients from infectious diseases that are easily transmitted from person to person (such as viral infections). Visitors can help us by following these courtesies:

- Everyone should wash or sanitize their hands before and after entering a patient's room.
- No one should put any lotion, oils, or balms on the patient's skin at any time.
- All visitors with communicable infectious diseases should refrain from visiting patients. We ask that visitors **do not** come to Roswell Park if they have an influenza-like illness, which means a fever greater than or equal to 100°F (37.8°C) with cough and/or sore throat in the last 7 days.

## VISITOR SERVICES

While at Roswell Park, visitors may take advantage of the following services:

- An **ATM** is located on the 1st floor of the hospital across from the Sunflower Café.
- The **Sunflower Café** is located on 1st floor. Hours are 6:30am to 6:30pm Monday through Friday. Weekend and holiday hours are 8:00am to 6:30pm. The Café is closed from 10:30am to 11:00am every day. These hours are subject to change and will be posted on the door to the cafeteria. **Vending machines** are available in the cafeteria at all times.
- A **coffee shop** is located in the lobby on the ground floor of the main hospital. Hours are Monday through Friday, 6:00am to 8:00pm; Saturday, 6:00am to 2:00pm; Sunday, 6:00am to 12:00pm.
- Our **Gift Shop** is located on the ground floor between the entrance and the information desk. It has gifts, snacks, toiletries, greeting cards, balloons, and jewelry for sale. It is open weekdays from 9:00am to 8:30pm and weekends from 11:00am to 3:00pm.
- There is a **Newsstand** located on the 1st floor of the Administrative Services Building (follow the signs from the 1st floor of the hospital). Convenience foods, snacks, beverages, newspapers, lottery tickets, and postage stamps are available. Hours are 7:00am to 5:30pm Monday through Friday.
- **Public Safety and Security** is available daily after 4:00pm, depending on staffing, to escort you from the hospital to the parking ramp, bus or train stops, or nearby hotels and hospitality houses. The Security Department can also assist with directions, emergencies, and other information. For more information, please call 716-845-3069.

- A **Pastoral Care Center** and Meditation Chapel is located on the 1st floor of the main hospital (on the bridge to the Carlton Building, just past the ATM).
- Our **Hospitality Room** offers comfortable seats, books, magazines, TV, and coffee and other refreshments. The Hospitality Room is located on the ground floor near the Radiation Medicine Department. Hours are Monday through Friday, 8:00am to 2:30pm.
- **The Resource Center for Patients and Families** offers cancer information, resources, and support; a complimentary wig program for cancer patients; a lending library of laptops, DVDs, CDs, etc.; and computers and printers for use in the center. The Resource Center staff will deliver any of these services directly to patients by request. Call 716-845-8659 for more information.
- **Family lounges** are available on each floor of the hospital.
- **Free Wi-Fi** is available throughout the hospital.
- **Mailing Services** include a FedEx drop-off box located near the main entrance on the ground floor. A USPS mailbox is located outside the hospital on the corner of Carlton and Elm Streets.
- The beautiful **Kaminski Park** in front of Roswell Park is a place for patients, families, friends, visitors, and staff to rest and relax and share special moments. The park offers fountains, benches, gardens, tables and chairs, and paved walkways. In the summer it is also the venue for activities such as concerts, barbecue lunches, farmers markets, and celebrations.

# GOING HOME

Your doctor will determine the best time for you to go home. Before you leave the hospital, your nurse will review the written discharge instructions prepared by your doctor to help you care for yourself at home. Please don't hesitate to ask the nurse if you have questions or are unclear about any of the instructions.

If you disagree with your discharge plan, you have the right to appeal. Contact your Case Manager at 716-845-5735.

Before you head back home, here's a list of things you will need to know:

- **Medications:** You'll receive all the prescriptions you will need. You and your nurse will review the medications your doctor ordered and discuss when and how you are to take them.
- **Homecare:** If your doctor and case manager ordered homecare or other assistance for your return home, the nurse will review the services that will be provided.
- **Your Daily Activities:** Your doctor may have requested that you restrict certain activities for a while, such as taking a bath, driving, or carrying anything that weighs more than 5 pounds. The nurse will review these restrictions with you.
- **Caring for Your Incision/Wound:** The nurse will review instructions on how to clean your incision or change the dressing, and when you can take a shower or a tub bath.
- **Caring for Catheter, Lines, or Tubes:** Catheters, central lines, drains, and tubes have special homecare instructions. Your nurse will review these with you before you leave. Additionally, our case managers are always available to help you with your homecare needs.
- **Rest and Exercise:** Your discharge instructions may specify how and when you are to rest. You may be told to stay in bed for a few days, or to put your feet up when you sit. You also may be asked to perform certain exercises regularly, such as leg or breathing exercises.

- **Diet:** The nurse will inform you if you may return to your normal diet at home or if there is a special diet your doctor wants you to follow. If you need further information or instructions for your special diet, ask your nurse to contact the dietitian.
- **Your Follow-up Visits:** The nurse will give you information on your follow-up visits before you leave.

Once you are home, be certain to follow your doctor's instructions carefully. You may want to keep a list of questions to ask your doctor at your next scheduled follow-up visit. These Roswell Park staff members will help you with your return home:

- **Case Managers:** Case managers are registered nurses (RNs) responsible for managing and coordinating resources and medical support services to ease your transition from hospital to home. Assigned to each of the Roswell Park Cancer Centers, case managers understand the special needs of our patients with specific kinds of cancer. If you require it, your case manager will arrange homecare, special equipment, or other home services.
- **Licensed Clinical Social Workers (LCSW):** Our social workers assist with discharge planning for patients who will be transferred to rehabilitation, long-term care, hospice, and other facilities.

## WHO DO I CALL IF I HAVE MEDICAL QUESTIONS?

If you have questions about your cancer treatments, side effects, appointments, or prescription refills during business hours (Mon.-Fri., 8:00am-5:00pm) call your Roswell Park Ambulatory Center.

After 5:00pm and on weekends and holidays, call us at 716-845-2300 and you will be connected with the care you need.

For any medical questions NOT connected to your cancer, please call your **Primary Care Physician**.

Roswell Park does not have an emergency room. If you are experiencing **a life threatening medical emergency**, go directly to your nearest hospital emergency room or call 911.

Bring your Roswell Park “green card” (ID card) with you and let the ER staff know the last time you were treated at Roswell Park Cancer Institute. If you do go to an emergency room and/or are admitted to another hospital, call Roswell Park at 716-845-4358 as soon as you are able.

**Call Case Management if:**

- you need help at home. Case Management can be reached at 716-845-5735.

**Examples of emergencies include:**

- your temperature is above 101 °F (38°C) or you have chills
- you have unusual or severe pain not relieved by medication
- your incision becomes red, swollen, or painful; feels hot to touch; or is draining pus or a foul-smelling discharge
- you have a dramatic increase in nausea, vomiting, or diarrhea that is unrelieved by prescribed medications

**Please call 911 immediately if you feel you are in a life-threatening situation such as:**

- you suddenly have trouble breathing or start having chest pain
- you develop severe pain in your abdomen or chest
- you have a change in your level of consciousness, vision, or strength

If you go to the emergency room or are admitted to a hospital, notify your Roswell Park doctor.

# PATIENTS' BILL OF RIGHTS

As a patient in a New York State hospital, you have the right 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 age, 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, ask for a copy of the pamphlet "Deciding About Health Care: Guide for Patients and Families."
- 11.** Refuse treatment and be told what effect this may have on your health.

- 12.** Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
- 13.** Privacy while in the hospital and confidentiality of all information and records regarding your care.
- 14.** Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
- 15.** Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
- 16.** Receive an itemized bill and explanation of all charges.
- 17.** Complain without fear of reprisal 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 Health Department telephone number.
- 18.** Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
- 19.** Make known your wishes in regard to anatomical gifts. You may document your wishes in your healthcare proxy or on a donor card, available from the hospital.

# PAYING FOR YOUR CARE

## **IMPORTANT INFORMATION ABOUT PAYING FOR YOUR CARE AT ROSWELL PARK CANCER INSTITUTE**

Roswell Park Cancer Institute is a participating provider in many health plan networks. Some health plans use smaller networks for certain products they offer so it is important to check whether we participate in the specific plan you are covered by. Our list will tell you if we do not participate in all of a health plan's products.

It is also important for you to know that the physician services you receive in the hospital are not included in the hospital's charges. Physicians who provide services at the hospital may be independent community physicians or they may be employed by the hospital. Physicians bill for their services separately and may or may not participate in the same health plans as the hospital. You should check with the physician arranging your hospital services to determine which plans that physician participates in. Roswell Park Cancer Institute 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 which health plans in which they participate.

You should also check with the physician arranging for your hospital services to determine whether the services of any other physicians will be required for your care. Your physician can provide you with the name, practice name, mailing address and telephone number of any physicians whose services may be needed. Your physician will also be able to tell you whether the services of any physicians employed or contracted by Roswell Park Cancer Institute are likely to be needed, such as anesthesiologists, radiologists and pathologists. You should contact these groups directly to find out which health plans in which they participate.

Hospitals are required by law to make available information about their standard charges for the items and services they provide. The following information can be found at [www.roswellpark.org/finance/insurance/healthcare-disclosure](http://www.roswellpark.org/finance/insurance/healthcare-disclosure)

- A list of participating Health Plans
- A list of physicians that will bill for their services separately
- Information on how to obtain hospital charge information

If you do not have health insurance, you may be eligible for assistance in paying your hospital bills. Information about financial assistance is available at [www.roswellpark.org/finance/insurance/financial-assistance-program](http://www.roswellpark.org/finance/insurance/financial-assistance-program), or you may contact our Financial Assistance Office at 716-845-4782. To view this page online go to: [www.roswellpark.org/finance/insurance/hospital-disclosure](http://www.roswellpark.org/finance/insurance/hospital-disclosure). Benefits

# 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](http://www.cs.ny.gov) or by email at [pio@cs.ny.gov](mailto: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



### Division of Veterans' Affairs

New York State Division of Veterans' Affairs  
2 Empire State Plaza, 17th Floor, Albany, NY 12223-1551  
1-888-VETS NYS (1-888-838-7697) • [www.veterans.ny.gov](http://www.veterans.ny.gov)

**Andrew M. Cuomo**  
Governor, State of New York

**Eric J. Hesse**  
Director, Division of Veterans' Affairs

# 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

# NON-DISCRIMINATION DISCLOSURE

## 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:**

- 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 Cancer Institute  
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](http://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](http://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:** אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 716-845-8022

**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 میباید، دسترسی به ترجمه و خدمات زبانی رایگان دارید. با شماره (۷۱۶) ۸۴۵-۸۰۲۲ فرمایید حاصل تماس

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

## Karen

နမူတကတိ၊ခဲကလံးကျိာ်အယိ၊ ပအိၣ်ဒီး တာ်ကျိးထံန့ၣ်ကျိာ်အတာ်မၤစၢၤလၢ တလိၣ်ဟ့ၣ်တာ်အဘူးအလဲဘၣ်န့ၣ်လီၤ. ကိး ၇၁၆-၈၄၅-၈၀၂၂ တက့ၢ်.



If you need help finding your way around the hospital, look for one of our volunteers in blue blazers, blue polo shirts, or yellow aprons. These volunteers can also escort you to your appointment and help answer any questions you may have about your visit.





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

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