

# PATIENT HANDBOOK



WELCOME TO  
ROSWELL PARK CANCER  
INSTITUTE



Dear Roswell Park Patients and Families,

Welcome to Roswell Park Cancer Institute. You have selected a National Cancer Institute-designated comprehensive cancer center for your care. One of only 45 such centers in the country and the *only* one in Upstate New York.

You are in exceptional hands. You have my guarantee that your experience at Roswell Park will be delivered by a team of experts that focuses on you. The relentless pursuit of our Mission — to understand, prevent and cure cancer — 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, not only for you, but for 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 research studies, 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 health care facilities can make statements like these, but Roswell Park is a special place, staffed by special people. It's a place where the extraordinary is ordinary, and achieving excellence is our standard. We adhere to evidence-based medicine; we continually review, measure and share our results; and we go above and beyond to meet the individual needs of our patients and their families. This is The Roswell Way.

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

With Warmest Regards,



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

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# PREPARING FOR YOUR VISIT

We want you to become an active member of your health care 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 health care team, you will learn a lot about your diagnosis and treatments, which can greatly improve the quality, safety and effectiveness of your care.

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

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

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

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

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

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

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

- **List of Allergies**

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

- **Your Medications or a Medication List**

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

- **A List of Your Physicians**

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

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

You may want to appoint a trusted relative or friend to make health care decisions for you if you lose the ability to make those decisions yourself. To select that person, you will need to complete a Health Care Proxy form or you may specify your



Bring a notebook or notepad with you to all of your appointments. Jot down any questions you may have for your doctor so you don't forget to ask.





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 some assistance completing this form, call our Psychosocial Oncology Department at (716) 845-8022.

- **A 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 a series of questions you'd like to ask your doctor. Here are some questions you may want to include:

- *What kind of cancer do I have and where is it located?*
- *What treatments are available for me?*
- *What are the risks and side effects?*

- *Will I need to be in the hospital to receive treatment?*

- *How will my treatment affect my daily activities?*

- **Bring a Loved One With You**

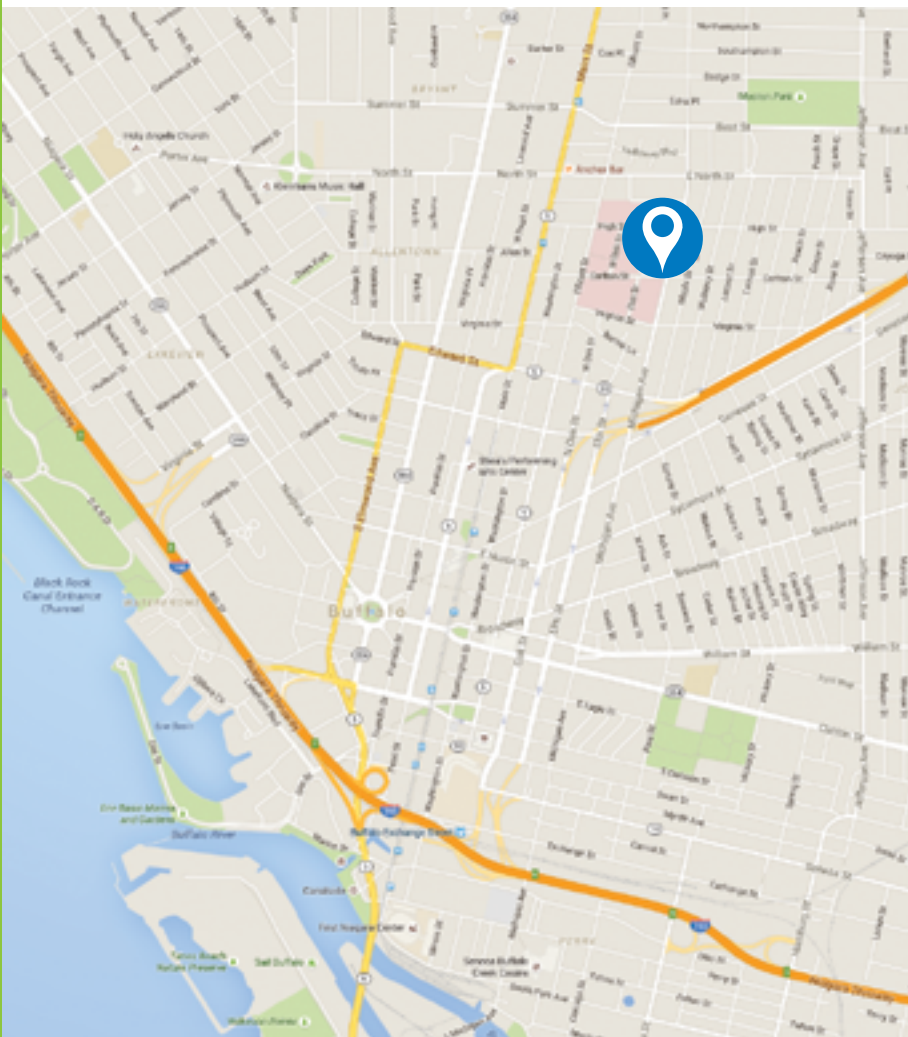
We suggest you bring a family member or friend with you for your first visit. That person may take notes or just provide support for you during your appointments.

- **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 workers at (716) 845-8022.

# GETTING TO ROSWELL PARK

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



## Directions to our Buffalo location

*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. The hospital main entrance is on the right.

## Returning to the I-90

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

## PARKING OPTIONS

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

- **Parking Ramp:** You may park your car in the parking ramp on Carlton Street. Handicapped parking spots are available on the first floor of the ramp. You can use the enclosed walkway on the third floor of the parking ramp to go directly into the hospital building which is particularly useful in inclement weather. You can also cross the street from the ground floor at the crosswalk. Cash and credit cards (except American Express) are accepted.
- **Valet:** You may drive up to the main entrance of the hospital and have a valet park your vehicle for you. Valet parking is available for patients from 7:00am to 6:00pm, Monday through Friday (except holidays). There is a \$1 additional charge for valet services.
- **Parking Meters:** On-street parking is also available, however, be aware that cars will be ticketed if your meter runs out and mindful of how long you park.

## PARKING DISCOUNTS

Patients or their drivers may receive a parking discount. Just present your I.D. card – also known as your “green card” – along with your ramp parking ticket to the information desk located in the lobby on the ground floor of the main hospital for validation before or after your appointment. Your reduced rate will be only \$4 for a 24-hour period saving you up to \$5 a day.

## PARKING FOR CHEMO-INFUSION PATIENTS

There is free parking for any patient who has an appointment in the Chemo-Infusion Center scheduled for 4:00pm or later. Upon checking into the Center, the staff will give you a yellow coupon to give to the parking attendant along with your parking ticket when you leave the ramp.

## PUBLIC TRANSPORTATION

The Metro Rail Allen/Hospital station is at Main and Allen Streets, 3 blocks away from Roswell Park. Bus lines also run nearby. For route, schedule, and fare information, call the Niagara Frontier Transportation Authority at (716) 855-7211 or visit their website at [www.nfta.com/metro](http://www.nfta.com/metro).



If you park in the ramp, stop by the information desk in the lobby to receive your parking discount. Present your I.D. card (also known as your “green card”) with your ramp parking ticket at the information desk when you arrive. Valet parking is also available at the main entrance. There is a \$1 additional charge for valet service.

# YOUR FIRST VISIT

When you arrive at the front door, we will have staff, volunteers, and wheelchairs available to assist you, if needed. Look for the volunteers in the blue blazers who can help direct you where you to go.

## 1. REGISTER AND GET YOUR ID CARD

Check in at the Patient Access Department (Registration) located in the lobby. You will be given a pager that will alert you when your Patient Access representative is ready to meet with you. The Patient Access representative will then:

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

## 2. HAVE YOUR BLOOD TESTED, IF REQUIRED

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

## 3. PROCEED TO YOUR DESIGNATED CENTER

The letter you received from us explained which Ambulatory Center you are to report to on your first visit. Proceed to that Center, which will be located on the ground floor or floors 1, 2, or 3. Look on the directory screen by the elevators on the ground floor for the location of your Center.

## 4. MEET WITH YOUR HEALTH CARE TEAM

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

Once you are 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 diagnostic test results and past medical records. He or she will discuss your treatment options and answer any questions you may have. If you need more diagnostic testing, the Center staff will assist you in scheduling these tests.

## 5. NEXT STEPS

Your doctor will explain the next steps in your treatment process. This may include additional doctor visits as well as chemotherapy, radiation, or surgery, if necessary. Whatever the next step may be, your doctor will arrange and monitor your care and be available to answer your questions.



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





To help make your visits to Roswell as comfortable as possible, dress in easy layers of clothes, bring a bottle of water to keep hydrated, and have a book, magazine or puzzles ready to help pass the time. You will also see our volunteers around the hospital offering you and your family coffee, magazines, crafts, and educational materials.

# FOR YOUR CONVENIENCE



## ATM

A First Niagara ATM is located on the 1st floor of the hospital across from the Sunflower Café.

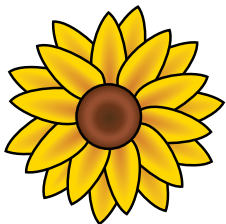
## CASHIER

Cashiers can help with billing and insurance questions and financial counseling. The Cashier is located on the ground floor next to Patient Access and is available Monday through Friday from 8:00am to 3:30pm.



## CHAPEL

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



Our online community, CancerConnect, is a place where you can share your experience with other cancer survivors who understand what you are going through. You can gain strength and knowledge from the experiences of others and realize that you are not alone. It is available 24 hours a day, 7 days a week. To join, go to [www.cancerconnect.com/roswellpark](http://www.cancerconnect.com/roswellpark).

## COFFEE BAR

Dunkin' Donuts is located in the lobby on the ground floor. Hours are:

- Monday through Friday, 6:00am to 8:00pm
- Saturday, 6:00am to 2:00pm
- Sunday, 6:00am to 12:00pm



## WI-FI

Free Wi-Fi service is available throughout the hospital for anyone who brings a computer. Computers for public use are available in The Resource Center for Patients and Families on the 1st floor of the hospital (by the cash registers in the Sunflower Café).

## COMPUTER LOANS

We have laptops available for loan. To sign out a laptop, you must be 18 years of age and have a driver's license or a state identification card. If you are interested in borrowing a laptop, please call The Resource Center for Patients and Families at (716) 845-8659.

## DINING OPTIONS

The Sunflower Café is located on the 1st floor. Weekday hours are 6:30am to 6:30pm, except for a brief closing from 10:30am to 11:00am to allow for meal preparation. (Times are subject to change and will be posted on the cafeteria door.)

Weekend and holiday hours are 8:00am to 5:30pm, and the same half-hour closing applies.

Other dining options in the hospital include:

- Carlton's Grill is located in the Double Tree Hotel at 125 High Street. You can access the Double Tree Hotel from inside Roswell Park on the 1st floor. Follow the signs.
- Food trucks line the streets outside Roswell most weekdays throughout the year during lunch hour.
- There's a Dunkin' Donuts in the ground floor lobby that offers coffee and baked goods.
- Vending machines are available inside the cafeteria on the 1st floor.

## GIFT SHOP

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.

## HOSPITALITY ROOM

The Hospitality Room is a place for patients to gather with their families and friends. There are books, magazines, TV, and complimentary coffee. It is located on the ground floor near the Radiation Medicine Department. Hours are Monday through Friday from 8:00am to 2:30pm.

## KAMINSKI PARK

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

## LOST AND FOUND

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

## MAILING SERVICES

A UPS drop-off box and a FedEx drop-off box are 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.



## MUSIC AND ART

Musicians and other performers entertain visitors in the lobby every weekday.

We also offer artistic expression through our Artist-in-Residence Program. These artists visit patients in the waiting areas and inpatient rooms to help patients paint pictures, tell stories, and play musical instruments. Self-expression through creative outlets can be therapeutic for people battling cancer. For more information on our music and art program, contact Volunteer Services at **(716) 845-5708**.



## NEWSSTAND

The newsstand is located on the 1st floor of the Administrative Services Building (follow the signs from the 1st floor of the hospital). Convenience foods, snacks, beverages, newspapers, lottery tickets, and postage stamps are available. Hours are Monday through Friday from 7:00am to 5:30pm.



Call us with any questions or concerns you may have, Monday through Friday, 8:00am to 5:00pm. After hours, weekends, and holidays, call the Roswell operator at **(716) 845-2300**, and ask for the doctor on-call for your Center. Phone numbers are listed in the back of this book.

## PUBLIC SAFETY AND SECURITY

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

## SMOKING POLICY

Roswell Park recognizes tobacco use as the most important preventable cause of cancer. Therefore, to provide total care to our patients, **smoking is prohibited on the entire Roswell Park campus**, both indoors and outdoors.

## TELEPHONES

Public telephones are available near the elevators on the ground floor and floors 1-3. Public phones are also available on inpatient floors 5, 6, and 7.

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.





When Roswell Park patients are in need of comfort and companionship, they can often find a furry friend by their sides. Roswell Park's Pet Therapy Program brings certified therapy dogs and their volunteer owners to patients multiple times per week. Studies show that these four-legged volunteers can help improve well-being and morale by providing a calming presence.

# SATELLITE LOCATIONS

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

## AMHERST LOCATION

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

### To make an appointment at our Amherst location:

- Current Roswell Park patients can speak to their physician to find out whether they can transfer to the Amherst Center.
- New patients can call **1-800-ROSWELL (1-800-767-9355)** and speak to a referral representative to set up an appointment.

### Directions to our Amherst Location

#### From the North

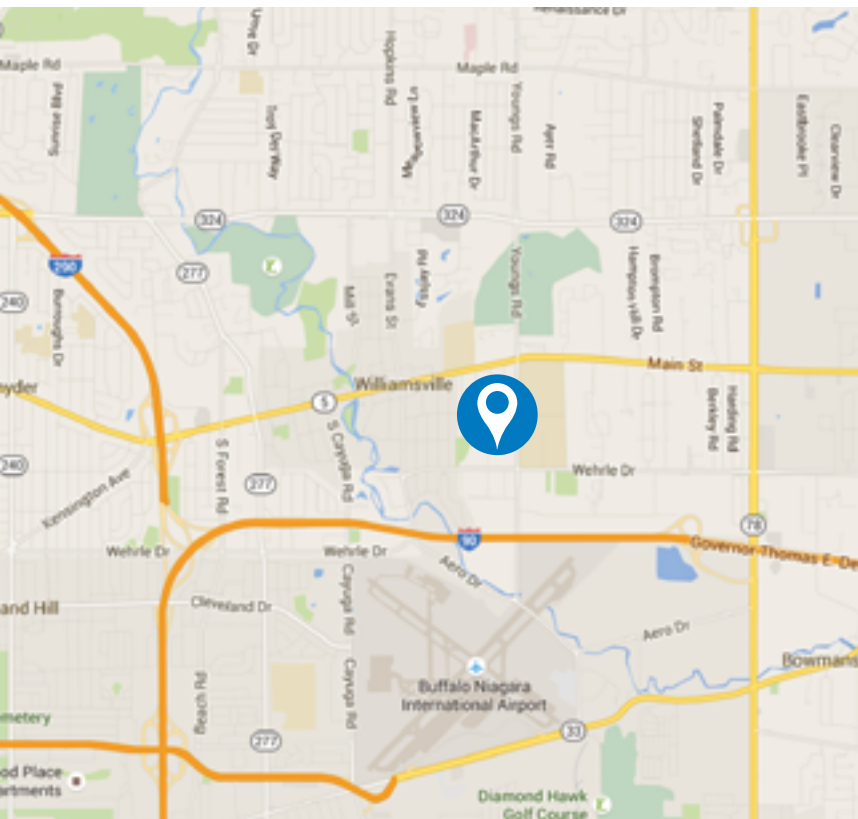
- Turn south onto Youngs Road, which becomes S. Youngs when it crosses Main Street.
- Turn west onto College Parkway.

#### From the East

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

#### From the South

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







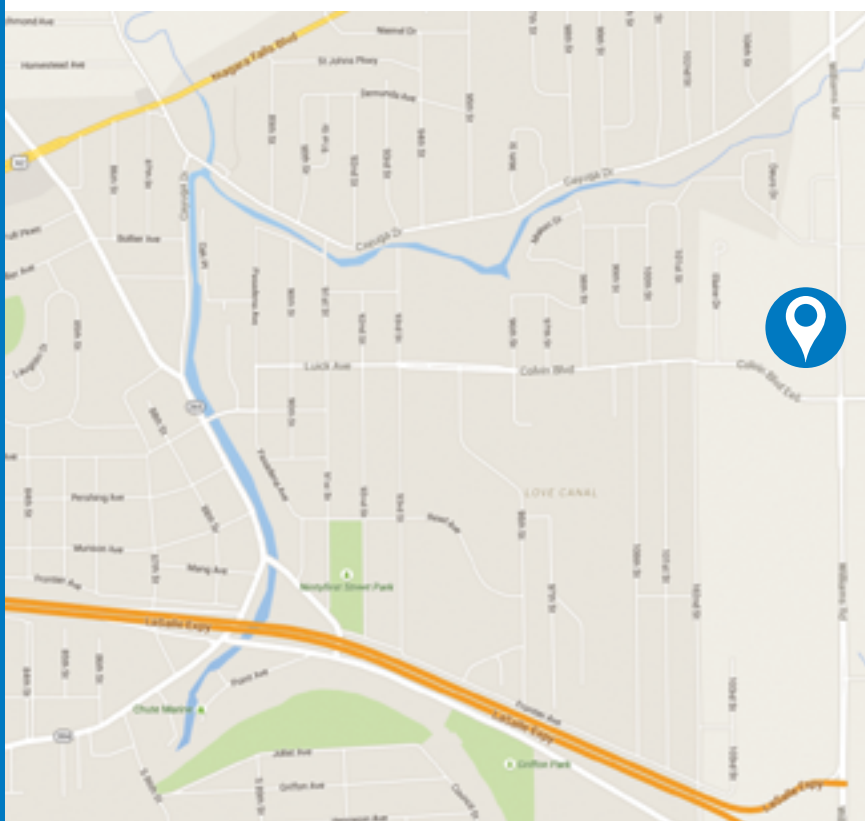
Do you need help with transportation? Call our Department of Psychosocial Oncology for assistance with transportation to and from Roswell as well as affordable lodging options if you need to stay overnight. Call us at (716) 845-8022.

### NIAGARA FALLS LOCATION

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

### To make an appointment for our Niagara Falls location:

- Current Roswell Park Patients can speak to their physician to find out whether you they transfer to the Niagara Falls Center.
- New patients can call **1-800-ROSWELL (1-800-767-9355)** and speak to a referral representative to set up an appointment.



### Directions to our Niagara Falls Location

*From Buffalo, Rochester, or Canada*

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

# CONVENIENT BLOOD DRAW

We have a convenient option to make your appointments more efficient. You will be able to see your doctor without having to wait for your lab results.

You may have your blood drawn in advance at our two Roswell Park locations or three Catholic Health System locations. Your physician will decide whether having your blood drawn in advance is appropriate for you.

## **Having your blood drawn in advance at Roswell Park Laboratories**

Advanced blood draw appointments are available at the following Roswell Park locations:

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

There will be dedicated times for your appointment in phlebotomy to make the process as quick as possible. We also have dedicated **free** parking available in the downtown parking ramp. We can set up these appointments for you.

## **Having your blood drawn in advance at Catholic Health System (CHS) Laboratories**

The following CHS locations are also available for you to have your blood drawn in advance of your appointment at Roswell Park:

- 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.





# ROSWELL PARK RESOURCES

## ASK RPCI, OUR CANCER INFORMATION SERVICE

If you have general questions about cancer or Roswell Park Cancer Institute, call our information specialists at **1-877-ASK-RPCI (1-877-275-7724)**. They are ready to answer any of your questions, provide free literature, and assist you in finding the services you need. The Cancer Information Service is available Monday through Friday from 9:00am to 5:30pm.

## CANCERCONNECT, OUR ONLINE COMMUNITY

CancerConnect, Roswell Park's online community, is open to anyone whose life has been touched by cancer. It's a unique place to safely voice ideas and concerns. You can learn and gain strength from the experiences of others, network, get information, laugh, and, most importantly, realize that you aren't alone. It's easy to register, and all members of Roswell Park's community can take part in the conversations and events of CancerConnect's national communities. Join today at [www.cancerconnect.com/roswellpark](http://www.cancerconnect.com/roswellpark)

## CLINICAL GENETICS SERVICE

Some people are born with gene mutations (alterations in specific genes) that can greatly increase their risk of developing cancer. Only about 5 to 10% of all cancers are linked to these inherited mutations, which can be passed along from parents to biological children. If you have an inherited (hereditary) cancer risk, you have a higher-than-average chance of developing cancer. This is called a *cancer-susceptibility syndrome*.

While genetic testing can reveal whether you have an inherited cancer-susceptibility syndrome, **testing is not recommended for everyone**. If you have questions about your personal cancer risk, the Roswell Park Clinical Genetics Service can review your family medical history to help determine whether you should consider testing. Call Roswell Park's Cancer Information Program at **1-877-ASK-RPCI (1-877-275-7724)**. An information specialist will complete a brief genetics questionnaire with you over the phone, and you will be contacted later about an appointment.



Need a cup of coffee? We have many choices. Free coffee is available in our Hospitality Room on the ground floor, M-F, 8:00am - 2:00pm, and our coffee cart travels through the hospital on weekdays.

## EXTENDED HOURS AMBULATORY CENTER

Our Extended Hours Ambulatory Center (EHAC) is open Monday through Friday from 5:00pm to 1:00am. This patient care service is open to current patients and provides access to Roswell Park physicians, nurses and others from your health care team. This is NOT a walk-in clinic. If you, or someone you are caring for, needs assistance during these hours, call our switchboard at **(716) 845-2300** and they will connect you with the EHAC.

## REHABILITATION SERVICES

Our Rehabilitation Services Department provides a number of different services, depending upon your type of cancer and your own individual needs. Rehabilitation Services is located on the first floor of the hospital and is open Monday through Friday from 8:00am to 4:30pm. For more information, please call **1-877-ASK-RPCI** (877-275-7724).

### Physical Therapy

Our physical therapists work with your physician to maximize your physical abilities and comfort levels, to ensure the quickest, most effective recovery for you. Physical therapy services include:

- Pain Management
- Post Breast Surgery Rehabilitation
- Lymphedema Treatment Services
- Post Radical Neck Dissection
- Post Lung Surgery
- Therapies for neurological, orthopedic, and bone marrow transplant patients

### Occupational Therapy

Common side effects of cancer or its treatment include fatigue, pain, weakness, cognitive difficulties, anxiety or depression, and changes in self-esteem or self-image. Occupational therapists address these effects through interventions aimed at restoring your daily functioning. Some of our occupational therapy services include:

- Management of your daily living activities such as bathing and dressing
- Exercise to help you maintain your range of motion, mobility, and strength
- Strategies to address issues with your memory, concentration, and cognitive skills
- Lifestyle management such as preventative health, improved fitness and activity levels

### Fatigue Management Program

Fatigue is a common symptom experienced by people with cancer. If overwhelming fatigue interferes with your daily activities or your ability to care for yourself, you may benefit from our Fatigue Management Program. Our occupational therapists will work with you on different strategies to overcome your fatigue. If needed, the psychologists, social workers, and dietitians can also provide assistance. Ask your doctor, nurse practitioner, or physician assistant for a referral to Occupational Therapy for an assessment.

We also offer a Fatigue Management DVD that helps you learn about the causes and management of your fatigue. A Roswell occupational therapist, psychologist, social worker, and clinical dietitian discuss specific approaches to fatigue management. For a copy of the DVD, call Rehabilitation Services at **(716) 845-3271** or visit The Resource Center for Patients and Families, located by the cashier in the Sunflower Café (cafeteria) on the 1st floor of the hospital.



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

## **Lymphedema**

Lymphedema is a swelling of part of the body, most often your limb, caused by the build-up of lymph fluid, which helps the body fight infection. The condition can be caused by surgery to remove a cancerous tumor and nearby lymph nodes.

The Occupational Therapists in our Lymphedema Program provide specialized treatments that include the removal of excess fluid through Manual Lymphatic Drainage Massage and wrapping the affected limb with bandages.

Clinic services are open to all cancer patients, including patients who are not being treated at Roswell Park.

## **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, call our social workers at **(716) 845-8022**.

## **JUST BREATHE TOBACCO CESSATION SERVICE**

It's never too late to stop using tobacco. Tobacco-free cancer patients have less treatment toxicity, improved overall health, and a better chance at recovery. At Roswell Park, all patients who currently use tobacco and those who have recently quit can be automatically enrolled in the Just Breathe Tobacco Cessation Service. This hospital-based service, established by the Department of Nursing, provides educational materials, individualized coaching by a tobacco cessation specialist, assistance in obtaining appropriate medications, and follow-up support at no

cost. If you or someone you know needs to stop using tobacco or to avoid exposure to secondhand smoke, please contact the Just Breathe Tobacco Cessation Service at **(716) 845-8803**.

The New York State Smokers' Quitline is also a valuable resource for assistance and support in quitting tobacco. The Quitline's toll-free phone number is **1-866-697-8487**.

## **LEGAL QUESTIONS**

If you need assistance with legal concerns related to your cancer diagnosis and treatment, our social workers can refer you to Neighborhood Legal Services or legal assistance programs. For more information, contact the Department of Psychosocial Oncology at **(716) 845-8022**.

## **LODGING FOR OUT-OF-TOWN PATIENTS AND FAMILIES**

Many nearby local hotels and hospitality houses in downtown Buffalo, Amherst, and Niagara Falls offer special rates for Roswell Park patients, their families, and visitors. Patients or family members who do not live in the Buffalo area and have Medicaid may qualify for lodging assistance. To obtain information on local lodging options, call our social workers at **(716) 845-8022**. Information about lodging is also available on Roswell Park's website at [www.roswellpark.org/directions-maps/lodging](http://www.roswellpark.org/directions-maps/lodging).



Healthy eating is very important during your cancer care. For information on good nutrition, come visit The Resource Center where we have healthy recipes created for cancer patients, nutrition tips, brochures, and more.

## MANAGING SYMPTOMS AND SIDE EFFECTS

If you experience side effects from your cancer treatment, we have supportive services with professional staff available to assist you. Some of these side effects could include:

- Anxiety or stress
- Chemo brain
- Fatigue
- Hair loss
- Intimacy or fertility concerns
- Jaw or mouth pain
- Managing daily activities or self-care
- Memory problems
- Nausea
- Ostomy
- Pain
- Lymphedema
- Speech or swallowing problems

If you experience these or any other side effects, don't hesitate to ask your doctor or nurse for the appropriate referral.

## MEDITATION, MUSIC, AND QUIET

Many people find spiritual strength in the companionship of others. If you're among them, join us every Wednesday for a half-hour meditation session in the hospital chapel. Directed by a staff chaplain, the program includes guided relaxation and silent meditation. For information, contact the Pastoral Care Office at **(716) 845-8051**.

## MY ROSWELL – YOUR ONLINE PATIENT PORTAL

My Roswell Patient Portal is an internet application that allows you to access some of your electronic medical records from your computer or phone. My Roswell will allow your provider to share some of your clinical information with you online safely and conveniently. To sign up for My Roswell, register online at [www.roswellpark.org/patients](http://www.roswellpark.org/patients) and click on link "Sign in to the Patient Portal".

## NUTRITION DEPARTMENT

If you are dealing with nutrition issues as a result of your cancer diagnosis or treatment, our Nutrition Department can help. All of our clinical dietitians are credentialed as Registered Dietitians (RD) by the Academy of Nutrition and Dietetics and are a part of your medical team. They can:

- Assess your nutritional status and help you meet your nutrition needs and manage side effects of your treatments that affect your ability to eat.
- Educate you on the diet therapy prescribed by your doctor.
- Provide counseling on healthy diet and cancer prevention strategies.
- Provide tube feeding or IV nutrition recommendations.
- Direct you to reliable resources for nutrition information.

If you would like to speak to a clinical dietitian, ask your nurse to arrange a consultation for you. For more information on the Nutrition Department, visit [www.roswellpark.org/nutrition](http://www.roswellpark.org/nutrition).



Our dietitians have also created an informational video titled, “*Nutrition – Before and During Your Cancer Treatments.*” This video offers tips to help you manage your symptoms, such as loss of appetite, nausea, constipation, or taste changes. For a copy of the DVD, visit the nutrition section of our website at [www.roswellpark.org/nutrition](http://www.roswellpark.org/nutrition) or contact the Nutrition Department at **(716) 845-2398**.

## OUTPATIENT SPECIALTY PHARMACY

Our Outpatient Specialty Pharmacy offers prescription services for any medication related to your care at Roswell Park including oral anti-cancer medications. Our experienced Clinical Pharmacists are available 24/7 to answer any questions or concerns you may have regarding the safe and effective use of your medications and to assist you with your prescription coverage benefits.

The Specialty Pharmacy provides **delivery services** to your workplace or home free of charge as needed. Delivery is in 3 hours or less and includes a 150-mile delivery radius from Buffalo, NY.

The pharmacy is open Monday through Friday from 9:00am to 6:00pm and on Saturday from 9:00am to 1:00pm. We are located in the Main Building on the 1st floor adjacent to the Cafeteria.

For more information call us at **(716) 845-1111**, email us at [rpicppharm@roswellpark.org](mailto:rpicppharm@roswellpark.org), or visit our website at [www.roswellpark.org/patients/treatment-services/specialized-services/pharmacy](http://www.roswellpark.org/patients/treatment-services/specialized-services/pharmacy).

## SPIRITUAL SUPPORT AND OTHER FAITH-RELATED MATTERS

Religious faith can influence many aspects of life: what you eat or don't eat, how you dress, the holidays you celebrate, and most of all, the customs and rituals you practice in times of celebration or distress. Roswell Park patients come from many religious and cultural traditions, and the Pastoral Care Department helps bring the comfort of their faith into the hospital.

Roswell Park Pastoral Care Department relies on leaders of many faiths to serve our patients and their families. In addition to Protestant, Roman Catholic, and Jewish chaplains, we have built a network of 34 spiritual leaders from the local Muslim, Hindu, Buddhist, Native American, and Jehovah's Witness communities, among many others. You do not need to belong to a faith congregation or even consider yourself religious to request a visit from a chaplain or member of your faith community.

Pastoral Care can assist you and your family with:

- Religious or spiritual matters
- Bereavement support programs and resources
- Retreats and other events for you and your family members

Our “all faiths” chapel, located on the 1st floor of the hospital, is open to you and your family for meditation and prayer. It is also the setting for Catholic mass, Protestant communion, Muslim prayers on Friday, and the Hindu ritual *puja*. (If you are an inpatient and are unable to go to the chapel, you may request bedside services.)

The Pastoral Care Department provides religious articles for people of different faiths—for example, prayer rugs, Q’rans, and *kufis* (prayer caps) for Muslims, and rosaries and scapulars for Roman Catholics; Bibles in German, French, Spanish, or Korean; and a CD to enhance meditation. Native American patients may request a healing drumming ceremony.

For more information, call the Pastoral Care Department at **(716) 845-8051**, or ask a member of your medical team to request a chaplain visit for you.

## PATIENT NAVIGATION

Coordinating your cancer care can be complicated and challenging. In addition to providing direct assistance at Roswell Park, navigators can help you find your way through the maze of appointments and treatments. Their services include assistance with referrals to:

- Financial counselors
- Social workers for assistance with transportation and lodging issues
- Support and community services related to your diagnosis

For guidance and support, call our navigators at **(716) 845-1542**.



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.

## PSYCHOSOCIAL ONCOLOGY AND CASE MANAGEMENT DEPARTMENT

The Department of Psychosocial Oncology and Case Management combines the skills and resources of licensed social workers, registered nurses, and psychologists to work with patients and families on the many challenges faced when dealing with a cancer diagnosis. The Department consists of:

- *Case managers*: Registered nurses (RN) manage and coordinate resources and medical support services to ease the transition from hospital to home.
- *Medical psychologists*: PhD trained specialists provide assessment and testing for mental health concerns, capacity, and neuropsychological testing.
- *Social workers*: Licensed mental health providers address the multiple changes and needs of people diagnosed with cancer.

You can reach Social Work and Psychology at **(716) 845-8022**, and Case Management at **(716) 845-5735**. Consultations and services are free and confidential







## READ TO ME!

If you're an inpatient, try Read to Me! It's a special service of Roswell Park's Pastoral Care Department that can keep you connected to your little ones at home. You'll be invited to choose a book from a list of titles for children. Using a special audio recorder provided by Pastoral Care, you can read the book aloud and record it on a CD, which is then tucked into a pocket inside the front cover of the book. The book and CD are sent, free of charge, as a gift to the special child or children you have designated. The CD enables the child to follow along as you read the story. To sign up for the program or to learn more, call the Pastoral Care Office at **(716) 845-8051**.



Did you know if you experience hair loss as a side effect to your treatment you are entitled to receive one free wig and one free head covering? Come visit us in The Resource Center for more information.



## THE RESOURCE CENTER FOR PATIENTS AND FAMILIES

The Resource Center for Patients and Families provides cancer patients and their families with a caring and personalized experience. We offer information, support, assistance, resources, and materials designed to educate and guide you through every step of your journey. The Resource Center is open to all cancer patients, their friends and families, health professionals, students, and the general public. Our services include:

- General cancer information from Roswell Park clinicians and national patient and professional organizations. We have pamphlets, brochures, and pathway books that educate in an easy-to-use format. New and updated materials, programs, and educational tools are added on an ongoing basis to keep our information up-to-date, allowing us to meet the needs of all our visitors. If you need additional information, the Patient Education Department staff is available to help you with a more detailed search for information.

The Resource Center for Patients and Families has a lot to offer, including:

- Lending library of laptops, books, DVDs, CDs, DVD players.
- Laptops with Wi-Fi access and printers
- A Wig Boutique that provides one new wig per year at no cost to people experiencing hair loss due to cancer treatment. A second wig may be purchased at cost.
- Uplifting and educational programs such as:
  - Look Good...Feel Better® (hosted by the American Cancer Society)
  - Hands-on art projects provided by our artists-in-residence
  - Educational programs provided by our clinicians and supportive services staff

The Resource Center is located on the 1st floor of the hospital, inside the Sunflower Café. We are open Monday through Friday from 9:00am to 4:00pm. For more information, please call us at **(716) 845-8659**.

## SUPPORT GROUPS

Support Groups provide opportunities for patients, families, and friends to discuss concerns, ask questions, share experiences, and learn about resources available to you. For more information on support groups in our area, call our Psychosocial Oncology Department at **(716) 845-8022**.

## SUPPORTIVE AND PALLIATIVE CARE PROGRAM

Supportive and Palliative Care focuses on symptom control and pain management with regard for the emotional, social, and spiritual needs of our patients and their families. Palliative Care is available to patients with newly diagnosed cancer, and to those with advanced disease, even while continuing



treatment. A number of symptoms can be alleviated or managed through palliative care, including pain, nausea, vomiting, loss of appetite, agitation, anxiety, and shortness of breath. Supportive and Palliative Care offers the following additional services:

- Assistance with questions about advance directives
- Counseling services
- Planning for continuing care needs
- Health care decision making
- Emotional or spiritual support
- Legal assistance or financial concerns

The Supportive and Palliative Care program staff includes physicians, nurse practitioners, registered nurses, clinical nurse specialists, medical psychologists, pastoral care, and social workers. Your primary physician can refer you to Supportive and Palliative Care. If you want more information, contact the team directly at **(716) 845-8214**.

## WESTERN NEW YORK BREAST CANCER RESOURCE CENTER

The Western New York Breast Resource Center (WNYBRC) provides reliable, current breast cancer information. The WNYBRC's lending library features print and video resources, medical textbooks, consumer guides, and survivor stories. When treatment ends, we offer an "End of Treatment" gift bag with information on the emotional transition from patient to survivor, including topics like emotional transition for family members, exercise and wellness programs, cancer risk and prevention programs, tobacco cessation resources, and issues related to returning to work. WNYBRC also offers:

- Chemo-Infusion Center tours
- Free wigs, scarves, hats for patients dealing with hair loss

- Referrals to breast prosthesis and undergarment fitters
- Information and referrals to local breast cancer support groups, financial assistance programs, and transportation resources
- Referrals to local, regional, and national breast cancer advocacy programs
- Information on breast cancer risk and prevention programs

WNYBRC is located in the Breast Center, on the 2nd floor of the hospital, and is open Monday through Friday from 9:00am to 4:00pm. Evening hours are available by appointment. For more information, call **(716) 845-4432**.

## THE YOUNG ADULT CANCER NETWORK

**The Young Adult Cancer Network** addresses the medical, psychological, social, and educational needs of young adults between the ages of 20 to 39 who are facing cancer. We can also discuss fertility risks and preservation options before starting cancer treatment. The Program helps young adult patients network with one another through monthly workshops and social events. Overall, the Young Adult Program serves as a great resource for young adults. For more information, visit [www.roswellpark.org/AYA](http://www.roswellpark.org/AYA) or [www.facebook.com/RoswellParkAYA](http://www.facebook.com/RoswellParkAYA), or email the Program at [AYA@roswellpark.org](mailto:AYA@roswellpark.org).

# COMMUNITY RESOURCES

## THE AMERICAN CANCER SOCIETY

The American Cancer Society (ACS) offers programs and services in the Western New York region to provide patients and their families with educational information, day-to-day help, and emotional support—all free of charge. Below are some examples of what is available. To learn more about any of the services below, visit [www.cancer.org](http://www.cancer.org) or call **1-800-227-2345**.

- **Reach To Recovery®** lets you talk one-on-one with a trained volunteer about breast cancer diagnosis and treatment. The volunteers are breast cancer survivors, so they know the questions and concerns that come with a diagnosis.
- **Cancer Information Specialists** provide the latest science-based cancer information and referrals through the 24-hour, multi-lingual, toll-free number. The website provides the latest information, Clinical Trials Matching, event information, and more.
- **Cancer Survivors Network** is a free online community created by and for people with cancer and their families. Services include discussion boards, chat rooms, and personal websites to tell your story, blog, post images, exchange private messages with members, and much more.

- **I Can Cope** classes provide a quick and convenient way for patients and caregivers to get the answers they need, when they need them. Classes are self-paced and topics include pain, fatigue, nutrition, communication, intimacy, side effects, and more.
- **Lodging Assistance** is available if you need treatment somewhere far from home. ACS may be able to help you find a free or reduced-cost place to stay near your treatment center.
- **Look Good Feel Better®** teaches people in active cancer treatment ways to help with appearance-related side effects. The ACS, the Personal Care Products Council Foundation, and the Personal Beauty Association collaborate to present this program.
- **Road To Recovery®** Program provides free rides to and from treatment for those who need one.

## CANCER WELLNESS CENTER OF WESTERN NEW YORK

Receiving a cancer diagnosis is often overwhelming for a newly diagnosed patient, but someone who has been there can be a tremendous support. The Cancer Wellness Center's Cancer Coaches are a source of emotional support as well as resource for



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

information to help navigate the health care system. Call the Cancer Wellness Center at **(716) 694-1395** and they will work to match you with a cancer survivor who has had a similar diagnosis. You will then be able to talk with the coach to find the support that you need. For more information visit [www.cancerwellness.org](http://www.cancerwellness.org).

## CAMP GOOD DAYS AND SPECIAL TIMES

Camp Good Days and Special Times, Inc. is dedicated to improving the quality of life for children, adults, and families whose lives have been touched by cancer through summer camping experiences and year-round events and activities.

All of the programs and services at Camp Good Days and Special Times are offered free of charge for the participants. Camp Good Days maintains their own recreational facility, located on the shores of Keuka Lake, where the residential camping programs take place.

For more information, please call Camp Good Days & Special Times Headquarters at **(585) 624-5555** or **(800) 785-2135** or visit [www.campgooddays.org](http://www.campgooddays.org).

## HEALING TOUCH

Roswell Park and Life Transitions Center have partnered to offer Healing Touch to cancer patients, cancer survivors, and their caregivers. Healing Touch (HT) is a complementary therapy recognized by the National Institute of Health's (NIH's) National Center for Complementary and Integrative Health (NCCIH) as an energy medicine. It incorporates several techniques to balance the human energy field to help promote healing. The Healing Touch practitioner uses a compassionate, heart-centered approach and works above or gently on the recipient's body to

restore balance on a physical, emotional, mental, and spiritual level. It is a safe and non-invasive therapy that complements traditional, standard care. The benefits of Healing Touch can include decreased anxiety, pain, and depression, as well as increased relaxation and a sense of well-being. To learn more about Healing Touch, visit [www.lifetransitionscenter.com](http://www.lifetransitionscenter.com) or call **(716) 836-6460**.

## LEUKEMIA & LYMPHOMA SOCIETY

The Leukemia & Lymphoma Society's Western & Central New York Chapter serves local patients with support through their financial aid programs, support groups, peer counseling, educational programs, and many other patient services. Their services are offered to people who have been touched by the blood cancers: leukemia, lymphoma and myeloma.

For more information on their services, visit [www.lls.org](http://www.lls.org) or call the Western & Central New York Chapter at **(716) 834-2578**.

## LIFE TRANSITIONS CENTER (LTC)

The mission of LTC is to provide counseling, support, education, information, and resources to anyone concerned about issues related to loss, grief, and living with a life-threatening illness. Their services include support groups, wellness programs, social networking activities, and educational presentations. Life Transitions Center partners with many health organizations, including Roswell Park Cancer Institute, the Mental Health Association, Leukemia and Lymphoma Society, Catholic Charities and others, in the care of individuals and families. LTC is located at 150 Bennett Road, Cheektowaga, NY 14227. For more information, visit [www.lifetransitionscenter.com](http://www.lifetransitionscenter.com) or call **(716) 836-6460**.

## LIVESTRONG AT THE YMCA

LIVESTRONG is a physical activity program designed specifically for cancer patients. The goal of the 12-week program is to help participants regain strength, stamina, and self-esteem while connecting with fellow cancer patients in a welcoming community environment. LIVESTRONG is offered at no cost.

To learn more about the LIVESTRONG program, call the Independent Health Family Branch YMCA at (716) 839-2543 or the Southtowns Family Branch YMCA at (716) 674-9622.

## MAN UP (MINORITIES ALLIED FOR THE NEED TO UNDERSTAND PROSTATE CANCER)

African-American and Latino men are more likely than Caucasian men to develop and die of prostate cancer. MAN UP is a volunteer organization comprised of mostly African-American and Latino men, including many who are prostate cancer survivors themselves. The group's mission is to raise awareness and encourage early detection of prostate cancer.

Working in conjunction with Roswell Park staff, MAN UP creates and distributes educational materials to help men of color make informed decisions about prostate cancer screening, treatment, and survivorship. For more information, call (716) 845-4557 or (716) 845-1112.

## US TOO

Us TOO is a grassroots organization created by prostate cancer survivors for prostate cancer survivors, their spouses/partners, and families. The group focuses on delivering reliable, up-to-date information to help men make informed choices in the detection

and treatment of prostate cancer. Us TOO also works to enhance the quality of life for everyone affected by prostate cancer. Visit [www.ustoo.org](http://www.ustoo.org) or call 1-800-808-7866.

## WNY OVARIAN CANCER PROJECT

The WNY Ovarian Project's mission is to educate the Western New York community on the symptoms and risks of ovarian cancer and to provide information on support and networking for women diagnosed with ovarian cancer.

Programs for women with ovarian cancer include **Comfort & Hope Totes**. These totes are given free to every woman newly diagnosed with ovarian cancer through the Roswell Park Gynecologic Oncology Center. They are filled with items to take along to chemotherapy appointments, and send a message of hope from women who have been on the journey and are extending a hand of understanding and support.

The WNY Ovarian Cancer Project also provides two professionally facilitated **support groups**. Studies show that networking and support groups can help women with ovarian cancer cope better with their illness by providing knowledge of treatment and side-effects, decrease anxiety and distress, as well as provide emotional support. For more information on our support groups, contact Kathy Kurtz, licensed social worker and Support Group Program Facilitator at [kkurtz@wnyovariancancerproject.org](mailto:kkurtz@wnyovariancancerproject.org) or call (716) 675-0301.

For information on the WNY Ovarian Cancer Project's programs and services, visit [www.wnyovariancancerproject.org](http://www.wnyovariancancerproject.org) or email [info@wnyovariancancerproject.org](mailto:info@wnyovariancancerproject.org).



It can help to talk to someone who has had a similar cancer experience. The Cancer Wellness Center will connect you with a trained cancer coach who is a cancer survivor with a similar diagnosis to yours. Call them at (716) 694-1395 or visit [cancerwellnesscenter.org](http://cancerwellnesscenter.org).





# INFECTION PREVENTION

## WHY WORRY ABOUT INFECTIONS?

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



Accept help when your family and friends offer. They want to feel useful and want to help. Make a list of things you need help with so they can choose how they can give you a hand.

## WHAT YOU CAN DO

- Always wash your hands or use a hand sanitizer after you cough, sneeze, blow your nose, use the toilet, or touch food trays, cups, the telephone or the remote control.
  - When you wash your hands, it is recommended that you wash your hands with soap and water or alcohol-based hand sanitizer for at least 15 seconds. A good way to remember is to sing “Happy Birthday” twice while you are washing your hands. Cover all surfaces including the back of your hands, wrists, between your fingers, under your nails, and around your thumbs.

- Try not to rub your eyes or put your fingers in your mouth or nose since germs usually enter your body through these areas.
- Ask others: “Did you wash your hands?”
  - As soon as visitors enter your room, ask them to wash or sanitize their hands. Don’t worry that they will be insulted. Your family and friends have your best interests in mind and they will be glad to do it.
  - Ask our staff – including doctors, nurses, medical technicians, housekeeping and food service workers – whether they have washed or sanitized their hands. They all work hard to prevent infections and keep you safe so they expect you to ask them. **Anybody who enters your room should wash their hands!**

## WHAT IS MRSA?

“Staph” or *Staphylococcus aureus*, is a type of bacteria that naturally exists in the environment, including on people’s skin. If the bacteria enters under the skin through a cut or scrape, the staph bacteria may cause skin infections. Infections caused by staph may be red, swollen, painful, or have pus or other drainage. Most staph infections are minor and can be treated easily with antibiotics. Some staph infections are resistant to treatment

by a class of antibiotics and are known as *Methicillin-Resistant Staphylococcus aureus* or “MRSA.” This makes these infections harder to treat and very specific antibiotics must be used to treat the infection.

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

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

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

For more information visit [www.consumers.site.apic.org/](http://www.consumers.site.apic.org/).

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

## HIV TESTING

In accordance with NYS law, Roswell Park will be offering HIV testing to our patients. Please read the following information to learn more about HIV and to help you decide whether you would like to be tested:

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





## HEPATITIS C TESTING

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

- While anyone can get Hepatitis C, more than 75% of adults infected are baby boomers, people born from 1945 through 1965.
- Most people with Hepatitis C don't know they are infected. Liver disease, liver cancer, and deaths from Hepatitis C are on the rise.

- The longer people live with Hepatitis C, the more likely they are to develop serious, life-threatening liver disease.
- Getting tested can help people learn if they are infected and get them into lifesaving care and treatment. Treatments are available that can eliminate the virus from the body and prevent liver damage, cirrhosis, and even liver cancer.



# MEDICAL EMERGENCIES & QUESTIONS

Roswell Park Ambulatory Centers are open Monday through Friday from 8:00am to 5:00pm. Our Extended Hours Ambulatory Center is open Monday through Friday from 5:00pm to 1:00am. If you need medical assistance between 8:00am and 5:00pm, please call your ambulatory center. If you need assistance after 5:00pm or on weekends and holidays, call our switchboard at (716) 845-2300 and our operator will connect you with the help you need.

## **Call your Roswell Park doctor and/or nurse if...**

- you have questions about your condition
- you have questions about side effects from your cancer treatment
- you need to make or change an appointment
- you need a prescription refill

## **Call your primary care physician if...**

- you have medical questions not connected to your cancer treatment
- you have questions on medications not part of your cancer treatment
- you have general health questions or need routine tests or exams

## **If You Have an Emergency**

If you require emergency medical attention outside of business hours, please go to one of the emergency rooms indicated below:

**If you live in the Buffalo area:** Please go to Buffalo General Hospital Emergency Department or to Sisters of Charity Hospital,

Mercy Hospital, or one of the other Catholic Health System hospitals. Roswell Park has collaborative relationships with Buffalo General Hospital and the Catholic Health System to help you in the case of an emergency or an unplanned need for hospitalization. The doctors and nurses at these hospitals have access to your Roswell Park medical records and will work with Roswell Park to coordinate your medical care. If you go to one of the Catholic Health System hospitals, please present your Roswell Park green card. If you are admitted to Buffalo General Hospital or a Catholic Health System hospital, it will be under the care of a collaborating team of physicians and the oversight of your Roswell Park physicians.

**If you live outside of the Buffalo area:** Please go directly to your nearest hospital emergency department.



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

# FINANCIAL INFORMATION

## PRE-CLINIC VISIT REVIEW CHARGES

Soon after you scheduled your first appointment with Roswell Park, our Pathology Department may have contacted your referring doctor or other health provider to request slides of any radiology, laboratory, or other medical reports they have on file for you. Our pathologists may have reviewed that material before your visit to confirm your diagnosis. Since this review is performed by our medical staff, it will have incurred charges. Please note that these charges are separate from those that would be associated with a patient's first visit to Roswell Park. If we complete such a pre-clinic review for you and then you cancel your appointment, your insurance company or you, depending on your coverage, will still be billed for the charges associated with the review. Please call Patient Accounts at **(716) 845-8220** if you have any questions.



Things friends and family can do to help: buy gift certificates to Roswell's cafeteria or for take out meals; offer to run errands, clean the house, walk the dog, pick up the kids, water the garden; offer to drive to appointments; give gift certificates for books or movies to help pass the time.

## HEALTH PLAN NETWORKS AND PARTICIPATING PROVIDERS

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 what health plans they participate in.

You should also check with the physician arranging for your hospital services to determine whether the services of any other physicians will be required for your care. Your physician can provide you with the name, practice name, mailing address, and telephone number of 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 they participate in.

Hospitals are required by law to make information available about their standard charges for the items and services they provide. The following information can be found at [www.roswellpark.org/finance/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**.

## FINANCIAL ASSISTANCE

Financial assistance is available to eligible patients who may have difficulty paying for hospital services. For details and application information, call the Financial Counselor at **(716) 845-4782**. There are community resources 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 speak with our Psychosocial Oncology Department, **(716) 845-8022**.

## DISABILITY FORMS ASSISTANCE

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

## FOR FOREIGN PATIENTS

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

## BILLING INFORMATION

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

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

You also may ask our cashiers for help with billing and insurance questions and financial counseling. Cashiers are located on the ground floor next to Patient Access. Hours are Monday through Friday from 8:00am to 3:30pm.

# 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, or source of payment.
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 non-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."



Need a little warmth?  
We have many hand knit  
blankets and hats made  
by our generous volunteers.  
Ask any staff member or  
visit The Resource  
Center inside the cafeteria.  
You can also call us at  
(716) 845-8659 and  
we will bring a blanket  
to you.



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. For more information on how to appeal, see the next section of your handbook, “When You Have Concerns”.
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. If you would like to view your medical records at Roswell Park, talk to the nurse in your Center or on your inpatient floor.
16. Receive an itemized bill and explanation of all charges.
17. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital’s response, you can complain to the New York State Health Department. Their phone number is **1-800-804-5447**.
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 health care proxy or on a donor card, available from the hospital.

Public Health Law (PHL)2803 (1)(g)Patient’s Rights, 10NYCRR, 405.7(a)(1),405.7(c)

# WHEN YOU HAVE CONCERNS

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

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

- Communication between you, your family, and our medical staff
- Improper patient care
- Billing issues
- Possible violation of your patient rights
- Ensuring the overall quality of your services

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



We offer many resources and programs to help you through your treatment and recovery, including symptom management, caregiver support, registered dietitians, online communities, travel and financial assistance, support groups, palliative care, patient navigators and advocates, pastoral and spiritual guidance, and information on community programs and organizations. For information on these resources visit The Resource Center located inside the Sunflower Café on the 1st floor.

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

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

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

To file a complaint with the NYSDOH, call their toll-free number **1-800-804-5447** or complete a form (available at [www.health.ny.gov/forms/doh-4299.pdf](http://www.health.ny.gov/forms/doh-4299.pdf)) and mail to:  
New York State Department of Health  
Centralized Hospital Intake Program  
Mailstop: Ca/DCS  
Empire State Place  
Albany, NY 12237  
Email: [hospinfo@health.state.ny.us](mailto:hospinfo@health.state.ny.us)

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

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

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

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



Office of Quality Monitoring,  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181  
Toll-Free: **1-800-994-6610**, 8:30am  
to 5:00pm, Central Time, Monday  
through Friday  
[www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)  
[complaint@jointcomission.org](mailto:complaint@jointcomission.org)

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

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

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

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

**If you have Medicaid:**

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

*You may also write to IPRO at:*

IPRO  
1979 Marcus Avenue  
Lake Success, NY 11042

**If you have Medicare:**

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

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

If you have any other questions on your discharge or this appeals process, talk to your nurse or contact Roswell Park's Case Management staff at **(716) 845-5735**.

# HOW YOU CAN HELP CANCER RESEARCH

## PROVIDING BIOSPECIMENS FOR RESEARCH:

### *What You Need to Know*

A *Biospecimen* refers to any type of human sample, specimen, or tissue and the associated clinical data that could be used for research. This includes such things as tissue, blood, saliva, and hair. Remnant biospecimen refers to the part of the sample leftover after the specimen, tissue, etc., was used by a doctor in your diagnosis or treatment, whether you have cancer or not. The sample is no longer needed to help make a diagnosis or for treatment decisions. These samples can be used for research that may help future patients with cancer and/or other diseases.

### *Where do remnant biospecimens come from?*

Remnant biospecimens most commonly come from people having surgery, biopsies, or blood drawn. Whenever a procedure, such as surgery or a biopsy is performed, the tissue or specimen that is removed is examined under the microscope by a doctor to determine the nature of the disease and assist with the diagnosis and plan of care/treatment. Your tissue will always be used first to help make decisions about your care. After all tests have been done, there is usually some of the sample leftover. Usually this is discarded because it is not needed for your care.

However, you can choose to let us keep the sample/tissue for future research. People who are trained to handle tissue and to protect your rights make sure that the highest standards are followed in collecting, storing, and using the tissue for research in Roswell Park's tissue procurement facility (TPF). Your doctor does not work for the TPF, but has agreed to help collect tissue if you have agreed. If you agree, only the tissue/specimen leftover from what is taken for your diagnosis and care will be saved for research. Whether you did or did not agree to have the excess tissue used for research, your doctor will collect the same amount of tissue needed for diagnosis and/or treatment. The doctor will not take any extra tissue or specimens just for research purposes.

### *What type of research will be done with my samples?*

Research with human samples can help find out more about what causes cancer, how to prevent it, and how to treat it. Many different kinds of studies use human samples. Some researchers may develop new tests to diagnose diseases. Others may develop new ways to treat or even cure a disease.

Still others may look at the genetic material contained in the tissue to study diseases at the genetic level.

Some research looks at diseases that are passed on in families (genetic research). Research done with your tissue may look for genetic causes and signs of cancer or other disease. In the future, some of the research may help to develop new products, such as tests and drugs. You are providing your sample to Roswell Park for these purposes.

***How do researchers get these human samples?***

If you sign the consent form, samples leftover from your procedure, biopsy, or test will be sent to and stored in the Roswell Park TPF. Scientists who do research at Roswell Park will contact Roswell Park's TPF and request samples for their studies. The TPF will release the samples only after the Institutional Review Board (IRB) that protects participants' rights has reviewed and approved the study. Based on what the IRB has approved, the Roswell Park TPF will send the samples and limited clinical information about you to the researcher. The TPF will not send your name, address, phone number, social security number, or other information that could identify you personally to the researcher.

***Will I find out the results of the research using my samples?***

No, you will not receive the results of research done with your remnant biospecimens. That is because research involves the use of samples from many people, and results from research using leftover sample/tissue may not be ready for many years. While the research on leftover samples will not affect your care right now, the results may be helpful to other people like you in the future.

***Why do you need information from my health records?***

In order to do research with your samples, researchers may need to know some things about you. (For example: Are you male or female? What is your race or ethnic group? How old are you? Have you ever smoked?) This information helps researchers answer questions about diseases. The researcher may be given information about your age, sex, race, diagnosis, treatments, and possibly some family history (although no names or addresses will be used). The information is collected by Roswell Park and is contained in your records. The TPF will obtain only what is needed and give it to the researcher, but without your name or other identifying information.

***Will my name be attached to the records that are given to the researcher?***

No. Your name, address, phone number, and anything else that could identify you personally will be removed before the specimen/tissue is given to the researcher.

**BE A PART OF THE DATA BANK AND BIOREPOSITORY AT ROSWELL PARK**

The Data Bank and BioRepository (DBBR) is a collection of information and biological samples (such as blood) that will be used by researchers to learn more about the causes, treatment, and prevention of cancer and other diseases.

**Research helps us to understand cancer.**

The collection and storage of information from questionnaires and biological samples provides a valuable resource to researchers. When researchers use the DBBR, they may look for answers to questions about how genes,



We always have an ongoing need for blood and platelets for our patients. Friends and family can help by making an appointment to donate blood or platelets in our Donor Center. Your donation can make all the difference in the world. For more information, call the Donor Center at (716) 845-8275.

lifestyle, and environment lead to cancer or affect outcomes after treatment. Research is the best tool that we have in trying to find the answers to stop cancer.

***Who is eligible to participate in the DBBR?***

Roswell Park patients and non-patients, including your family members, friends, visitors, and members of the community all have the opportunity to participate.

***How do you participate?***

A staff member from the DBBR will meet to talk with you about participating while you are visiting Roswell Park Cancer Institute. If you agree, you will review and sign a short consent form after you have had the chance to ask questions. You will be asked to donate a blood sample and take home a questionnaire that asks about your medical history, family's medical history, and diet. You will then mail the questionnaire back in a postage-paid envelope.

***Will researchers know your name?***

All information that you provide to the DBBR will be kept strictly confidential. An assigned confidential number will be used to link your data and sample together for research. Your name and other personal identifiers, such as your initials or address, will not be shared with researchers.

***What if you change your mind?***

Notify the DBBR staff about that decision in writing any time. We will remove your questionnaire and information from the databank and destroy any samples we have stored.

***What happens to my data and samples?***

Your personal data and biological sample will be banked here at Roswell Park Cancer Institute. This means they will be stored for future cancer and health research. Your personal data and blood sample will never be shared with employers, insurance companies, family, or friends. There is no charge to you or your insurance for any of this. Roswell Park Cancer Institute has an Institutional Review Board that is responsible for the protection of all participants' rights, and carefully reviews all research projects before approving the use of any data in the DBBR.

***Why should you volunteer?***

Your participation is very important to us and has the ability to help advance the understanding of cancer. Studies may uncover why some people develop cancer and some do not. Other research may lead to new ways to prevent, treat, or even cure cancer. For questions, contact the Data Bank and BioRepository at (716) 845-7774, or send an email to [DBBR@roswellpark.org](mailto:DBBR@roswellpark.org).





# NOTICE OF OUR PRIVACY PRACTICES

During your clinical appointments or while you are admitted, you may request to review your medical records with your doctor or nurse. If you would like to receive a copy of any portion of your medical records, please contact our Health Information and Medical Records Department at **(716) 845-5991**.



Our outpatient pharmacy is dedicated to your cancer care with our uniquely trained oncology pharmacists. We can help you safely and effectively incorporate your current medications into your cancer care.

We also offer select over-the-counter medications. We are located on the 1st floor adjacent to the cafeteria. For more information call (716) 845-8999.

## HOW WE PROTECT YOUR PERSONAL HEALTH INFORMATION

Roswell Park wants you to know that we take your privacy very seriously. This section explains our policies and rules on how we will protect and maintain the confidentiality of your personal information which is contained in your medical records and in our business records. It will describe how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Roswell Park Cancer Institute (referred to in this document as “Roswell” or “We”) is required by federal and New York law to maintain the privacy of your health information and to provide you with this notice describing its privacy practices and obligations. Roswell will not use or disclose your health information, including your medical and billing records maintained at Roswell, except as described in this notice. For purposes of this Notice, your “health information” refers to biographical information, such as your name, address,

social security or patient number, medical record number, or other items of information that alone or in combination with other information can be used to identify you, and also information about your health, including past history, treatment, diagnosis, test results, and any other information about your health or condition, or relating to payment of charges for medical treatment, found in your medical record or in other records that are maintained by Roswell.

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

### *How Roswell May Use or Disclose Your Health Information:*

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

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

- **Treatment Alternatives:** We may use and disclose your health information in order to contact you and provide you with information about possible treatment options, alternatives, or other health related services that may be of benefit to you. Payment: We may use or disclose your health information for the purpose of ascertaining whether you have insurance coverage, to send billing for your treatment, to facilitate claims management, medical data processing, and to collect reimbursement. The information may be released to an insurance company, government health payer such as Medicare or Medicaid, or other entities (or their authorized representatives) involved in the payment of your medical bill and may include copies or excerpts from your medical record which are necessary for payment of your account. For example, a bill sent to a third party payer may include information that identifies you, your diagnosis, and the procedures and supplies used.
- **Family/Friends:** Roswell may release health information about you to a member of your family or a friend of yours who is involved in your medical care. We may also give information to a family member or other person who is or agrees to be responsible for your medical bills. Unless you direct otherwise, we may also tell your family or friends your general condition and that you are an inpatient at Roswell. In addition, in the event you were involved in a disaster or catastrophe, we may disclose information about you to an organization assisting in a disaster relief effort so that your family can be notified about your condition, status and location.
- **Routine Health Care Operations:** Roswell may use and disclose your health information in the course of routine healthcare operations, including quality assurance, utilization review, peer review, in-patient food service, telephone and television service for in-patients, internal auditing, accreditation, certification, licensing or credentialing activities, and for educational purposes for students, medical residents and trainees.
- **Appointment Reminders:** We may, unless you tell us not to, use and disclose your health information to contact you by telephone or mail as a reminder that you have an appointment for treatment or medical care at Roswell.
- **Hospital Directory:** Roswell may include your name and room number in its hospital directory while you are a patient at Roswell. Your religious affiliation may be given to a member of the clergy, such as a priest or rabbi. You have the right to direct us not to use or disclose your health information in the directory or to give any information out to clergy.

- **Business Associates:** A business associate is an individual or entity under contract with Roswell to perform or assist Roswell in performing a function or activity involving you or your care which necessitates a permissible use or disclosure of your health information. Roswell may use and disclose health information about you to business associates. Examples of business associates, include, but are not limited to, a copy service used by Roswell to copy medical records, collection agencies, accountants, lawyers, medical transcriptionists and third-party billing companies. We maintain a written contract with each business associate, which requires the business associate to protect the confidentiality of your health information.
- **Research:** If you are a participant in research at Roswell, your health information may be used or disclosed as part of that research, as described in a specific authorization signed by you as part of the process by which you enroll as a participant in the research. There may be instances in which Roswell may use and disclose medical information about you in the absence of a specific authorization, when the use of such information in a clinical research study or an outcomes analysis has been approved by Roswell's Institutional Review Board. Such approval will only be given where the use or disclosure will not involve a significant risk of a breach of confidentiality. For example, the research project may involve comparing the health and recovery of certain patients with the same medical condition who received one medication to those who received another. In those instances, there will be no outside disclosure of your health information. In addition, as a major part of our mission is research, we may use your health information for accumulating databanks, outcome reviews and screening for eligibility for participation in clinical trials. In these instances, there will be no disclosure to outside parties.
- **Organ/Tissue Donation:** To the extent allowed by law, Roswell may disclose your health information to organ procurement organizations and other entities engaged in the procurement, banking or transplantation of organs for the purpose of tissue donation and transplant.
- **Fundraising:** We may disclose certain information to our foundation (the Roswell Park Alliance Foundation) so that the Foundation may contact you to make a contribution to Roswell. The information released would only be contact information, such as your name, address, phone number and the dates you received treatment or services at Roswell. If you do not want Roswell to contact you for fundraising efforts, you should notify the Roswell Park Alliance Foundation in writing to the Senior Gift Processor, c/o Roswell Park Cancer Institute, Elm and Carlton Streets, Buffalo, NY 14263, or call the Foundation at **(716) 845-4444**.
- **Regulatory Agencies:** Roswell may disclose your health information to a health oversight agency for activities authorized by law, including, but not limited to, licensure, certification, audits, investigations and inspections. These activities are necessary for the government and certain private health oversight agencies, (e.g. Joint Commission on Accreditation of Healthcare Organizations or the NY State Department of Health) to monitor the health care system.

- **Law Enforcement/Litigation:** Roswell will disclose your health information for law enforcement purposes as required by law or in response to a valid subpoena or court order.
- **Public Health:** As required by law, Roswell may disclose your health information to public health or government authorities charged with preventing or controlling disease, injury or disability. For example, Roswell is required to report the existence of or exposure to communicable diseases, such as AIDS or hepatitis, to the New York State Department of Health.
- **Workers' Compensation:** Roswell may release health information about you to your employer or an insurance company in connection with a workers' compensation claim filed by you.
- **Military/Veterans:** If you are a member of the armed forces, we may disclose your health information as required by military command authorities.
- **Inmates:** If you are an inmate of a correctional institute or under the custody of a law enforcement officer, Roswell may release your health information to the correctional institute or law enforcement official.
- **Coroners, Medical Examiners, Funeral Directors:** Roswell may notify a coroner, funeral director or medical examiner in case of death.
- **Other Uses/Revocation of Authorizations:** Any other uses and disclosures of your health information not described in this Notice will be made with your written authorization. For example, the use and/or disclosure of psychotherapy notes, use or disclosure of PHI for marketing purposes, and disclosures that constitute a sale of PHI require authorization. An authorization permitting Roswell to use or disclose your health information can be revoked by you at any time by providing a written notice clearly identifying the written authorization that is being revoked, specifying the portion or all of the authorization being revoked, and delivering the revocation to the Health Information and Medical Records Department at Roswell. Such revocations shall be effective two business (2) days after receipt thereof by that department.



Do you need to make a copy, use a fax, access the internet, watch a movie, or listen to some music? Come to The Resource Center inside the Sunflower Café on the 1st floor or call us at (716) 845-8659.



# YOUR HEALTH INFORMATION RIGHTS

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

- **Right to Confidential Communications:** You have the right to receive confidential communications of your medical information by alternative means or at alternative locations. For example, you may request that Roswell only contact you at work or by mail, and to tell us not to contact you at a certain address or telephone number.
- **Right to Inspect and Copy:** You have the right to inspect and copy all or portions of your medical record in any format you choose. New York State law permits Roswell to recover costs that are associated with providing a copy of your medical record.
- **Right to Amend:** You have the right to request an amendment to your medical record or other health information as provided by Roswell Policy and Procedure #408.10. A written request form, and a copy of this policy and procedure, may be obtained by contacting the Health Information and Medical Records Department at (716) 845-5991, or by contacting your Roswell attending physician. Roswell may deny such an amendment under certain circumstances and in accordance with the procedures outlined in Policy and Procedure #408.10.
- **Right to an Accounting:** You have the right to obtain an accounting of certain disclosures to third parties outside of Roswell of your health information as provided by 45 CFR §164.528 and described in Roswell Policy and Procedure #442.1. Disclosures which you have authorized will not be reflected in this accounting.
- **Right to Request Restrictions:** You have the right to request additional restrictions on certain uses and disclosures of your health information under 45 CFR § 164.522. In addition, you have the right to restrict certain disclosures of protected health information to a health plan when you pay in full for the health care item or service. Roswell may agree to honor your request but has the right to refuse requests for restrictions which are not mandated by law.
- You must make your request in writing, and Roswell will respond to your request within ten (10) business days thereafter.
- **Right to Receive Notification:** You have the right to receive a notification in the event of a breach of your protected health information.

- **Right to Receive Copy of this Notice:** You have the right to receive a paper copy of this Notice, upon request.
- **For More Information or to Report a Problem:** If you have questions, need additional information, or wish to file a complaint, you may contact the Privacy Officer of Roswell at (716) 845-5991. If you believe your privacy rights have been violated, you may file a complaint with Roswell or with the Secretary of the Department of Health and Human Services. All complaints must be submitted in writing. Federal law and Roswell policy prohibit retaliation against a person for filing a complaint.

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

**Notice Effective Date:** The effective date of the notice is March 27, 2013.



# TELEPHONE DIRECTORY

All numbers are in area code (716) unless otherwise indicated.

2 West (Day Hospital) .....	845-2986	Diagnostic Radiology .....	845-3176
3 West (Surgery Center) .....	845-8476	Dietitians .....	845-2398
Ambulatory Centers		Disability Forms Assistance: (for last names beginning with A-M) .....	845-1623
Bone Marrow Clinic.....	845-1444	(for last names beginning with N-Z) .....	845-5969
Brain (Neurosurgery/Oncology) .....	845-3886	Donor Center .....	845-8275
Breast .....	845-3152	Emergencies (after hours) .....	845-2300
Dental and Maxillofacial .....	845-5970	Endoscopy Center (3 West) .....	845-8476
Dermatology .....	845-3378	Extended Ambulatory Hours Care .....	845-1700
GI Medicine .....	845-4005	Financial Assistance .....	845-4782
GI Surgical/Endoscopy.....	845-4010	General Information/Operator .....	845-2300
GU (Genitourinary).....	845-3159	Nuclear Medicine .....	845-3282
Gynecology (GYN) .....	845-5855	Pain Clinic .....	845-4595
Head and Neck (H/N) .....	845-8186	Pastoral Care .....	845-8051
Leukemia .....	845-7110	Hospital Bill .....	845-8220
Lymphoma .....	845-1642	Physician Bill .....	1-877-375-3784
Melanoma and Sarcoma .....	845-3180	Patient Advocate .....	845-1190
Neurosurgery/Oncology (Brain) .....	845-3886	Patient Navigators .....	845-1542
Pediatrics .....	845-4447	Preoperative Clinic .....	845-1673
Thoracic/Pulmonary .....	845-3167	Psychosocial Oncology Department .....	845-8022
Undiagnosed .....	845-3167	Public Safety (Security) .....	845-3069
Amherst Center .....	845-2900	Radiation Medicine .....	845-3173
ASK RPCI Line .....	1-877-ASK-RPCI (1-877-275-7724)	Rehabilitation Services .....	845-3271 (physical, occupational, lymphedema therapy, and fatigue management)
Breast Resource Center .....	845-4432	The Resource Center for Patients and Families .....	845-8659
Cafeteria .....	845-3112	Smokers' Quitline (NY State) 1-866-NY-QUITS .....	(1-866-697-8487)
Cancer Fatigue Program .....	845-3271	Social Security Assistance .....	845-5969
Case Management .....	845-5735	Supportive and Palliative Care .....	845-8214
Chemotherapy/Infusion Center .....	845-8954		
Clinical Genetics Service .....	845-8400		
Clinical Research Center/7 North.....	845-4720		







IF YOU HAVE ANY QUESTIONS OR NEED  
MORE INFORMATION, PLEASE CALL US  
AT (716) 845-2300. OUR SWITCHBOARD  
IS OPEN 24 HOURS A DAY.



ROSWELL PARK  
CANCER INSTITUTE  
**PATIENT**  
**EDUCATION**