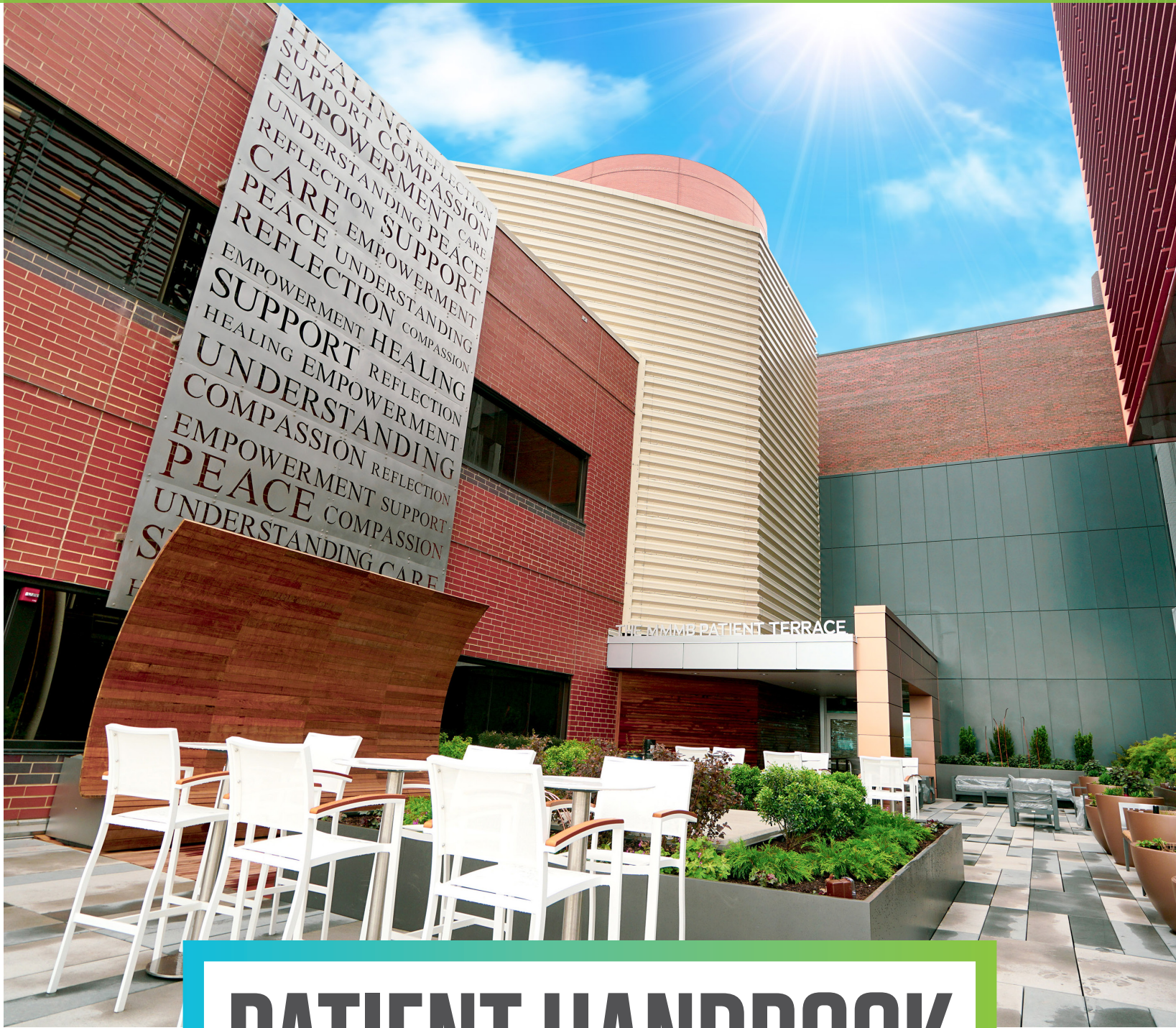


IF YOU HAVE ANY QUESTIONS  
OR NEED MORE INFORMATION,  
PLEASE CALL US AT 716-845-2300.  
ASSISTANCE IS AVAILABLE  
24 HOURS A DAY.



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

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



# PATIENT HANDBOOK





# Welcome

## **THE MMMB PATIENT TERRACE** **(photograph on the front cover)**

The MMMB Patient Terrace is a peaceful, open-air space for meditation, contemplation and conversation. Nestled between Roswell Park's Main Hospital and Scott Bieler Clinical Sciences Center (CSC), it is designed to provide a respite for patients, families and staff as a means to escape the stresses of the clinical and hospital environments.

To visit the terrace, take the elevators to the 2nd floor of the Scott Bieler Clinical Sciences Center, turn right and follow signs for the MMMB Patient Terrace.



Dear Roswell Park Patients and Families,

Welcome to Roswell Park Comprehensive Cancer Center. You have selected a National Cancer Institute-designated comprehensive cancer center for your care. One of only 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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ROSWELL PARK CELEBRATES ITS OUTSTANDING FEMALE SURGEONS

# A Comprehensive CANCER CENTER

Forty-nine facilities nationwide are designated comprehensive cancer centers by the National Cancer Institute (NCI), highlighting scientific excellence and the ability to integrate a diversity of research approaches to focus on reducing morbidity and mortality from cancer. Roswell Park was one of the original cancer centers designated by the NCI as a comprehensive cancer center.

Roswell Park is also a charter member of the National Comprehensive Cancer Network (NCCN), an alliance of leading cancer centers that brings together the best minds in science to engineer continuous quality improvements in cancer care, offer access to the most promising clinical trials, and provide best-practice guidelines and measurement tools. Roswell Park faculty members serve on NCCN panels that develop the guidelines that specify the best ways to detect and treat cancer.

## QUALITY MATTERS

Roswell Park Comprehensive Cancer Center ranks among the top 3% of cancer centers nationwide, as assessed by *U.S. News & World Report* was also recognized as high-performing within two subspecialties: colon cancer surgery and lung cancer surgery. One of only five New York State centers to make the top 50, Roswell Park once again stands as the only facility in all of Western and Central New York to be named a Best Hospital for Cancer.

### • Patient Safety & Quality

As a comprehensive cancer treatment center, a goal of Roswell Park is to ensure that we put our patients and families first. Roswell Park measures the quality of the care our patients receive not only through clinical outcomes, but also by the emotional and physical journey they experience.

### • Nursing

In 1945, Nursing Administrator Ethel Chandler formally organized the Department of Nursing at Roswell Park with 61 nurses under her direction. Today, the Department of Nursing boasts a dynamic and engaged staff of over 600 administrators, nurse practitioners, registered nurses, licensed practical nurses, hospital clinical assistants and clinical support assistants.

- Promotes an environment whereby each patient's dignity and rights are recognized and respected.
- Collaborates in the planning and delivery of health care that is specific to individual's needs.
- Develops an individualized approach involving the family/significant others in a care plan intended to maximize each patient's health potential and quality of life.
- Provides staff development and oncology nursing education programs.
- Continuously evaluates and improves nursing care.
- Participates in the implementation of clinical research protocols.
- Shares information and findings with the nursing community at large through educational programs and publications of research findings.
- Provides support for ongoing educational degrees and certifications.



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# FOR YOUR Convenience

## ATM

An ATM is located on the 1st floor of the hospital near the elevators.

## 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.

## COFFEE BAR

Spot Coffee 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

## LAPTOP LOANS

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

## 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, call the artists at **716-845-1550**.

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

Other dining options in the hospital include:

- Healthy Scratch is located in the lobby of the Scott Bieler Clinical Sciences Center and offers a variety of pre-made smoothies, cold-pressed juices and juice shots, along with healthy ready-made salads, acai bowls and wraps.
- Spot Coffee is located in the lobby on the ground floor of the main hospital.
- Carlton's Grill is located in the Wyndham Garden Buffalo Downtown Hotel at 125 High Street. You can access the hotel from inside Roswell Park on the 1st floor. Follow the signs.
- Food trucks line the streets outside Roswell most weekdays throughout the year during lunch hour.
- 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 8:00pm 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. Hours are Monday through Friday from 8:00am to 4:00pm.

If you need assistance finding the Hospitality Room, ask the volunteers at the Information Desk.

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

## NEWSSTAND

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

## PUBLIC SAFETY AND SECURITY

Daily after 4:00pm, 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

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

## WI-FI

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

Patients and families are invited to receive a complementary Healing Touch session on Tuesdays and Thursdays from 11:00am – 2:00pm in the Survivorship & Supportive Care Center on the 3rd floor of the CSC building. Healing Touch is a non-invasive complementary energy therapy promoting health and well-being.



# Medical

## EMERGENCIES & QUESTIONS

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

Any time of the day or night, please call Roswell Park's Triage Nurse at 716-845-2300. Available 365 days a year, 24 hours a day, our oncology nurses are here to perform a telephone assessment; provide assistance for your health issue; inform your Roswell Park doctor of your current status; or initiate your immediate transfer to Roswell Park's Assessment and Treatment Center. If you have a life-threatening emergency, the Triage Nurse will immediately urge you to call for an ambulance to transport you to the nearest hospital emergency department.

Please let us know when you arrive to any Emergency Department or are admitted to another hospital. Make sure the Emergency Department staff knows that you are a Roswell Park patient and that they can call 845-2300 for additional information.

Roswell Park patients who become ill with non-life-threatening symptoms outside of regular clinic hours no longer have to seek care at an emergency room at another hospital. The Assessment and Treatment Center (ATC) is now open 24 hours a day, seven days a week, every day of the year, including holidays. The extended schedule ensures that you'll receive the same exceptional care no matter when you get sick.

To receive care in the ATC, you must be referred by your Roswell Park physician or the physician on call.

When you are sick with non-life-threatening symptoms:

- During clinic hours (8 a.m.-5 p.m.), call your home clinic.
- If you can't reach anyone in your home clinic, call Nurse Triage at 716-845-2300.
- Between 5 p.m.-8 a.m. or during the weekend, call the main Roswell Park number (716-845-2300).

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



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

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

### WHAT DO I DO IF I HAVE AN URGENT OR LIFE THREATENING SYMPTOMS?

- Urgent (but not life-threatening): Call your Roswell Park Ambulatory Center. Your call will be answered by Roswell Park's nurse triage line or our Central Access Call Center. If it is determined you need to be seen, your doctor may refer you to Roswell's Assessment and Treatment Center (ATC).
- **Emergency: Call 911 or go to your nearest hospital emergency department.** Bring your Roswell Park "green card" (ID card) with you and let the ER staff know the last time you were treated at Roswell Park.

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

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

### WHEN YOU NEED TO CANCEL AN APPOINTMENT

If you are unable to make an appointment, please let us know so we can help you reschedule right away. Here are some number you can call depending on your appointment:

- If you need to cancel an appointment with your doctor or nurse or for a procedure/surgery, call your ambulatory center.
- If you need to cancel a chemotherapy or infusion appointment, please call **716-845-8954**.
- If you need to cancel a radiation medicine appointment, please call **716-845-3173**.
- If you need to cancel an appointment at our Amherst location, please call **716-845-2900**.
- If you need to cancel an appointment at our Niagara Falls location, please call **716-845-3500**.
- If you need to cancel a diagnostic test in our Diagnostic Radiology Center, please call **716-845-3175**.

Please note that the ATC is not an emergency room and cannot accept walk-ins. In a life-threatening emergency, you should call 911.



# You Are Now

## A PART OF THE ROSWELL FAMILY

We want you to become involved with our extended family of staff, volunteers, donors, patients, families and supporters who know it takes all of us to make a difference in this quest to find cures. We have many opportunities for you and your loved ones to get involved. We welcome you to join us.





# Telephone DIRECTORY

ALL NUMBERS ARE IN AREA CODE 716 UNLESS OTHERWISE INDICATED.

## AMBULATORY CENTERS

2 West/Radiology (Special Procedures)	845-2986
3 West/Surgery Center	845-8476
Amherst (Satellite location)	845-2900
Anesthesia/Preoperative Evaluation (APEC)	845-1673
Blood and Marrow Transplant (BMT)	845-1444
Breast	845-3152
Cancer Pain Management	845-4595
Cardiology	845-5875
Chemotherapy & Infusion/Immunotherapy	845-8954
Clinical Research Center	845-4720
Dentistry and Maxillofacial Prosthetics	845-5970
Dermatology	845-3378
Endocrine Medicine	845-5800
Gastrointestinal (GI)	
GI Medicine	845-4005
GI & Endocrine Surgery/Endoscopy	845-4010
Genitourinary (GU)	845-3159
Gynecology (GYN)	845-5855
Head & Neck/Plastic & Reconstructive Surgery	845-8186
Leukemia/MDS	845-7110
Lymphoma, Myeloma, and Infectious Disease (LMI)	845-1642
Neurosurgery, Neuro-oncology, and Clinical Genetics	845-3886
Niagara Falls Center (Satellite location)	845-3500
Pediatrics	845-4447
Radiation Medicine (Radiation treatment)	845-3173
Supportive & Palliative Care	845-8214
Soft Tissue, Sarcoma, and Melanoma (STM)	845-3180
Survivorship & Screening	845-4800
Thoracic/Pulmonary/Undiagnosed	845-3167

General Information	..... 1-800-ROSWELL (1-800-797-9355)
Breast Resource Center	..... 845-4432
Cafeteria	..... 845-3112
Case Management	..... 845-5735
Central Access Center (General information, assistance after hours)	..... 845-2300
Diagnostic Radiology (Testing)	..... 845-3175
Dietitians	..... 845-2398
Disability Forms Assistance (For last names beginning with A-M)	..... 845-1623
(For last names beginning with N-Z)	..... 845-5969
Donor Center	..... 845-8275
Financial Assistance	..... 845-4782
Medical Records/Information Release	..... 845-5990 or 845-8729
Nuclear Medicine	..... 845-3282
Pastoral Care	..... 845-8051
Patient Accounts	
Hospital bill	..... 845-8220
Physician bill	..... 1-877-375-3784
Patient Advocates	..... 845-1190 or 845-2981
Psychology	..... 845-3700
Public Safety (Security)	..... 845-3069
Rehabilitation Services – PT, OT, lymphedema, fatigue Physical and Occupational Therapies	..... 845-3271
Resource Center for Patients and Families	..... 845-8659
Smokers' Quitline (NY State)	..... 1-866-NY-QUITS (1-866-697-8487)
Social Security Assistance	..... 845-5969
Social Work	..... 845-8022
Tobacco Cessation (Patients)	..... 845-1300 x7851

