



# PATIENT HANDBOOK



ROSWELL  
PARK®  
COMPREHENSIVE CANCER CENTER

*Welcome to*  
**ROSWELL PARK**  
COMPREHENSIVE CANCER CENTER



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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# 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:

Bring a notebook or notepad with you to all of your appointments. Jot down any questions you may have for your doctor so you don't forget to ask. Notebooks and pens are available our Resource Center for Patients and Families inside the cafeteria on the 1st floor.

- **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, or have forwarded to us, any lab reports, radiology reports, films, slides, or CDs you may have received from other physicians or facilities.

- **List of Allergies**

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

- **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 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 Social Work 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 job and daily activities?

- **Bring a Loved One With You**

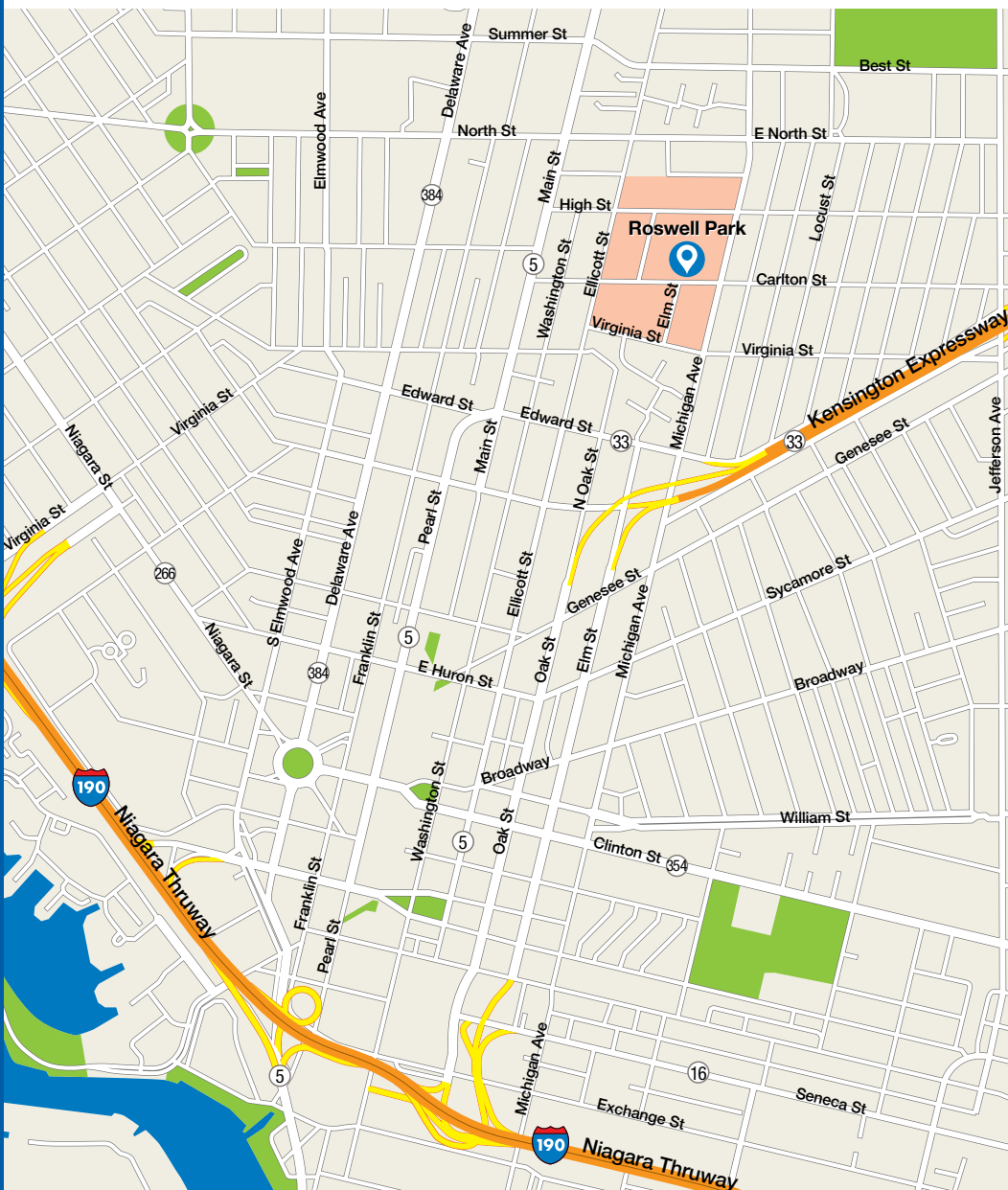
We suggest you bring a family member or friend with you for your appointments. That person may take notes or just provide support for you during your appointments.

- **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 6:00am 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.



## PARKING FOR CHEMOTHERAPY AND INFUSION CENTER PATIENTS

There is free parking for any patient who has an appointment in the Chemotherapy and Infusion Center scheduled for 4:00pm or later. Upon checking into the Center, the staff will stamp your ramp parking ticket or give you a voucher to present 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. Valet parking is also available at the main entrance. There is a \$1 additional charge for valet service.



# 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.

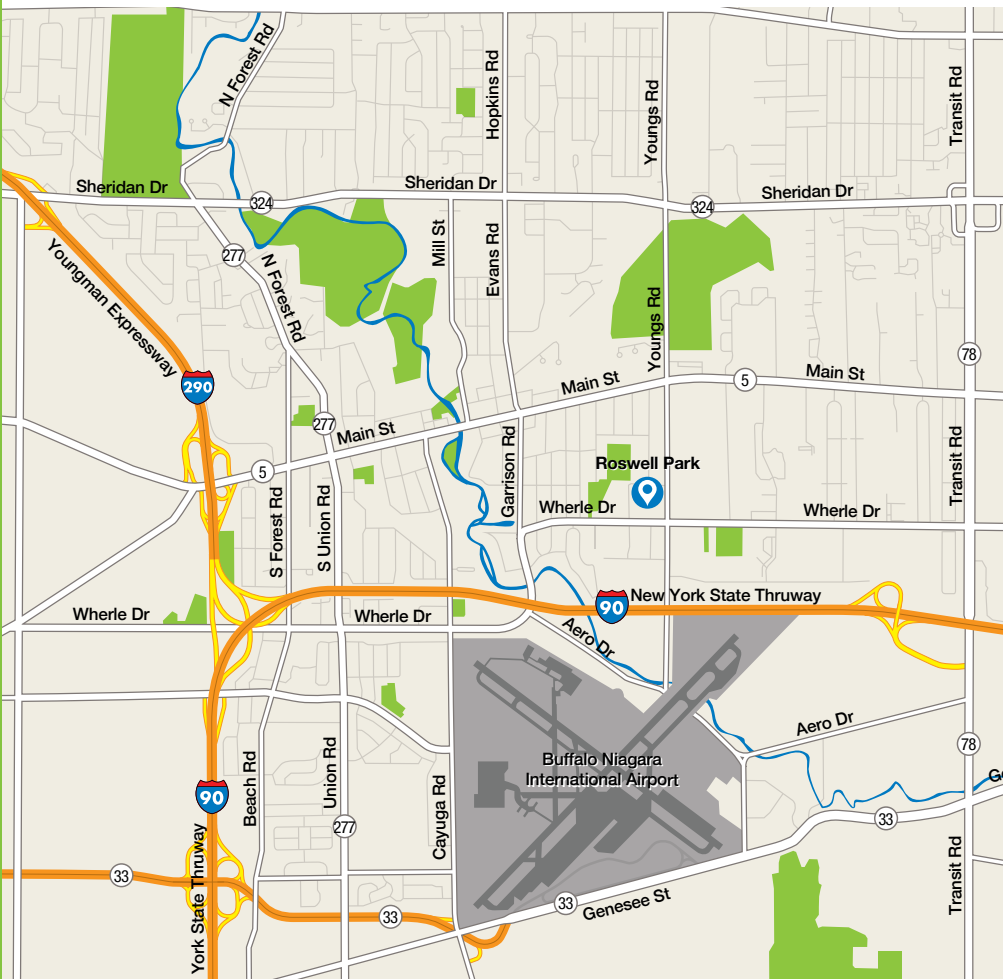
## AMHERST LOCATION

Roswell Park Comprehensive Cancer Center  
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:

If you are a current patient, speak to your physician to see if you can transfer to the Amherst Center.

If you are a new patient call **1-800-ROSWELL (1-800-767-9355)** and speak to a referral representative to set up an appointment.



### Directions to our Amherst 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.



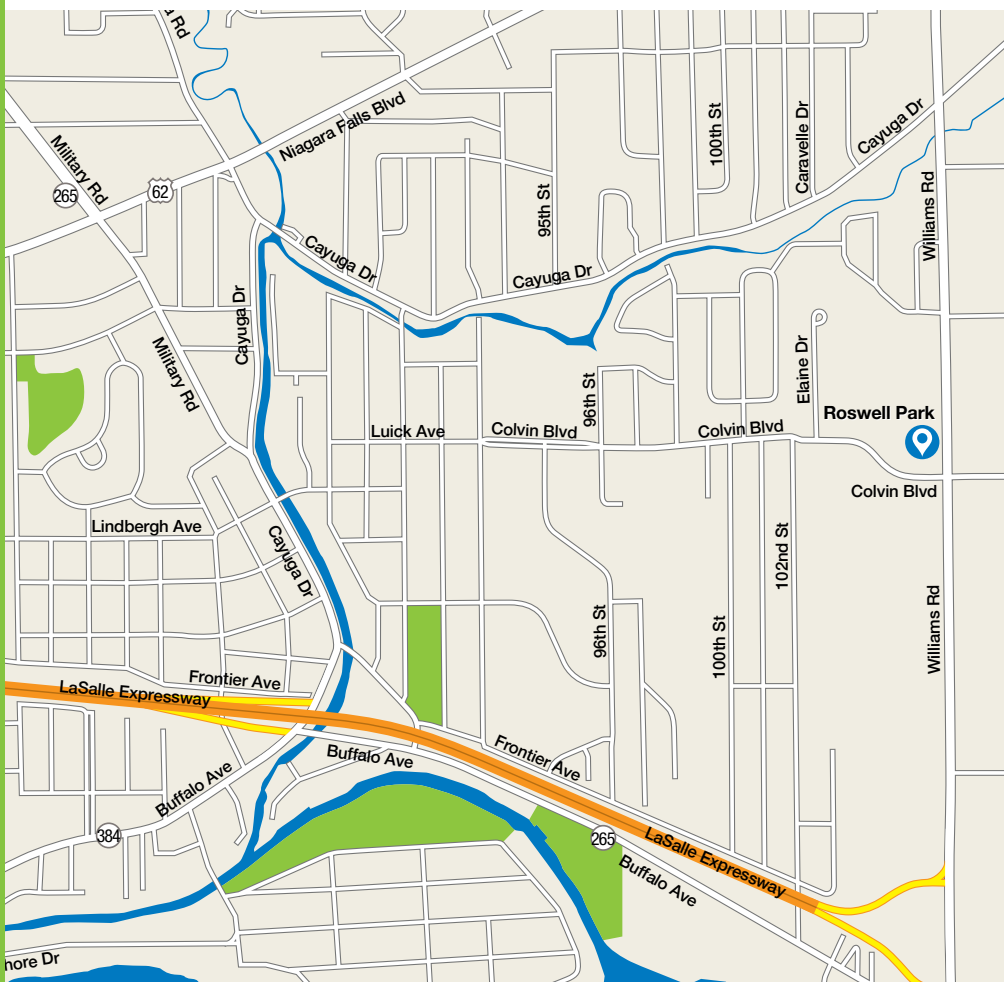
If you are interested in receiving services at our Amherst or Niagara Falls satellite locations, talk to your healthcare team for more information.

### NIAGARA FALLS 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:

- If you are a current patient, speak to your physician to see if you can transfer to the Niagara Falls Center.
- If you are a new patient call **1-800-ROSWELL (1-800-767-9355)** and speak to a referral representative to set up an appointment.



#### Directions to our Niagara Falls 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.

# 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.

## 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 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. 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.

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

If you bring a service animal with you to your Roswell appointments, staff may be required to ask you a few questions such as if the service animal is required because of a disability, and what task the animal is trained to do.

Please note: there are some areas of the hospital where your service animal is not allowed and some behaviors that won't be permitted. Please talk with our staff regarding these restrictions.



## 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 downtown or Amherst 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

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 are dedicated times and dedicated free parking available in our parking ramp for advance appointments.

### 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.

# Financial INFORMATION

## 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 Social Work Department, **716-845-8022**.

## 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.

## HEALTH PLAN NETWORKS AND PARTICIPATING PROVIDERS

Roswell Park 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 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.

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



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 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**.

## 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.

Cancer can cause financial hardship for some patients. We have many resources to help. Please call the Financial Counselor at **716-845-4782** or speak with our Social Workers by calling **716-845-8022**.

# 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

A coffee bar 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. (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.
- 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.



Receiving a cancer diagnosis is often overwhelming for a newly diagnosed patient, but someone who has been there can be a tremendous support. Roswell Park's Cancer Coaches are a source of emotional support as well as resource for information to help navigate the health care system. Call The Resource Center at **716-845-8659** and we will work to match you with a cancer survivor who has had a similar diagnosis. You will then be able to talk with your coach to find the support that you need.



## 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.





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.

# ROSWELL PARK *Resources*

## 1-800-ROSWELL, OUR CANCER INFORMATION SERVICE

If you have general questions about cancer or Roswell Park, call our information specialists at **1-800-ROSWELL (1-800-767-9355)**. They are ready to answer any of your questions, provide free literature, and assist you in finding the services you need. This service is available Monday through Friday from 9:00am to 5:30pm.

## ASSESSMENT & TREATMENT CENTER

If you experience medical symptoms that are urgent but not life-threatening, call your Roswell Park clinic. They will determine if you need to be referred to Roswell Park's **Assessment and Treatment Center (ATC)**. The ATC offers clinical care and support for those patients with immediate but non-life threatening symptoms during the day and when our clinics are closed.

**The ATC is not a walk-in clinic.** You need a referral from your Roswell Park physician or the physician on call to be seen there. The ATC is open: Monday-Friday, 9:00am-9:00pm  
Weekends, 9:00am-5:00pm

## BREAST RESOURCE CENTER

The Breast Resource Center provides breast cancer patients 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. Our services include:

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

The Breast Resource Center is located in the Breast Center, on the 1st floor of the Clinical Science Center building just after the connector from the main hospital, and is open Monday through Friday from 9:00am to 4:00pm. For more information, call **716-845-4432**.

## CANCER COACH PROGRAM

Receiving a cancer diagnosis can be overwhelming but someone who has been there before can be a tremendous support. Our Volunteer Cancer Coach program will match you with a cancer survivor who has had a similar diagnosis. For more information call the Resource Center at **716-845-8659**.

## CANCER PAIN MANAGEMENT SERVICE

The Cancer Pain Management Service (CPMS) at Roswell Park uses a team approach to reducing pain in cancer patients. The expertise of anesthesiologists, psychologists, nurses, physical and occupational therapists, nutritionists, and social workers merges into a comprehensive pain management plan designed to meet the individual needs of each patient.





The first step is to assess the patient's level of pain from the information provided on the Comprehensive Pain Assessment Questionnaire. This knowledge pinpoints the areas and nature of each patient's discomfort and guides the team in selecting the most appropriate treatment or treatments to relieve the patient's pain and suffering.

Outpatients are treated twice each week in the Pain Clinic. Inpatients are evaluated by referral from their primary physician at Roswell Park or their personal physician. Daily hospital rounds are made by the CPMS to ensure that effective pain and symptom control is attained and maintained.

The CPMS uses individual and family counseling, printed materials, and videotapes to help the patient and the family better understand cancer pain and its treatment.

You can be referred to the CPMS by your physician or you can call the Center at **716-845-4595**.

## 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 **1-800-ROSWELL (1-800-767-9355)**. An information specialist will complete a brief genetics questionnaire with you over the phone, and you will be contacted later about an appointment.



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

## HEALING TOUCH

Healing Touch is a non-invasive complementary energy therapy promoting health and well-being. Patients who are currently in active treatment, as well as those who have completed their care, along with our patients' caregivers are welcome to enjoy complementary Healing Touch sessions.

Healing Touch is different than massage since there is no direct hands on approach. Studies have shown that Healing Touch:

- decreases stress, anxiety, pain, and depression
- increases relaxation and sense of well-being

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.

## 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**.

## 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 social workers at **716-845-8022**.

## LIFE RECORDED

Bring your loved ones together to share memories, thoughts, advice and insights. Life Recorded, inspired by StoryCorps, is a program for our patients and caregivers that brings voice to all of the amazing things that you are beyond your cancer diagnosis. Each one of us follows a uniquely inspiring path in life that has brought us to where we are today. Capture this moment, as well as memories from yesterday, or long ago. Give yourself the gifts of insight, healing and hope – with a side of love and laughter! Audio or video recordings can be scheduled by calling the Pastoral Care Department at **716-845-8051**. When you call you'll choose your recording "studio" – Roswell Park's Pastoral Care Center, your in-patient room, your home, or a community gathering space. You'll also let us know if you'd like a family member or friend interview you, or if you'd like one of our friendly and professionally trained facilitators to guide your recording. Either way, we'll help you get ready for your recorded conversation and answer any question you may have along the way. The most important thing is that your recording is exactly what you'd like it to be.

## 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).



## MANAGING SYMPTOMS AND SIDE EFFECTS

If you have side effects from your cancer treatment, talk to your doctor or nurse so they can find you the support or assistance you need.

## MYROSWELL – YOUR ONLINE PATIENT PORTAL

The MyRoswell secure patient portal allows you to see certain information from your medical record such as upcoming tests and appointments, current medications, and laboratory results. You can communicate with your care team through electronic messages, request a prescription refill, and make appointments with the option to have reminders sent to text, email, and voice call. To register, go to [my.roswellpark.org](http://my.roswellpark.org) and click on “MyRoswell” at the top of the page. If you have difficulty, please call **1-877-275-7724** for assistance.

## 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.
- 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 more information contact the Clinical Nutrition Department at **716-845-2398** or visit [www.roswellpark.org/nutrition](http://www.roswellpark.org/nutrition).

## ONLINE COMMUNITY

A safe place is anyone whose life has been touched by cancer. Roswell's community is part of the national CancerConnect community and available 24/7. All are welcome. Please join us! [www.cancerconnect.com/roswellpark](http://www.cancerconnect.com/roswellpark)

## 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 your questions.

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 **716-845-8999**, email us at [roswellparkpharmacy@roswellpark.org](mailto:roswellparkpharmacy@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).

If you are dealing with nutrition issues as a result of your cancer diagnosis or treatment, our Nutrition Department can help.

## REHABILITATION SERVICES

Rehabilitation services encompass both inpatient and outpatient services to provide physical and occupational therapy specifically designed for cancer patients and survivors before, during, and after cancer treatment.

Our team can help:

- Rebuild your muscle strength
- Improve your balance and range of motion
- Relieve chronic pain and neuropathy
- Reduce lymphedema
- Reduce fatigue and depression

After an initial evaluation, the Rehabilitation team will create a personalized plan of care to address your needs. Some of the services we provide include:

- Prehabilitation therapy to prepare your body for your upcoming treatments
- Inpatient therapy to address mobility and activities of daily living, and ensure a safe discharge
- Outpatient physical and occupational therapy to improve strength, balance, and mobility; improve symptoms such as pain and neuropathy
- Lymphedema treatment that includes manual lymph drainage, compression garments, skin care, and exercises
- Pelvic floor rehabilitation to address incontinence and sexual function side effects from prostate cancer treatment

Talk to your health care provider for a referral to Rehabilitation services or call **716-845-3271** for an appointment for a consultation.

## SOCIAL WORK DEPARTMENT

Our social workers are staffed by licensed mental health professionals. Social Workers can help make connections between the complex demands of your medical care and your social, emotional, and practical needs.

Social workers provide supportive counseling to patients and families to help cope with the many emotions that come along with your diagnosis. They can also help you communicate with your medical team to make sure you understand all of your options and feel informed and empowered when making treatment decisions.

We also help you with practical concerns, such as transportation, financial assistance, lodging, and planning for your post-hospital care. Whether you have just been diagnosed, are in active treatment, or are a cancer survivor, social workers can support you at any stage of your journey.

Contact our Social Workers at **716-845-8022** to learn more about how a social worker can help you with the following:

- Counseling, including addressing parenting and family concerns
- Aiding communication with family and medical team, and interpreter services
- Advanced care planning and decision-making, such as naming a health care proxy, and preparing a living will or advanced directive
- Caregiver resources to help alleviate their burden
- Palliative care and hospice information and referrals
- Assistance with finance or legal concerns, applying for disability benefits, or getting information about health insurance
- Transportation arrangements and local lodging during treatment
- Post-hospital care planning
- Survivorship concerns
- Intimacy issues





## 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 has five interfaith chaplains who visit patients daily while in the Institute or in various clinic settings. In addition to the staff chaplains, we have built a network of 34 spiritual and cultural leaders from the Jewish, Muslim, Native American, Hindu, Buddhist, and Jehovah Witness communities among many others. You do not need to belong to a faith congregation or 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 twice a week (Monday and Friday) and on Holy Days; a weekly Prayer and Worship service on Thursdays and Muslim prayers on Friday. Other faith groups use the chapel for

observances which are posted on the chapel door. (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.

## SURVIVORSHIP & SUPPORTIVE CARE CENTER

Our Survivorship & Supportive Care Center offers comprehensive services to address the unique needs of our patients who have completed their active cancer treatment and are now ready to move to a higher level of wellness as a cancer survivor.

This center brings together many of Roswell Park's clinical and supportive services, specifically designed for cancer survivors.

We can help:

- detect and manage any complications or side effects from your disease or its treatment.
- restore your body and soul with rehabilitative therapy, nutrition counseling, and emotional support and guidance.
- create a plan that will be your roadmap to your healthiest lifestyle possible.



Our Survivorship & Supportive Care team will develop a long-term personalized care plan according to your specific diagnosis and treatment history and can include the following:

- Medical and preventive care, including an annual clinic visit, timely cancer screenings and surveillance scans; vaccinations; nutrition counseling; and management of symptoms such as fatigue, sleep, and difficulty with intimacy and/or fertility.
- Social support and guidance, including pastoral care, support groups and one-on-one counseling to address post-treatment adjustment, anxiety and stress.
- Pain management to help you find relief from new or ongoing symptoms.
- Rehabilitation services, including physical, occupational and speech therapy and lymphedema treatment.
- Legal and financial assistance to help you sort through issues with returning to work, collecting disability benefits, securing health and/or life insurance and completing an advance directive, living will and health care proxy.
- Referrals to smoking cessation to help you kick the habit through classes, counseling or nicotine replacement personalized to your needs.
- Pediatric, Adolescent and Young Adult Survivorship services designed specifically for those who had cancer as a child, teen, or young adult.

The Survivorship & Supportive Care Center is located on the 3rd floor of the new Scott Bieler Clinical Sciences Center. To make an appointment for a consultation with our team, call **716-845-4800**.

## SUPPORTIVE AND PALLIATIVE CARE PROGRAM

Our Supportive and Palliative Care Program focuses on symptom control and pain management with regard for the emotional, social, and spiritual needs of our patients and their families. Support 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**.



Our Specialty Pharmacy is located on the 1st floor adjacent to the Cafeteria.

Healthy eating is very important during your cancer care. For information on good nutrition, come visit The Resource Center inside the cafeteria on the 1st floor.



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.

## 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 Social Workers at **716-845-8022**.

## 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.

Our services include:

- General cancer information from Roswell Park clinicians and national patient and professional organizations. 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.
- 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

## THE YOUNG ADULT CANCER NETWORK

The Young Adult Program at Roswell Park addresses the medical, psychological, social, and educational needs of young adults between the ages of 18 to 39 who are facing cancer. We can also discuss fertility risks and preservation options before starting cancer treatment. We help 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 adult cancer patients and survivors. 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 [AYA@roswellpark.org](mailto:AYA@roswellpark.org)





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.

# COMMUNITY *Resources*



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

## 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 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.

To help make your visits to Roswell Park 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.



## 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 **1-800-785-2135** or visit [www.campgooddays.org](http://www.campgooddays.org).

## HEALING TOUCH

Roswell Park and the Wilson Support Center have partnered to offer Healing Touch to cancer patients, cancer survivors, and their caregivers. Dates and locations are posted on Roswell Park and the Wilson Support Center calendars. 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 a biofield or energy-based therapy. It incorporates several techniques to balance the human energy field and energy centers 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, call **716-836-6460** to schedule a 30 minute session in our monthly offerings.

## 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**.

## 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 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**.

## 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**. For information on local Us TOO support groups call **716-834-9200**, x5169.

## 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).

Studies show that networking and support groups can help women with ovarian cancer cope better with their illness.



Need a cup of coffee? Free coffee is available in our Hospitality Room on the ground floor.

# 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 is working hard to prevent the spread of germs and infection. But to truly win the fight, we need your help.

## 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.

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.

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

Roswell Park offers 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*

## 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 Acute 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**.

# 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. For information on these resources visit The Resource Center for Patients and Families, 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 **1-866-881-2809**.

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, CT Monday –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.

**If you have Medicare:**

You may contact **Livanta**, an independent, not-for-profit health care evaluation and quality improvement organization. They 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**.

# PATIENTS'

# *Bill of Rights*

As a patient in a hospital in New York State, you have the right, consistent with law, 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 race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.
3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
4. Receive emergency care if you need it.
5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
6. Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
7. A no smoking room.
8. Receive complete information about your diagnosis, treatment and prognosis.
9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Deciding About Health Care — A Guide for Patients and Families."
11. Refuse treatment and be told what effect this may have on your health.

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.

12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
13. Privacy while in the hospital and confidentiality of all information and records regarding your care.
14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
15. Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
16. 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.
17. Receive an itemized bill and explanation of all charges.
18. View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
19. You have a right to challenge an unexpected bill through the Independent Dispute Resolution process.
20. 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. The hospital must provide you with the State Health Department telephone number.
21. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
22. 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, 405.7,405.7(a)(1),405.7(c) 1500 12/16



# Privacy PRACTICES

## A Guide to Policies and rules on confidentiality

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.

THIS NOTICE DESCRIBES 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 Comprehensive Cancer Center (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 Healthcare 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 Comprehensive Cancer Center, 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 healthcare 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.

## **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:** If you receive this Notice on our web site or by electronic mail (e-mail), you are also entitled to request a paper copy of the Notice. For instructions on how to obtain this information in Braille, another language, or other available formats, please call toll-free at **1-800-Roswell (1-800-767-9355)** or visit our website at [www.roswellpark.org](http://www.roswellpark.org).

## **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 **716-845-7794**. 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.



# BENEFITS FOR MEMBERS OF U.S. ARMED FORCES

## AID AND ATTENDANCE

Wartime Veterans, regardless of combat, and non-remarried surviving spouses may be eligible for significant financial assistance to pay for help with activities of daily living provided by a long term care facility, nursing home, or in home care provided by a family member, friend, or an entity. Eligibility is based on income, assets, and need for assistance.

## BLINDNESS

**Federal:** Veterans receiving compensation for service-connected disability and are blind in both eyes or are in receipt of Aid and Attendance may qualify. Blindness need not be service-connected. Guide Dogs, electronic and mechanical aids are available.

**State:** A New York State Blind Annuity is available to legally blind wartime Veterans or their unremarried surviving spouses, who reside and are domiciled in New York State. Blindness does not need to be service-connected.

## BURIAL

**Federal:** Financial assistance for burial and plot

**State:** Qualified disabled Veterans eligible for appointment to non-competitive State employment positions under Sections 55-c of the New York State Civil Service Law.

expenses available for eligible survivors of qualified Veterans. Burial in National Cemeteries available to certain Veterans and family members. Claim must be filed within two years after permanent interment. The VA provides headstones or grave markers for unmarked burial sites. An American flag is available to drape the casket and be given to next of kin.

**State:** Payments authorized by counties for indigent NYS Veterans and certain family members; purchase of headstone also authorized.

**State:** A supplemental burial allowance of up to \$6,000 is authorized for certain military personnel killed in combat or dying from combat wounds.

## CIVIL SERVICE

**Federal:** Ten-point preference for eligible disabled Veterans in competitive exams only. Certain requirements waived and special priority given in certain job categories. Unremarried widow(ers), certain spouses and mothers of disabled Veterans also are eligible for preference. Five-point preference for wartime Veterans honorably discharged.

Information on jobs with New York State agencies is available at [www.cs.ny.gov](http://www.cs.ny.gov) or by email at [pio@cs.ny.gov](mailto:pio@cs.ny.gov) or by calling 1-877-NYS-JOBS (1-877-697-5627).



**Division of  
Veterans' Affairs**

**State and Local:** Ten-point additional credit preference toward original and future appointment for disabled wartime Veterans; five-points for wartime service; and two and a half points for competitive promotional exams. Job retention rights applicable to Veterans and spouses of totally disabled Veterans.

## DISABILITY BENEFITS

**VA Compensation:** Veterans with a disability or disease incurred or exacerbated during active service are entitled to monthly compensation payments determined by the severity of the condition or loss of earning power. Application may be made for the benefit anytime during the Veteran's lifetime. Additional monetary allowances for dependents of Veterans with 30 percent or greater disability rating.

## EDUCATION

**Federal:** The VA administers basic education programs for Veterans and service persons seeking assistance for education or training, which may be non-contributory, contributory, or training for unemployed Veterans.

**Children of Veterans (Federal):** If Veteran's death or total disability is service-connected or if the disability is granted to certain service members still on active duty, the children may pursue approved courses in schools and colleges under the Dependents Education Assistance program. Orphans generally ages 18-26, receive a financial stipend for up to 45 months schooling. Certain children beginning at age 14, may be eligible for special restorative training.

### **Widow(er)s and Spouses (Federal):**

Educational benefits and financial stipends are also available to widow(er)s and spouses of certain Veterans who died of service-connected disability or who are disabled 100% from service-connected causes or for certain service members who are granted the disability while still on active duty.

**State: G.I. Bill –** Veterans who are not New York State residents can attend State University of New York or City University of New York colleges on the G.I. Bill and still receive the in-state tuition rate.

**State: Veterans Tuition Award –** Under Education Law Section 669-a, NY residents who are "combat Veterans" of the Vietnam, Persian Gulf, and Afghanistan conflicts, or who have received an Expeditionary Medal, may be eligible to receive the NYS Veterans' award per semester will equal to the amount of undergraduate tuition charged by SUNY to NYS residents or actual tuition, whichever is less.

**State:** Child of a Veteran Award provides eligible children of deceased Veterans, or those service-connected disabled of 40% or greater, or those classified as former prisoners of war, or as missing in action, a non-competitive award of \$450 a year.

**State:** Military Service Recognition Scholarship (MSRS) Available to certain dependents of military personnel killed, severely disabled or missing in action while serving in combat or a combat zone of operation since Aug. 2, 1990.

## EMPLOYMENT & TRAINING

As guaranteed by the New York State Veterans Bill of Rights for Employment Services, Veterans are entitled to priority service at all New York State Department as for employment counseling, vocational testing and other services. Veterans receive special priority for all services and training funded by the Workforce Investment Act. For more information call **1-800-342-3358** or contact your nearest State Labor office.

## GOLD STAR PARENTS ANNUITY

New York State provides an annuity payment of \$500 per parent, up to \$1000 per deceased Veteran for Gold Star Parents (as defined in 10 USC 1126) who reside and are domiciled in New York State.

## HEALTH CARE

**Hospitalization:** VA facilities give the highest priority for medical care to those Veterans who are: rated service-connected disabled; retired by disability from active duty; were awarded the Purple Heart; in receipt of VA pension; are eligible for Medicaid; are former POW's; in need of care for a condition related to exposure to dioxin or other toxic substance (Agent Orange) or Gulf War diseases, or exposure to ionizing radiation while on active duty. Non-service connected Veterans may be treated if facility resources allow, and may be subject to a test of financial means and a co-payment.

Veterans who served in combat locations since Nov. 11, 1998 are eligible for free health care for five years following discharge for conditions potentially related to combat service.

**Outpatient Medical Treatment:** VA provides medical services to eligible Veterans on an outpatient basis within the limits of the facilities.

## HOMES (STATE) FOR VETERANS

The Homes for Veterans Program offers low interest rate mortgage programs and additional benefits to qualified Veterans making homeownership more attainable for Veterans by relaxing eligibility requirements, eliminating fees, and providing closing cost assistance. Co-Op's eligible.

## HOME LOAN GUARANTY

**Federal:** Certain Veterans and spouses are eligible for GI loans for homes, condominiums and manufactured homes. Participating financial institutions receive a guarantee from the VA covering part of the loan in the event of default on repayment. Applicants must apply for a certificate of eligibility.

## INSURANCE

Holders of USGLI, NSLI and VSLI policies can obtain information concerning conversion, beneficiary changes, loans and disability riders from their local State Veteran Counseling Center. Service-members with SGLI have 120 days following separation from service to convert to a permanent insurance plan.

## LICENSES & PERMITS

Veterans with a 40% or greater disability rating are eligible for low-cost hunting and fishing licenses, and free use of state parks, historic sites and recreation sites.



## NURSING HOME CARE

### **Nursing Home (Domiciliary) Care (Federal):**

Admission limited to eligible Veterans who are disabled, unable to earn a living and in need of medical treatment and full care other than hospitalization. Nursing home care can be authorized for a limited period on referral from VA medical centers.

**State Veterans Homes:** The New York State Department of Health operates four state Veterans homes for Veterans, spouses and certain parents: a 242-bed Veterans home at Oxford, Chenango County; a 250-bed Home at St. Albans, Queens; a 126-bed Home in Batavia, Genesee County; and a 250-bed home at Montrose, Westchester County. A 350-bed Veterans Home on the campus of SUNY at Stony Brook, Long Island is operated by the University's Health Sciences Center. Health care and skilled nursing services are available at all facilities.

## PENSION BENEFITS

### **VA Disability Pension (Non-Service**

**Connected):** A monthly pension is payable to eligible wartime Veterans, or surviving spouses, with limited income and non- service-connected disabilities that are permanent and totally disabling. Veterans must be determined to be permanently and totally disabled for pension purposes. Payments based on annual income.

## PROPERTY TAX EXEMPTION

Partial exemption from real property taxes is based on wartime or "Cold War era" service, combat and expeditionary duty, and degree of service-connected disability. Applications must be filed before the local Taxable Status Day. Qualifying surviving spouses may file for benefit based on their spouse's military service. Gold Star parents may be eligible, subject to local statute. Exemption applies to local and county property taxes and may apply to school taxes.

## RE-EMPLOYMENT

Application to former employer for restoration to pre-military position, other than temporary employment, should be made within 90 days of separation. Job reinstatement is for like seniority, status and pay. Reservists after initial training must seek reinstatement within 31 days.

## REVIEW OF DISCHARGE

Military Boards of Review have authority to correct and upgrade most discharges based on facts presented for consideration.

## SPECIALLY ADAPTED HOMES

**Federal:** Certain seriously disabled or blinded Veterans may be eligible for a grant to build or adapt their home to meet the wheelchair needs or other adaptations for the Veteran's disability.

**State:** Seriously disabled Veterans who are eligible to receive federal funds to adapt their homes are exempt from local property taxes, including school taxes and special charges.

## SURVIVORS' BENEFITS

### **VA Dependency and Indemnity Compensation**

**(DIC):** DIC payments are payable to eligible spouses, unmarried children under 18, certain children pursuing higher education, certain helpless children, and dependent parents of Veterans whose death was service-connected. Benefits are discontinued upon remarriage. Annual income of parents is an eligibility factor for parental DIC.

### **VA Surviving Spouse Pension**

**(Non- Service-Connected Death):** Certain surviving spouses and children of a deceased wartime Veteran may be eligible for a death pension. Amount depends on monthly income and, in some instances, net worth. Minor children may be eligible even though spouse remarries.

## VOCATIONAL REHABILITATION

**Federal:** Entitlement to vocational rehabilitation benefits — including institutions of higher education, trade schools, apprenticeship programs and on- the-job training are available for eligible Veterans with service-connected disabilities.

**State:** The Adult Career and Continuing disabled Veterans a program of vocational evaluation, consultation and training.

Rev 6/15



## Division of Veterans' Affairs

New York State Division of Veterans' Affairs  
2 Empire State Plaza, 17th Floor  
Albany, NY 12223-1551

1-888-VETS NYS (1-888-838-7697)  
[www.veterans.ny.gov](http://www.veterans.ny.gov)

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

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

# FACILITIES IN NEW YORK

## Veterans Health Administration – VISN Offices

Station ID	Facility	Address	Phone
10N2	VISN 2: NY/NJ VA Health Care Network	130 W. Kingsbridge Road, Building 16 Bronx, NY 10468	718-741-4134

## Veterans Health Administration – VISN 2: NY/NJ VA Health Care Network

Station ID	Facility	Address	Phone
620	VA Hudson Valley Health Care System	2094 Albany Post Rd. Montrose, NY 10548	914-737-4400
630	VA NY Harbor Healthcare System	423 East 23rd Street New York, NY 10010	
528	VA Western New York Healthcare System	3495 Bailey Avenue Buffalo, NY 14215	716-834-9200 Or 716-834-9200
528A8	Albany VA Medical Center: Samuel S. Stratton	113 Holland Avenue Albany, NY 12208	518-626-5000 Or 518-626-5000
528A6	Bath VA Medical Center	76 Veterans Avenue Bath, NY 14810	607-664-4000 Or 607-664-4000
630A4	Brooklyn Campus of the VA NY Harbor Healthcare	800 Poly Place Brooklyn, NY 11209	718-836-6600
528A5	Canandaigua VA Medical Center	400 Fort Hill Avenue Canandaigua, NY 14424	585-394-2000 Or 585-394-2000
620A4	Castle Point Campus of the VA Hudson Valley Health	41 Castle Point Road Wappingers Falls, NY 12590	845-831-2000
620	Franklin Delano Roosevelt Campus of the VA	2094 Albany Post Rd. Montrose, NY 10548	914-737-4400
526	James J. Peters VA Medical Center (Bronx, NY)	130 West Kingsbridge Road Bronx, NY 10468	718-584-9000
630	Manhattan Campus of the VA NY Harbor Healthcare	423 East 23rd Street New York, NY 10010	212-686-7500
632	Northport VA Medical Center	79 Middleville Road Northport, NY 11768	631-261-4400 Or 631-261-4400
528A7	Syracuse VA Medical Center	800 Irving Avenue Syracuse, NY 13210	315-425-4400 Or 315-425-4400
528A4	VA Western New York Healthcare System at Batavia	222 Richmond Avenue Batavia, NY 14020	585-297-1000
528	VA Western New York Healthcare System at Buffalo	3495 Bailey Avenue Buffalo, NY 14215	716-834-9200 Or 716-834-9200
630A5	St. Albans Community Living Center	179-00 Linden Blvd. & 179 Street Jamaica, NY 11425	718-526-1000
528	Behavioral Health Facility	620 Erie Blvd West Syracuse, NY 13204	315-425-4400 X 53463
528G5	Auburn VA Outpatient Clinic	17 Lansing Street Auburn, NY 13021	315-255-7002

528G3	Bainbridge VA Outpatient Clinic	109 North Main Street Bainbridge, NY 13733	607-967-8590
632HC	Bay Shore Clinic	132 East Main Street Bay Shore, NY 11706	631-754-7978
528GN	Binghamton VA Outpatient Clinic	Garvin Building, 425 Robinson St. Binghamton, NY 13901	607-772-9100
528	CANI	Watertown Center Watertown, NY 13601	315-782-0067
620GB	Carmel Community Clinic/ Putnam County	1875 Route 6, Provident Bank, (2nd Floor) Carmel, NY 10512	845-228-5291
528G7	Catskill VA Outpatient Clinic	Columbia Greene Medical Arts Building, Suite D305, 159 Jefferson Hgts Catskill, NY 12414	518-943-7515
528GY	Clifton Park VA Outpatient Clinic	963 Route 146 Clifton Park, NY 12065	518-383-8506
528GC	Dunkirk VA Outpatient Clinic	166 East 4th Street Dunkirk, NY 14048	716-203-6474
632GA	East Meadow Clinic	2201 Hempstead Turnpike, Building Q East Meadow, NY 11554	631-754-7978
620GH	Eastern Dutchess Pine Plains Community Clinic	2881 Church St, Rt 199 Pine Plains, NY 12567	518-398-9240
528G4	Elmira VA Outpatient Clinic	1316 College Avenue Elmira, NY 14901	877-845-3247
528G6	Fonda VA Outpatient Clinic	2623 State Highway 30A Fonda, NY 12068	518-853-1247
528GT	Glens Falls VA Outpatient Clinic	84 Broad St. Glens Falls, NY 12801	518-798-6066
620GD	Goshen Community Clinic	30 Hatfield Lane, Suite 204 Goshen, NY 10924	845-294-6927
630GA	Harlem Community Clinic	55 West 125th Street New York, NY 10027	646-273-8125
528GB	Jamestown VA Outpatient Clinic	608 West 3rd Street Jamestown, NY 14701	716-338-1511
528GZ	Kingston VA Outpatient Clinic	324 Plaza Road Kingston, NY 12401	845-331-8322
528GQ	Lackawanna VA Outpatient Clinic	1234 Abbott Road Lackawanna, NY 14218	716-821-7815
528GK	Lockport VA Outpatient Clinic	5883 Snyder Drive Lockport, NY 14094	716-438-3890
528G1	Malone VA Outpatient Clinic	3372 State Route 11, Main Street Malone, NY 12953	518-483-1529
528GL	Massena VA Outpatient Clinic	6100 St. Lawrence Centre Massena, NY 13662	315-705-6666
620GF	Monticello Community Clinic	55 Sturgis Road Monticello, NY 12701	845-791-4936



620GA	New City Community Clinic	345 North Main Street, Upper Level New City, NY 10956	845-634-8942
528GD	Niagara Falls VA Outpatient Clinic	2201 Pine Avenue Niagara Falls, NY 14301-2300	716-862-8580
528GR	Olean VA Outpatient Clinic	VA Outpatient Clinic, 465 North Union Street Olean, NY 14760-2658	716-373-7709
528GP	Oswego VA Outpatient Clinic	437 State Route 104 E Oswego, NY 13126	315-207-0120
632HD	Patchogue Community Clinic	4 Phyllis Drive Patchogue, NY 11772	631-754-7978
528GV	Plattsburgh VA Outpatient Clinic	80 Sharron Avenue Plattsburgh, NY 12901	518-561-6247
620GE	Port Jervis Community Clinic	150 Pike St. Port Jervis, NY 12771	845-856-5396
620GG	Poughkeepsie Community Clinic	488 Freedom Plains Rd., Suite 120 Poughkeepsie, NY 12603	845-452-5151
632HX	Riverhead Clinic	300 Center Drive Riverhead, NY 11901	631-754-7978
528GE	Rochester VA Outpatient Clinic	465 Westfall Road Rochester, NY 14620	585-463-2600
528GM	Rome - Donald J. Mitchell VA Outpatient Clinic	125 Brookley Road, Building 510 Rome, NY 13441	315-334-7100
528G2	Saranac Lake	33 Depot St. Saranac Lake, NY 12983	518-626-5237
528GW	Schenectady VA Outpatient Clinic	1346 Gerling Street, Sheridan Plaza Schenectady, NY 12308	518-346-3334
528GQ	Springville	15 Commerce Drive Springville, NY 14141	716-592-2409
132V	Staten Island Community Clinic	1150 South Ave, 3rd Floor, Suite 301 Staten Island, NY 10314	718-761-2973
526GD	Thomas B. Noonan Community Clinic (Queens)	47-01 Queens Blvd, Room 301 Sunnyside, NY 11104	718-741-4800
528G9	Tompkins/Cortland County	1451 Dryden Road Freeville, NY 13068	607-347-4101
528GX	Troy VA Outpatient Clinic	295 River Street Troy, NY 12180	518-274-7707
632HA	Valley Stream Clinic	99 South Central Avenue Valley Stream, NY 11580	631-754-7978
528	Watertown VA Outpatient Clinic	144 Eastern Blvd. Watertown, NY 13601	315-221-7026 Or 315-221-7026
528	Wellsville VA Outpatient Clinic	3458 Riverside Drive, Route 19 Wellsville, NY 14895	607-664-4660 Or 607-664-4660
528G2	Westport	7426 NYS Route 9N Westport, NY 12993	518-626-5236

526GA	White Plains Community Clinic	23 South Broadway White Plains, NY 10601	914-421-1951 X 4300
526GB	Yonkers Community Clinic	124 New Main St. Yonkers, NY 10701	914-375-8055 X 4400
111	Albany Vet Center	17 Computer Drive West Albany, NY 12205	518-626-5130 Or 877-927-8387
120	Babylon Vet Center	100 West Main Street Babylon, NY 11702	631-661-3930 Or 877-927-8387
137	Binghamton Vet Center	53 Chenango Street Binghamton, NY 13901	607-722-2393 Or 607-722-2393
110	Bronx Vet Center	2471 Morris Ave., Suite 1A Bronx, NY 10468	718-367-3500 Or 718-367-3500
0105V	Brooklyn Vet Center	25 Chapel St. Suite 604 Brooklyn, NY 11201	718-630-2830 Or 877-927-8387
0107V	Buffalo Vet Center	2372 Sweet Home Road, Suite 1 Buffalo, NY 14228	716-862-7350 Or 716-862-7350
133	Harlem Vet Center	2279 - 3rd Avenue, 2nd Floor New York, NY 10035	646-273-8139 Or 877-927-8387
106	Manhattan Vet Center	32 Broadway 2nd Floor - Suite 200 New York, NY 10004	212-951-6866 Or 212-951-6866
139	Middletown Vet Center	726 East Main Street, Suite 203 Middletown, NY 10940	845-342-9917 Or 845-342-9917
0138V	Nassau Vet Center	970 South Broadway Hicksville, NY 11801	516-348-0088 Or 516-348-0088
109	Queens Vet Center	75-10B 91 Avenue Woodhaven, NY 11421	718-296-2871 Or 877-927-8387
124	Rochester Vet Center	2000 S. Winton Road, Bldg 5, Ste. 201 Rochester, NY 14618	585-232-5040 Or 585-232-5040
132	Staten Island Vet Center	60 Bay Street Staten Island, NY 10301	718-816-4499 Or 718-816-4499
131	Syracuse Vet Center	109 Pine Street, Suite 101 Syracuse, NY 13210	315-478-7127 Or 877-927-8387
135	Watertown Vet Center	210 Court Street, Suite 20 Watertown, NY 13601	315-782-5479 Or 315-782-5479
123	White Plains Vet Center	300 Hamilton Ave. Suite C White Plains, NY 10601	914-682-6250 Or 914-682-6250

### Veterans Benefits Administration – North Atlantic District

Station ID	Facility	Address	Phone
306	New York Regional Benefit Office	245 W Houston St. New York, NY 10014	800-827-1000
307	Buffalo Regional Benefit Office	130 S. Elmwood Avenue Buffalo, NY 14202-2478	800-827-1000
307	Intake Site At Fort Drum	Fort Drum Outbased Office/ Dept of VA Fort Drum, NY 13602	
88	Albany Rural Cemetery Soldiers' Lot	Cemetery Avenue Albany, NY 12204	518-581-9128
803	Bath National Cemetery	VA Medical Center, San Juan Avenue Bath, NY 14810	607-664-4853
805	Calverton National Cemetery	210 Princeton Boulevard Calverton, NY 11933	631-727-5410
808	Cypress Hills National Cemetery	625 Jamaica Avenue Brooklyn, NY 11208	631-454-4949
917	Gerald B. H. Solomon Saratoga National Cemetery	200 Duell Road Schuylerville, NY 12871-1721	518-581-9128
815	Long Island National Cemetery	2040 Wellwood Avenue Farmingdale, NY 11735-1211	631-454-4949
824	Woodlawn National Cemetery	1825 Davis Street Elmira, NY 14901	607-732-5411

# DISCRIMINATION IS AGAINST THE LAW

Roswell Park Comprehensive Cancer Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Roswell Park does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

## **Roswell Park Comprehensive Cancer Center:**

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, braille)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Language Assistance Coordinator at **716-845-8022**.

If you believe that Roswell Park has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

David C. Scott,  
Director of Diversity and Inclusion  
Roswell Park Comprehensive Cancer Center  
RSC Building – Room 430  
Elm & Carlton Streets,  
Buffalo, New York 14063  
Telephone: 716-845-8840  
Fax: 716-845-4820  
E-mail: David.Scott@Roswellpark.org

You can file a grievance in person or by mail, fax or e-mail. If you need help filing a grievance, David C. Scott, Director of Diversity and Inclusion, is available to help you.

You can also file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights – electronically through the Office for Civil Rights Complaint Portal, available at [www.ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://www.ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

US Department of Health and Human  
Services  
200 Independence Avenue, SW  
Room 509F, HHH Building,  
Washington, DC 20201  
1-800-368-1019  
1-800-537-7697 (TDD)

Complaint forms are available at:  
[www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).



# LANGUAGE SERVICES

**English:** If you do not speak English, we have free language assistance services available. Call 716-845-8022.

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 716-845-8022.

**Chinese:** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 716-845-8022。

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 716-845-8022.

**Haitian Creole:** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 716-845-8022.

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 716-845-8022.

**Italian:** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 716-845-8022.

**Yiddish:** 716-845-8022 רופט אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. .

**Bengali:** লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলতে পারেন, তাহলে বিনামূল্যে ভাষা সহায়তা পরিষেবা পাবেন। কল করুন 716-845-8022

**Polish:** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 716-845-8022.

**Arabic:** الاتصال على الرقم ٧١٦٨٤٥٨٠٢٢ تنبيه! إذا كنت تتكلم باللغة العربية، تتوفر لدينا خدمات الترجمة الشفهية المجانية. الرجاء

**French:** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 716-845-8022.

**Urdu:** خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ 716-845-8022 پر کال کریں

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 716-845-8022.

**Greek:** ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, υπάρχουν στη διάθεσή σας υπηρεσίες γλωσσικής υποστήριξης που παρέχονται δωρεάν. Τηλεφωνήστε στο νούμερο 716-845-8022.

**Albanian:** KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 716-845-8022.

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 716-845-8022.

## Burmese:

ဂရုပြုရန် - သင်သည် အင်္ဂလိပ်ဘာသာစကားကိုပြောဆိုခြင်းမရှိပါက ကျွန်ုပ်တို့ထံတွင် အခမဲ့ ဘာသာစကား ဆိုင်ရာ အကူအညီပေးသည့်ဝန်ဆောင်မှုများကို ရရှိနိုင်ပါသည်။ 716-845-8022 ထံ ဖုန်းခေါ်ဆိုပါ။

**Farsi:** توجه فرمایید : اگر شما زبان فارسی میباشید، دسترسی به ترجمه و خدمات زبانی رایگان دارید. با شماره فرمایید حاصل تماس ۸۴۵-۸۰۲۲ (۷۱۶)

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

## Karen

နမ့်တကတိအဲကလံးကျိာ်အယိ, ပအိာ်ဒီး တာ်ကျိးထံန့ၣ်ကျိာ်အတာ်မၤစၢၤလၢ တလိာ်ဟ့ၣ်တာ်အဘူးအလဲဘၣ်န့ၣ်လီၤ. ကိး ၇၁၆-၈၄၅-၈၀၂၂ တက့ၢ်.

# 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



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



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



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

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