Welcome to Roswell Park Cancer Institute.

Our patients come from all over the country and the world to seek state-of-the-art management that is often not accessible elsewhere. In Upstate New York, Roswell Park Cancer Institute stands alone as both the only National Cancer Institute-designated comprehensive cancer center and member of the prestigious National Comprehensive Cancer Network.

No one wants to be in the hospital, but as one of our patients, you can rest assured that we strive to provide the world’s best, most compassionate cancer care in the most pleasant, cheerful surroundings. Not many facilities can make statements like these, but Roswell Park Cancer Institute is a special place, staffed by special people. Here, the extraordinary is ordinary, and excellence is the standard.

Whether doctor or nurse, technician or social worker, nutritionist or clinic receptionist, each and every Roswell Park employee believes that the best, most direct way to engender trust and confidence in our patients is by practicing evidence-based medicine, applying current best practices, continually reviewing, measuring and sharing outcomes, and meeting the individual needs of our patients and their families. You have my guarantee that your patient experience at Roswell Park will be delivered by a team of experts that focuses only on you and your needs and preferences.

During your time here, you will have many questions. We hope that this handbook will provide important direction and assistance. Take a few minutes to look it over and if you still have questions, please do not hesitate to ask them. We are here for you, hoping to make your time with us as comfortable and beneficial as possible.

[Signature]

Donald L. Trump, MD, FACP
President and CEO
Preparing for Your Visit

The letter that came with this book confirms the date and time of your first visit. In order to prepare for your visit, we would like to ask you to do a few things.

We will need to have certain medical information that only you can provide. Below is a checklist of items and information you need to bring with you:

☐ Your Health Insurance ID Card and Referral
   Please bring your health insurance identification card. If your insurer requires a referral, make sure you have obtained that referral and, if necessary, bring a copy 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 and Radiology Reports
   Please bring copies of any lab reports, radiology reports, films, slides, or CDs you may have received from other physicians or facilities.

☐ List of Allergies
   It is important for your health care team to know if you have any allergies (especially allergies to latex, iodine, or seafood). Please use the form in the back of this book (in the section Tools to Manage Your Visit) to list your allergies.

☐ 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 complete and bring the Medication List form in the back of this book (in the section Tools to Manage Your Visit). We suggest you keep a copy of your Medication List for future reference.

☐ A List of Your Physicians
   Please use the form at the back of this book (in the section Tools to Manage Your Visit) to list all of the names, addresses, and telephone numbers of any doctors you have seen in the last year. This includes your primary care physician or internist, cancer specialist, or any other specialists. For each doctor, indicate whether you would like us to contact him or her.

☐ 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 with you. If you would like some assistance completing this form, call our Psychosocial Oncology Department at (716) 845-8022.
A List of Questions for Your Doctor
You will want to learn everything you can about your cancer so you can make informed decisions about your care and treatment. We suggest you write down a series of questions you’d like to ask your doctor. Here are some questions you may want to include:

• What kind of cancer do I have and where is it located?
• What treatments are available for me?
• What are the risks and side effects?
• Will I need to be in the hospital to receive treatment?
• How will my treatment affect my daily activities?

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

This Book
Remember to bring this book with you. It contains telephone numbers and other information that you’ll find useful during your visits.

Help Prevent Medication Errors
In order to ensure your safety when dealing with medication, your Roswell Team recommends you follow a few simple rules:

1. Keep a list of ALL the medications you are taking. Write down:
   • the name of the drug and why you take it
   • the strength of the medication (ex. 10 mg) and the dose you use
   • how often you take it and how you take it

2. Don’t forget to include:
   • over-the-counter products
   • herbal and other types of supplements
   • vitamins and minerals
   • alternative, complementary, or enhancement products

Please share this information with all your healthcare providers.

■ Ask if you have any questions or concerns about your medications. When you pick up a refill at the pharmacy, look at the name and the medication. If it looks different or the name sounds different, ask the pharmacist, not the counter person.

■ Read the information for patients that your pharmacy gives you with a new prescription. If you don’t receive any information, ask your pharmacist for a copy.

■ Use only 1 pharmacy (or 1 pharmacy chain) to fill your prescriptions, whenever possible.

■ Report any side effects to your doctor.

Here’s why it is so important to follow these simple tips to keep you safe during your cancer treatment:

■ The medicines used to treat cancer can be very strong. You must use them exactly as your doctor prescribes.

■ Drugs that prevent or manage side effects may also have some unpleasant side effects.

■ A certain drug or dose may be life-saving for someone. That same drug or dose may cause someone else to become very sick or even die.

■ Certain foods or other drugs may affect how your medication works. They may weaken, strengthen, or block the intended actions of a medication.

A Roswell Park pharmacist is available to talk with you about any of your medications, concerns, questions.
Getting Around our Buffalo Location

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.

Parking
When arriving at Roswell Park, 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 may use the enclosed walkway on the third floor of the parking ramp to go directly into the hospital building or simply cross Carlton Street at the crosswalk. The walkway is particularly useful in inclement weather.

You may choose to drive up to the main entrance of the hospital and have a valet park your vehicle for you. Valet parking is available for patients from 7:00am to 6:00pm, Monday through Friday (except holidays). There is a $1.00 additional charge for valet services (standard parking rates apply). To valet your vehicle, just pull up to the hospital entrance and our valet attendants will assist you.

Patients or their drivers may receive a reduced parking validation as outlined below:

**Inpatients** – On the day of admission or discharge from the hospital, the patient (or their driver) may obtain a reduced parking validation.

**Outpatients** – On each day of an outpatient visit, the patient (or their driver) may obtain a reduced parking validation.

To receive the reduced parking validation, 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.

Inpatients – On the day of admission or discharge from the hospital, the patient (or their driver) may obtain a reduced parking validation.

Outpatients – On each day of an outpatient visit, the patient (or their driver) may obtain a reduced parking validation.

To receive the reduced parking validation, 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.

Metered on-street parking is also available. However, the length of your visit and meter expiration should be considered as we have no control over City of Buffalo Parking Stations.

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

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 webpage at [www.nfta.com/metro](http://www.nfta.com/metro).

Lodging
Many nearby local hotels and hospitality houses in downtown Buffalo offer special rates to 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 Psychosocial Oncology Department at (716) 845-8022 and ask to speak to the Lodging Coordinator. Information about lodging is also available at the Roswell Park website: [www.roswellpark.org/directions-maps/lodging](http://www.roswellpark.org/directions-maps/lodging).
Directions to our Buffalo location

From the New York State Thruway (Interstate 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 one block past the ramp entrance on the right.

Leaving Roswell Park

- 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.
The Day of Your Visit to our Buffalo Location

1. Enter the Hospital
The main entrance opens to the hospital lobby on the ground floor. In the middle of the lobby is the Information Desk. Stop there to have your parking ticket validated. Wheelchairs are available at the front door; ask one of the transportation staff stationed at the entrance for assistance. If you need additional assistance or directions, look for our volunteers in the royal blue blazers stationed in the lobby. They will be happy to assist you.

2. Register and Get Your ID Card
Check in at the Patient Access Department (Registration) located in the lobby. A Patient Access staff member will greet you, ask if you have brought radiology films or slides and the list of your physicians (In the section Tools to Manage Your Visit at the back of the book we’ve provided a form you can use to list your physicians).

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:
• ask for your health and prescription insurance information
• provide you with your patient identification “green card”
• provide you with Health Care Proxy and Advance Directive forms, if you need them
• direct you to your appointment

If you have questions or issues regarding your health insurance coverage or possible discounted rates, ask to speak to a Financial Counselor.

3. Have Your Blood Tested, if Required
The Patient Access representative will let you know if you need blood tests, and will direct you to the Phlebotomy (blood test) Department located on the ground floor near Patient Access.

4. Proceed to Your Designated Center
The letter you received from us explained which Ambulatory Center you are to report to on your first visit. Proceed to that Center, which will be located on the ground floor or floors 1, 2, or 3. Ask any staff member or volunteer you see in the lobby for directions and assistance.

5. Check-In
Once you arrive at your Center, check in with the receptionist. She will let the nurse assigned to your doctor know that you are here.

6. Pagers
If you would like to visit other areas of the hospital while you wait, ask the receptionist for a pager. Don’t worry, you will have plenty of time to get back before your appointment. You may visit the Sunflower Café, newsstand, gift shop, hospitality room, Community Cancer Resource Center, or other places that may interest you (see the section, Amenities). We also have a team of volunteers that circulate the hospital providing beverages, snacks, games, puzzles, magazines, and helpful information.
7. Meet with Your Health Care Team
Before you meet with your doctor, 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.

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

Advance Blood Draw
We have a convenient new option to make your appointments more efficient! See your doctor without having to wait for your lab results. Here’s how:

There will be dedicated times for your appointment in phlebotomy to make the process as quick as possible. The times in our Downtown hospital are:
Monday – Friday
6:00am to 7:00am
1:00pm to 4:30pm

Dedicated times for your appointment in phlebotomy in Amherst are as follows:
Monday – Friday
6:30am to 7:30am
11:30am to 3:00pm

There will also be dedicated FREE parking available in the 5 parking spots on the 3rd floor of the parking ramp by the door leading to the hospital. If these spaces happen to be full you can park anywhere in the ramp for free. Bring in your parking ticket for validation to receive free parking. Please refrain from using valet parking since you should be finished with your blood draw before your car can be parked and retrieved.

When You Have Questions
Whenever you have questions about your cancer care and treatment at Roswell Park, call your Center at the number listed in the Telephone Directory section. If you have any questions or problems during evenings, weekends, or holidays, call (716) 845-2300 and ask to speak to the physician who is on call for your Center.
Getting Around Our 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 beautiful and comfortable settings.

Amherst Location

Staff
The Roswell Park Amherst Center medical and nursing teams include:
- Physicians
- Nurse Practitioners
- Nurses
- Phlebotomists
- Pharmacists

Making an Appointment
- Current Roswell Park Patients: If you are currently receiving care at our Buffalo campus you can speak to your physician to find out whether you can transfer to the Amherst Center. The department secretary can assist you in making your new appointments.
- New Patients: Call 1-800-ROSWELL (1-800-767-9355) and speak to a referral representative to set up an appointment.

Hours
Monday through Friday from 8:00am to 5:00pm

Location
Roswell Park Cancer Institute – Amherst Center
Physicians’ Offices and Chemotherapy Infusion Center
100 College Parkway, Suite 290
Williamsville, NY 14221
(716) 845-2900

Adjacent to the North Campus of Erie Community College, the Roswell Park Chemotherapy Infusion and Clinic satellite in Amherst is easily accessible from the New York State Thruway and other major routes. The satellite is located on the second floor of a medical building that is accessible to visitors with disabilities.

Directions
The RPCI Amherst satellite is located at 100 College Parkway, between Main Street and Wehrle Drive.
- From the West: From Main Street in Williamsville (Route 5): turn south onto S. Youngs Road, then west onto College Parkway.
- From the North: From Sheridan Drive, 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, then bear left as the road becomes Aero Drive, go under the runway tunnel and immediately turn right (north) onto S. Youngs. Pass Wehrle, and turn left onto College Parkway.

Lodging
Many nearby local hotels and hospitality houses in the Amherst area offer special rates to 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 Psychosocial Oncology Department at (716) 845-8022 and ask to speak to the Lodging Coordinator. Information about lodging is also available at the Roswell Park website: www.roswellpark.org/directions-maps/lodging.
Niagara Falls Location

Staff
We will be accepting appointments for assessment examination for the following cancer diagnosis:
- GI (gastrointestinal)
- GYN (gynecologic)
- Thoracic (lung)
- Dermatologic (skin)
- GU (urological such as bladder, prostate, etc)

Making an Appointment
- **Current Roswell Park Patients:** If you are currently receiving care at our Buffalo campus you can speak to your physician to find out whether you can transfer to the Niagara Falls Center. The department secretary can assist you in making your new appointments.
- **New Patients:** Call **1-800-ROSWELL (1-800-767-9355)** and speak to a referral representative to set up an appointment.

Hours
Monday through Friday from 8:00am to 4:00pm

Location
Summit Healthplex and Medical Center
6934 Williams Road, Building 1, Suite 300
Niagara Falls, New York 14304

Directions
**From Canada taking the Peace Bridge**
- QEW toward Buffalo, NY
- Cross over the Peace Bridge into U.S.
- After customs, follow signs for I-190 North
- From the I-190, take exit 21A for LaSalle Expy toward Tonawandas
- At the end of the LaSalle Expy, turn left onto Williams Rd.
- Roswell Park’s Niagara Falls location will be on your left at 6934 Williams Rd.

**From Canada taking the Rainbow Bridge**
- Cross over the Rainbow Bridge into U.S.
- The Rainbow Bridge becomes Niagara Street
- From Niagara Street, turn right onto RT-384 South/John B. Daly Blvd.
- Continue on RT-384 South and follow signs for Robert Moses State Pkwy South
- You will bear to the left to enter the Robert Moses Pkwy going towards LaSalle Expy
- After 4 miles, when you are approaching the Grand Island Bridge, bear to the right for the ramp for the LaSalle Expy
- At the end of the LaSalle Expy, turn left onto Williams Rd.
- Roswell Park’s Niagara Falls location will be on your left at 6934 Williams Rd.

**From Downtown Buffalo**
- Follow signs for I-190 North
- Continue on the I-190 for about 15 miles and take exit 21A for LaSalle Expy toward Tonawandas
- Keep right at the fork and merge onto LaSalle Expy
- At the end of the LaSalle Expy, turn left onto Williams Rd.
- Roswell Park’s Niagara Falls location will be on your left at 6934 Williams Rd.

**From Rochester, NY**
- Follow signs for NYS 90 West toward Buffalo
- Take exit 50 for I-290 toward Niagara Falls
- At the end of the I-290, go to the right for I-190 North toward Niagara Falls
- From the I-190, take exit 21A for LaSalle Expy toward Tonawandas
- At the end of the LaSalle Expy, turn left onto Williams Rd.
- Roswell Park’s Niagara Falls location will be on your left at 6934 Williams Rd.

**From Lockport, NY**
- Follow signs for RT-31 West (Saunders Settlement Rd.)
- Turn left on RT-429 South / Ward Rd.
- Turn right on Niagara Falls Blvd. / RT-62
- Turn left on Williams Rd.
- Roswell Park’s Niagara Falls location will be on your left at 6934 Williams Rd.

Lodging
Patients or family members who do not live in the Buffalo or Niagara Falls area and have Medicaid may qualify for lodging assistance. To obtain information on local lodging options, call our Psychosocial Oncology Department at **(716) 845-8022** and ask to speak to the Lodging Coordinator. Information about lodging is also available at the Roswell Park website: [www.roswellpark.org/directions-maps/lodging](http://www.roswellpark.org/directions-maps/lodging)
Amenities at Roswell Park Cancer Institute

These resources are available at Roswell Park to help make your stay as convenient and comfortable as possible.

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

**Cafeteria**
The Sunflower Café is located on the 1st floor. Weekday hours are:
- 6:30am to 5:30pm, except for a brief closing from 10:30am to 11:00am to allow for meal preparation.
Weekend and holiday hours are:
- 8:00am to 5:30pm; the same half-hour closing applies.

**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 open 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.

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

**Computer Loans**
We have laptop computers available for loan to our inpatients. 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.

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

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

**Mailing Services**
A UPS drop-off box, and a FedEx drop-off box are located near the main entrance on the ground floor. A USPS mailbox is located outside of the hospital on the corner of Carlton and Elm Streets.
**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 7:00am to 5:30pm Monday through Friday.

**Public Safety and Security**
Daily after 4:00pm, 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.

**Gift Shop**
Located on the ground floor of the hospital, the Gift Shop sells greeting cards, toiletries, snacks, flowers, jewelry, stuffed animals, books, and gift items. It is open from 9:00am to 8:30pm weekdays and from 11:00am to 3:00pm on weekends.

**Telephones**
Public telephones are available on the ground floor, the 1st floor near the elevators, and near the surgical waiting rooms on floors 5, 6, and 7. A courtesy phone is available at the Information Desk in the lobby. It may be used for internal or local phone calls.

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.

**Vending Machines**
Located in the cafeteria on the 1st floor, the vending machines are available 24 hours a day, 7 days a week.
Roswell Park
Resources and Support

The Young Adult Program
The Young Adult Program addresses the medical, psychological, social, and educational needs of young adults between the ages of 20 – 39 who are facing cancer. We can also discuss fertility risks and preservation options before starting cancer treatment. The Program helps young adult patients network with one another through monthly workshops and social events. Overall, the Young Adult Program serves as a great resource for young adults at all stages of their journey. For more information, please contact us: www.roswellpark.org/AYA or facebook.com/RoswellParkAYA or email us at AYA@roswellpark.org

Cancer Information Service
If you have general questions about cancer or Roswell Park Cancer Institute, call our information specialists at 1-877-ASK-RPCI (1-877-275-7724). They are ready to answer any of your questions, provide free literature, and assist you in finding the services you need.

The Cancer Information Services is available Monday through Friday from 9:00am to 5:30pm.

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

Our services include:
- General cancer information from Roswell Park clinicians and national patient and professional organizations. We have pamphlets, brochures, and pathway books that educate in an easy-to-use format. New and updated materials, programs, and educational tools are added to the Center on an ongoing basis to keep our information up-to-date, and allow us to meet the needs of all our visitors. If you need additional information, the Patient Education Department staff is available to help you with a more detailed search for information.
- Lending library of laptops, books, DVDs, CDs, DVD players.
- Laptops with Wi-Fi access and printers available in The Resource Center
- 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. Breast cancer patients may obtain a free wig through the WNY Breast Resource Center.
- Uplifting and educational programs such as:
  - Look Good...Feel Better® (hosted by the American Cancer Society)
  - Hands-on art projects provided by our artists in residence
  - Educational programs provided by our clinicians and supportive services staff

The Resource Center is located on the 1st floor of the hospital, inside the Sunflower Café cafeteria. We are open Monday through Friday from 9:00am to 4:00pm.

For more information, please call us at (716) 845-8659 or (716) 845-1729.
**Concierge Services**
If you need assistance getting around the hospital or would like someone to escort you to your appointment, look around the lobby for our Roswell Park volunteers in the bright-blue blazers. They can help you navigate the hospital and can also provide:
- Directions to and from Roswell Park
- Information about local lodging
- Information about area services and businesses

If you don’t see a volunteer in a blue blazer, just stop at the Information Desk in the lobby and ask for assistance.

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

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

**Financial Assistance**
Financial assistance is available to eligible patients who may have difficulty paying for hospital services. For details and application information, call our Financial Counselor at (716) 845-4782.

**Interpreter Services**
We provide language interpretation free of charge to all non-English speaking patients who are in need. For assistance, contact our Psychosocial Oncology Department at (716) 845-8022.

**Just Breathe Tobacco Cessation Service**
Did you know that it’s never too late to stop using tobacco? Tobacco free cancer patients have less treatment toxicity, improved overall health, and a better chance at recovery. At Roswell Park, all patients who currently use tobacco and those who have recently quit can be automatically enrolled in the **Just Breathe Tobacco Cessation Service**. This hospital-based service, established by the Department of Nursing, provides educational materials, individualized coaching by a tobacco cessation specialist, assistance in obtaining appropriate medications, and follow-up support at no cost. If you or someone you know needs to stop using tobacco or to avoid exposure to secondhand smoke, please contact the Just Breathe Tobacco Cessation Service at (716) 845-8803.

The **New York State Smokers’ Quitline** also is a valuable resource for assistance and support in quitting tobacco. The Quitline’s toll free phone number is available 24/7 – Call: 1-866-697-8487.

**Managing Symptoms and Side Effects**
If you experience side effects from your cancer treatment, we have supportive services with professional staff available to assist you. Some of these side effects include:
- Anxiety or stress
- Chemo brain
- Fatigue
- Hair loss
- Intimacy or fertility concerns
- Jaw or mouth pain
- Managing daily activities or self care
- Memory problems
- Nausea
- Ostomy
- Pain
- Speech or swallowing problems

If you experience these or any other side effects, don’t hesitate to ask your doctor or nurse for the appropriate referral.
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 assist you in the following areas:

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

If you would like to speak to a clinical dietitian, ask your nurse to arrange a consultation for you. For more information on the Nutrition Department, go to their website at: www.roswellpark.org/nutrition

Nutrition – Before and During Your Cancer Treatments:
This informative video offers tips to help you manage your symptoms (such as loss of appetite, nausea, constipation, or taste changes). For a copy of the DVD visit the nutrition section on our website http://www.roswellpark.org/nutrition or contact the Nutrition Department at (716) 845-2398.

Pastoral Care
Our Pastoral Care Department offers the following services:

- Hospital Chaplains of the Catholic, Protestant, and Jewish faith traditions who are available for bedside visitation, counsel, consultation, and spiritual guidance
- Clergy of other faith traditions who are available for consultation and visitation as well
- Pastoral care staff members in house, 7 days a week, for distribution of Holy Communion for Catholic and Protestant patients
- Catholic, Protestant, and Muslim services held regularly in the hospital Chapel
- Prayer/meditation and music services held weekly in the Chapel
- Each year, the Pastoral Care staff offers a Patient/Caregiver Overnight Retreat called “Nurture Your Hope”

The Pastoral Care Department is located on the first floor of the main hospital on the bridge to the Carlton Building. For more information about any of their services please call (716) 845-8051.

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

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

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

Roswell Park’s Online Community
CancerConnect, Roswell Park’s online community, is open to anyone whose life has been touched by cancer. It’s a unique place to safely voice ideas and concerns. You can learn and gain strength from the experiences of others, network, get information, laugh, and, most important, realize that you aren’t alone. It’s easy to register, and all members of Roswell Park’s community can also take part in the conversations and events of CancerConnect’s national communities. Join us at www.cancerconnect.com/roswellpark.
Psychosocial Oncology and Case Management Department
The Department of Psychosocial Oncology and Case Management combines the skills and resources of licensed social workers, registered nurses, and psychologists to work with patients and families on the many challenges faced when dealing with a cancer diagnosis. The Department consists of:

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

The main office is on the ground floor, G-552 of the hospital, and the office is open Monday through Friday from 8:00am to 5:00pm. After hours, coverage is by pager.

Call Social Work and Psychology at (716) 845-8022.
Call Case Management at (716) 845-5735.

Consultations and services are free and confidential.

Supportive and Palliative Care Program
Supportive and Palliative Care focuses on symptom control and pain management with regard for the emotional, social, and spiritual needs of our patients and their families. Palliative Care is available to patients with newly diagnosed cancer, and to those with advanced disease, even while continuing treatment. A number of symptoms can be alleviated or managed through palliative care including pain, nausea, vomiting, loss of appetite, agitation, anxiety, and shortness of breath. Supportive and Palliative Care offers the following additional services:

- assistance with questions about advance directives
- counseling services
- planning for continuing care needs
- health care decision making
- emotional or spiritual support
- legal assistance or financial concerns

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

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

The WNY Breast Resource Center also offers:

- Chemo-Infusion Center tours
- Free wigs, scarves, hats for patients dealing with hair loss
- Referrals to breast prosthesis and undergarment fitters
- Information and referrals to local breast cancer support groups, financial assistance programs, and transportation resources
- Referrals to local, regional, and national breast cancer advocacy programs
- Information on breast cancer risk and prevention programs

The WNY Breast Resource Center is located in the Breast Center, on the 2nd floor of the hospital, and is open Monday through Friday, 9:00am to 4:00pm. Evening hours are available by appointment. For more information, call (716) 845-4432.
Important Information: Your Rights and Concerns

Patients’ Bill of Rights
As a patient in a New York State hospital, you have the right to:

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital MUST provide assistance, including an interpreter.

2. Receive treatment without discrimination as to age, race, color, religion, sex, national origin, disability, sexual orientation or source of payment.

3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.

4. Receive emergency care if you need it.

5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.

6. Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.

7. A non-smoking room.

8. Receive complete information about your diagnosis, treatment and prognosis.

9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.

10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, ask for a copy of the pamphlet “Do Not Resuscitate Orders: Guide for Patients and Families.”

11. Refuse treatment and be told what effect this may have on your health.

12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.

13. Privacy while in the hospital and confidentiality of all information and records regarding your care.

14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.

15. Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.

16. Receive an itemized bill and explanation of all charges.

17. Complain without fear of 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 Health Department telephone number.

18. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.

19. Make known your wishes in regard to anatomical gifts. You may document your wishes in your healthcare proxy or on a donor card, available from the hospital.
**Roswell Park Corporate Compliance Department**
The mission of our Corporate Compliance Department is to:
- Promote quality health care practices and educate the community on how we accomplish this.
- Establish a workplace that allows for employees, patients, and others to report any concerns they may have.
- Act on those concerns to keep Roswell Park safe and secure.

**Our Website**

**Our Compliance Officer**
Marianne E. Hanley, Esq., Compliance Officer
Elm and Carlton Streets
Buffalo, N.Y. 14263
Phone: (716) 845-1206
E-Mail: marianne.hanley@roswellpark.org

**Compliance Hotline**
Roswell Park has established a hotline for reporting instances of misconduct or non-compliance. The hotline number is (716) 845-3566. The hotline may be used to anonymously report instances of non-compliance.

**Non-retaliation**
The Corporate Compliance Department assures that no individual shall be retaliated against or intimidated for contacting the Corporate Compliance Department or for reporting issues to governmental agencies.

**Gifts**
Roswell Park employees are prohibited from:
- soliciting gifts or tips from patients
- accepting money, tips or monetary substitutes such as gift cards or gift certificates

Employees may accept unsolicited non-monetary gifts of a nominal value such as cookies or candy from patients and their families.

**Patient Advocates**
If you or your family have any concerns related to the care you receive at Roswell Park, call our Patient Advocates at (716) 845-1190. A representative will work with you to find a resolution.

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

Toll-Free Phone: (800) 994-6610, 8:30am to 5:00pm, Central Time, weekdays.

Website: http://www.jointcommission.org/report_a_complaint.aspx
E-Mail: complaint@jointcommission.org
Fax: (630) 792-5636, attention Office of Quality Monitoring
Mail: Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181
Infection Prevention

Why Worry About Infections?
Cancer treatments such as chemotherapy and radiation are very important in fighting cancer. Their job is to destroy cancer cells. Unfortunately, these treatments can also kill some of the good cells that help your body fight infections.

Washing or sanitizing your hands is the single most important thing you can do to prevent spreading the germs that cause infections. You play an important role in preventing the spread of germs throughout our hospital. You can be confident that everyone at Roswell Park Cancer Institute is working hard to prevent the spread of germs and infection. But to truly win the fight, we need your help.

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.
- Wash your hands. It is recommended that you wash your hands with soap and water or alcohol-based hand sanitizer for at least 20 seconds. A good way to remember is to sing “Happy Birthday” twice while you are washing your hands. Cover all surfaces of hands including 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.
- What is MRSA?
  “Staph,” or staphylococcus, 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 without antibiotics. Some staph infections resist treatment to a class of antibiotics and are known as Methicillin-Resistant Staphylococcus Aureus or MRSA. This makes these infections harder to treat. There are other antibiotics that can be used to treat the infection.

If a patient is known to have an MRSA at Roswell Park Cancer Institute the following occurs:
- A sign indicating “Contact Isolation” will be placed the door.
- Healthcare 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.preventinfections.org

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

HIV Testing
In accordance with NYS law, Roswell Park will be offering HIV testing to our patients. Please read the following information to learn more about HIV and to help you decide whether you would like to be tested:
- HIV is the virus that causes AIDS and can be transmitted through:
  - unprotected sex (vaginal, anal, or oral sex) with someone who has HIV
  - contact with blood as in sharing needles (piercing, tattooing, drug equipment including needles)
HIV-infected pregnant women to their infants during pregnancy or delivery or while breast feeding.

There are treatments for HIV/AIDS that can help an individual stay healthy.

Individuals with HIV/AIDS can adopt safe practices to protect uninfected persons from acquiring HIV and infected people from acquiring additional strains of HIV.

Testing is voluntary and can be done anonymously at a public testing center.

The law protects the confidentiality of HIV test results and other related information.

The law prohibits discrimination based on an individual’s HIV status and services are available to help with such consequences.

Consent for HIV related testing remains in effect until it is withdrawn verbally or in writing. If the consent was given for a specific period of time, it remains in effect for that time period only. In any case, persons may withdraw their consent at any time.

**Medical Emergencies and Questions**

### Medical Questions

Roswell Park Ambulatory Centers are open Monday through Friday from 8:00am to 5:00pm. During these hours, please call your doctor or nurse at your Ambulatory Center. After 5:00pm and on weekends and holidays, call (716) 845-2300 and the operator will connect you to the physician on call who can assist you.

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

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

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

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

### If You Have an Emergency

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

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

- **If you live outside of the Buffalo area**, please go directly to your nearest hospital emergency department.

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**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.
AN IMPORTANT NOTE REGARDING YOUR FIRST BILL: 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, you will still be billed for the charges associated with the review.

Please call Patient Accounts at (716) 845-8220 if you have any questions.

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 which occur with an illness. If you are struggling with finances due to medical problems, please speak with our Psychosocial Oncology Department, (716) 845-8022.

Disability Forms Assistance

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

For Foreign Patients

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

Billing Information

If you have any questions about your bill for physician services, please call 1-877-375-3784. If you have any questions about your bill for hospital services, please call (716) 845-8220. You also may ask our cashiers for help with billing and insurance questions and financial counseling. Cashiers are located on the ground floor next to Patient Access. Hours are Monday through Friday from 8:00am to 3:30pm.
## Telephone Directory

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

### 2 West (Day Hospital)
- 845-2986

### 3 West (Surgery Center)
- 845-8476

### Ambulatory Centers

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
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<tbody>
<tr>
<td>Bone Marrow Clinic</td>
<td>845-1444</td>
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<tr>
<td>Brain (Neurosurgery/Oncology)</td>
<td>845-3886</td>
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<tr>
<td>Breast</td>
<td>845-3152</td>
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<tr>
<td>Dental and Maxillofacial</td>
<td>845-5970</td>
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<tr>
<td>Dermatology</td>
<td>845-3378</td>
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<tr>
<td>Gastrointestinal (GI)</td>
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<tr>
<td>GI Medicine</td>
<td>845-4005</td>
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<tr>
<td>GI Surgical/Endocrine</td>
<td>845-4010</td>
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<tr>
<td>GU (Genitourinary)</td>
<td>845-3159</td>
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<tr>
<td>Gynecology (GYN)</td>
<td>845-5855</td>
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<tr>
<td>Head and Neck (H/N)</td>
<td>845-8186</td>
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<tr>
<td>Leukemia</td>
<td>845-7110</td>
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<tr>
<td>Lymphoma</td>
<td>845-1642</td>
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<tr>
<td>Melanoma and Sarcoma</td>
<td>845-3180</td>
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<tr>
<td>Neurosurgery/Oncology (Brain)</td>
<td>845-3886</td>
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<tr>
<td>Pediatrics</td>
<td>845-4447</td>
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<tr>
<td>Thoracic/Pulmonary</td>
<td>845-3167</td>
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<tr>
<td>Undiagnosed</td>
<td>845-3167</td>
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### Amherst Center
- 845-2900

### ASK RPCI line
- 1-877-ASK-RPCI (1-877-275-7724)

### Breast Resource Center
- 845-4432

### Cafeteria
- 845-3112

### Cancer Fatigue Program
- 845-3271

### Case Management
- 845-5735

### Chemotherapy/Infusion Center
- 845-8954

### Clinical Genetics Service
- 845-8400

### Clinical Research Center
- 845-8400

### Diagnostic Radiology
- 845-3176

### 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

### Emergencies (after hours)
- 845-2300

### Endoscopy Center (3 West)
- 845-8476

### Financial Assistance
- 845-4782

### General Information/Operator
- 845-2300

### Nuclear Medicine
- 845-3282

### Pain Clinic
- 845-4595

### Pastoral Care
- 845-8051

### Patient Accounts
- Hospital bill
  - 845-8220
- Physician bill
  - 1-877-375-3784

### Patient Advocate
- 845-1190

### Patient Navigators
- 845-1542

### Preoperative Clinic
- 845-1673

### Psychosocial Oncology Department
- 845-8022
- or 845-3052

### Public Safety (Security)
- 845-3069

### Radiation Medicine
- 845-3173

### Rehabilitation Services
- 845-3271
- (physical, occupational and lymphedema therapy)

### The 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

### Supportive and Palliative Care
- 845-8214

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**When You Have Questions**

Whenever you have questions about your cancer care and treatment at Roswell Park, call your Center at the number listed in the Telephone Directory section. If you have any questions or problems during evenings, weekends, or holidays, call (716) 845-2300 and ask to speak to the physician who is on call for your Center.
Tools to Manage Your Visits

This section contains forms to help you keep some of that information in one place. Be certain to complete these forms and bring them and this book with you to your appointments.

Physician List

Please list all physicians you have seen during the past year, including your primary care physician, internist, and any cancer specialist or other type of specialist.

<table>
<thead>
<tr>
<th>Doctor’s Name</th>
<th>Phone #</th>
<th>May we contact them?</th>
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</table>
### Medication List

Please list all current medications including prescription medication as well as vitamins and minerals, herbal preparations, and other over-the-counter drugs.

<table>
<thead>
<tr>
<th>Medications</th>
<th>Dosage</th>
<th>How often do you take this?</th>
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Allergy List

If you are allergic to anything—such as latex, iodine, seafood or other food, medicines, soap, dust, ragweed, etc.—please list each item below and give a brief explanation of what happens when you come in contact with the allergen (for example rash or hives, sneezing, choking, etc.).

<table>
<thead>
<tr>
<th>I am allergic to:</th>
<th>and it causes this reaction:</th>
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Welcome to Roswell Park Cancer Institute.

Our patients come from all over the country and the world to seek state-of-the-art management that is often not accessible elsewhere. In Upstate New York, Roswell Park Cancer Institute stands alone as both the only National Cancer Institute-designated comprehensive cancer center and member of the prestigious National Comprehensive Cancer Network.

No one wants to be in the hospital, but as one of our patients, you can rest assured that we strive to provide the world's best, most compassionate cancer care in the most pleasant, cheerful surroundings. Not many facilities can make statements like these, but Roswell Park Cancer Institute is a special place, staffed by special people. Here, the extraordinary is ordinary, and excellence is the standard.

Whether doctor or nurse, technician or social worker, nutritionist or clinic receptionist, each and every Roswell Park employee believes that the best, most direct way to engender trust and confidence in our patients is by practicing evidence-based medicine, applying current best practices, continually reviewing, measuring and sharing outcomes, and meeting the individual needs of our patients and their families. You have my guarantee that your patient experience at Roswell Park will be delivered by a team of experts that focuses only on you and your needs and preferences.

During your time here, you will have many questions. We hope that this handbook will provide important direction and assistance. Take a few minutes to look it over and if you still have questions, please do not hesitate to ask them. We are here for you, hoping to make your time with us as comfortable and beneficial as possible.

Donald L. Trump, MD, FACP
President and CEO