

Cancer Institute NSW

# Telehealth Workflows for Cancer Services

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# Contents

<b>Telehealth Workflows for Cancer Services .....</b>	<b>1</b>
Introduction .....	4
<b>General Cancer Service telehealth workflows .....</b>	<b>5</b>
Workflow 6.1. Referral of new patient (General).....	5
Workflow 6.2. Initial Consultation via telehealth .....	6
Workflow 6.3. Follow-up Consultation via telehealth .....	7
Workflow 6.4. Deteriorating patient .....	9
Workflow 6.5. Patient requiring physical examination via telehealth.....	11
Workflow 6.6. Patient with disease progression .....	12
Workflow 6.7. Patient requiring an interpreter .....	13
Workflow 6.8. Reviewing test results.....	14
Workflow 6.9. Wagga Wagga Health Service - Psycho-oncology.....	15
Workflow 6.10. Prince of Wales Hospital - Familial Cancer Genetics .....	16
Workflow 6.11. Crown Princess Mary Cancer Centre (Service booking) .....	17

## Introduction

The following workflows provide general and exemplar workflows for the use of telehealth in new and existing cancer services. It is important to ensure you have consulted with your LHD Telehealth Manager or lead prior to commencing telehealth as a modality of your service to ensure you access to the correct equipment, you understand the privacy and security considerations, you are using a supported, safe and secure platform and are capturing your service activity correctly.

These workflows provide insight into common scenarios in cancer services with 3 exemplar workflows of existing cancer services utilising telehealth as a modality of care. This is **NOT** an exhaustive list and additional workflows will be included as they are developed and subsequently added to this framework for wider distribution.

For the purpose of the following workflows, Telehealth refers to Videoconferencing solutions and processes (This excludes telephone, email and other technologies).

# General Cancer Service telehealth workflows

## Workflow 6.1. Referral of new patient (General)

### Description

A newly referred patient to a cancer clinic who requires an initial consultation with a cancer specialist or other cancer services provider.

### Scenario

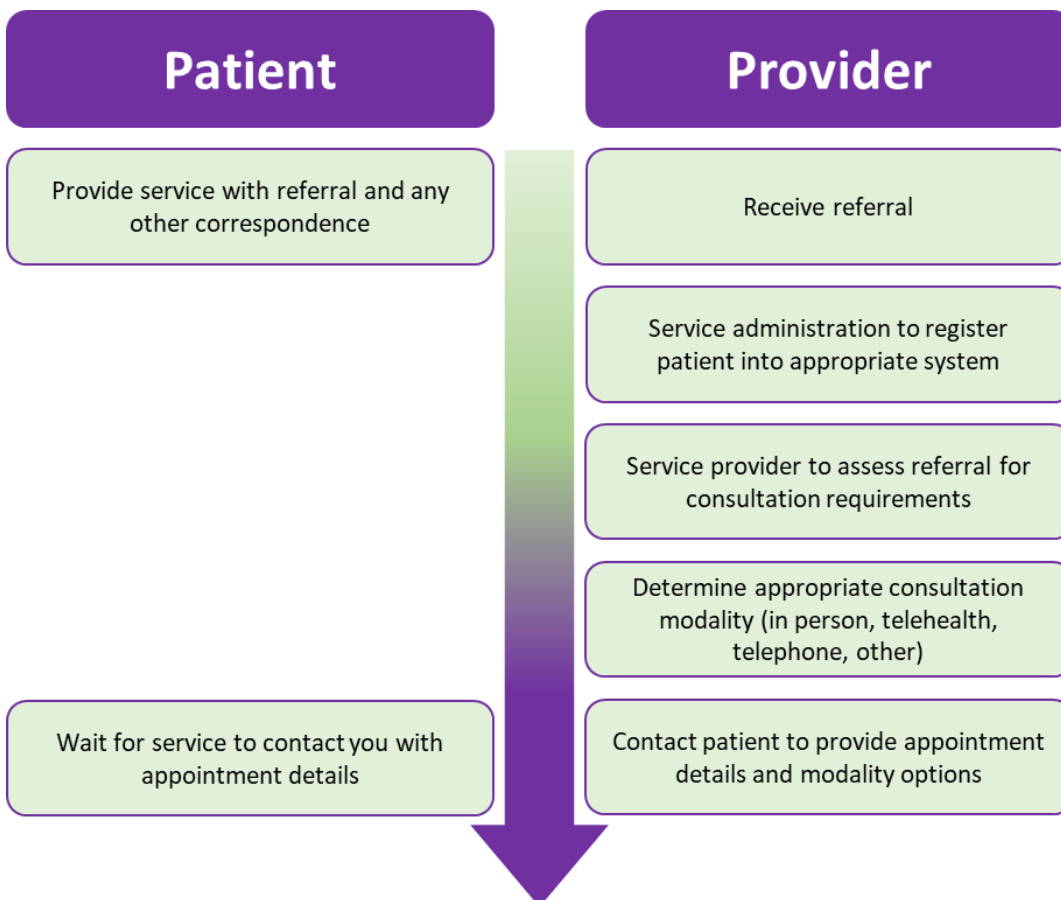
Newly referred patient who has not previously attended the service

Referral and/or initial test results sent from referrer (i.e., GP) and received by clinic administration staff

Need to determine appropriate consultation modality based on *clinical judgement* and the following factors;

- Is the patient able to safely attend the consultation in person?
- Is the patient acutely unwell or deteriorating?
- Does the patient have a local GP who can provide support to the patient and cancer specialist?
- Does the patient require a specific physical examination?

### Workflow



## Workflow 6.2. Initial Consultation via telehealth

### Description

A newly referred patient to a cancer clinic who is seeing the cancer specialist or other cancer service provider for the first time via telehealth.

### Scenario

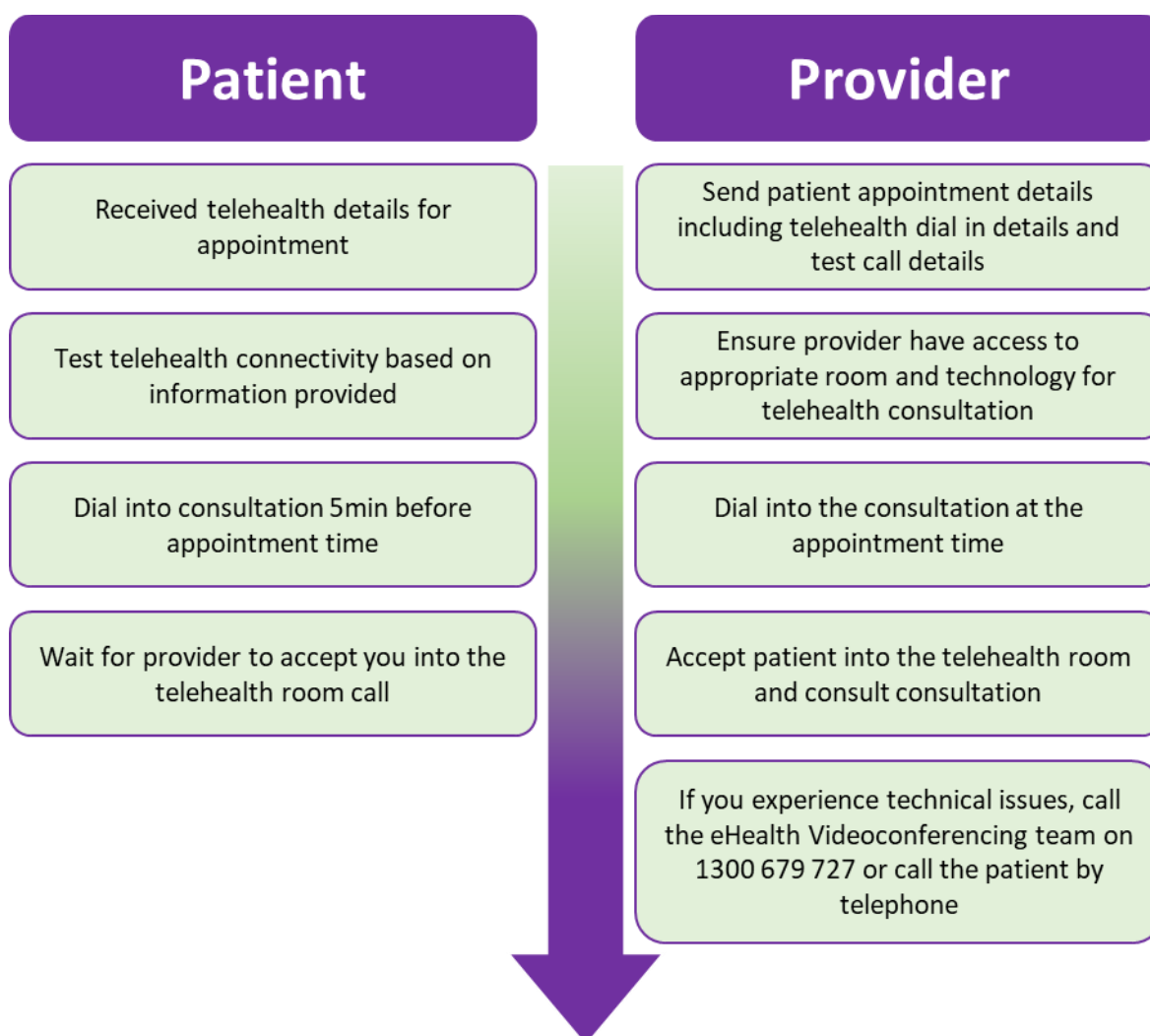
Newly referred patient who has not attended the service previously.

Patient will be at home during their consultation.

Cancer service provider in their clinic or other rooms (not with the patient).

All relevant documentation is accessible to the provider either in the patient eMR or hardcopies.

### Workflow



# Workflow 6.3. Follow-up Consultation via telehealth

## Workflow 3a. During Active Treatment

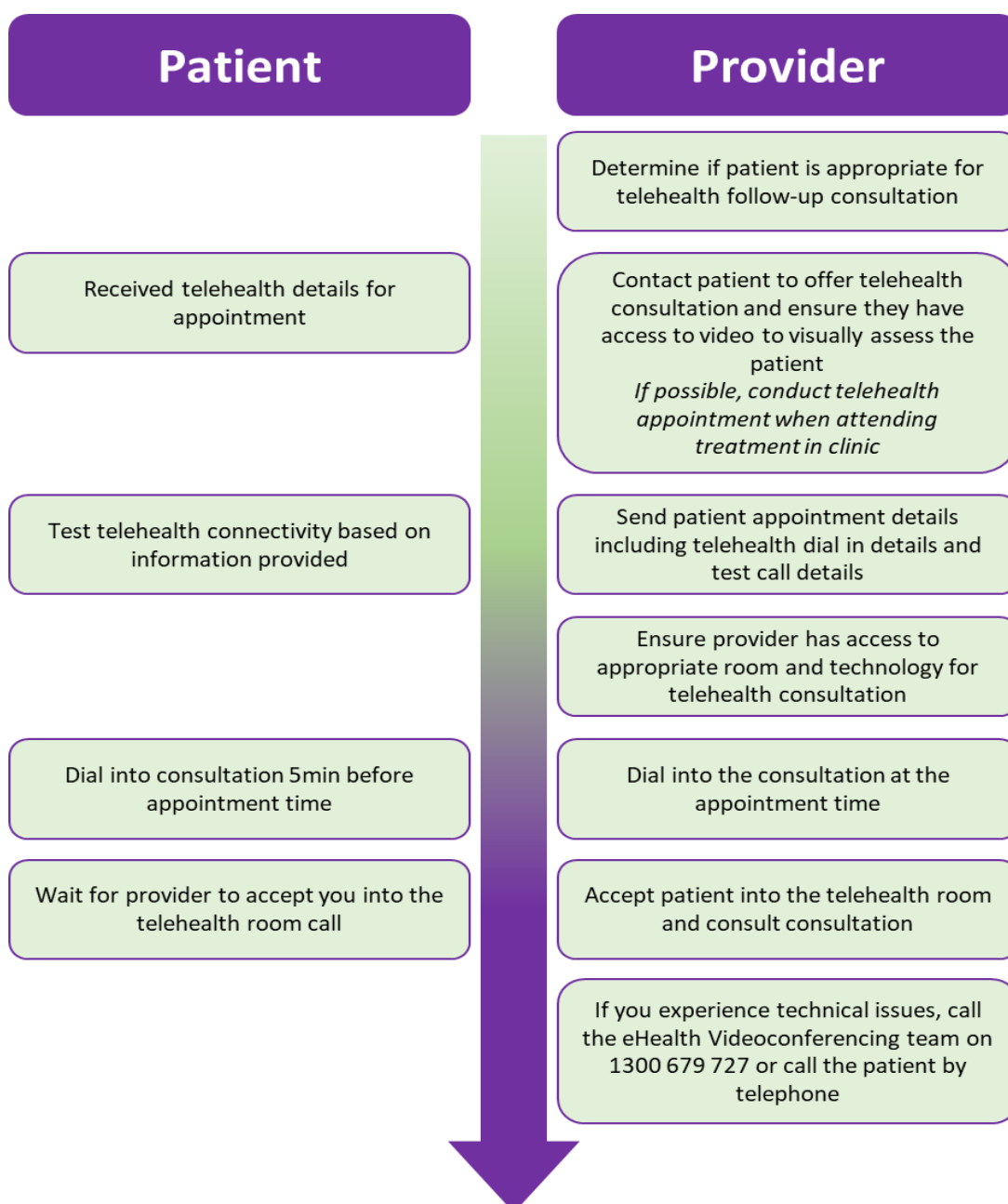
### Description

An existing patient who is undergoing active treatment and may or may not be attending a physical clinic for treatment but is suitable for telehealth follow-up appointments.

### Scenario

- Existing patient undergoing treatment.
- Patient will be at home or attending a clinic for treatment (not with provider).
- Cancer service provider in their clinic or other rooms (not with the patient).

### Workflow



## Workflow 3b. Post-Treatment

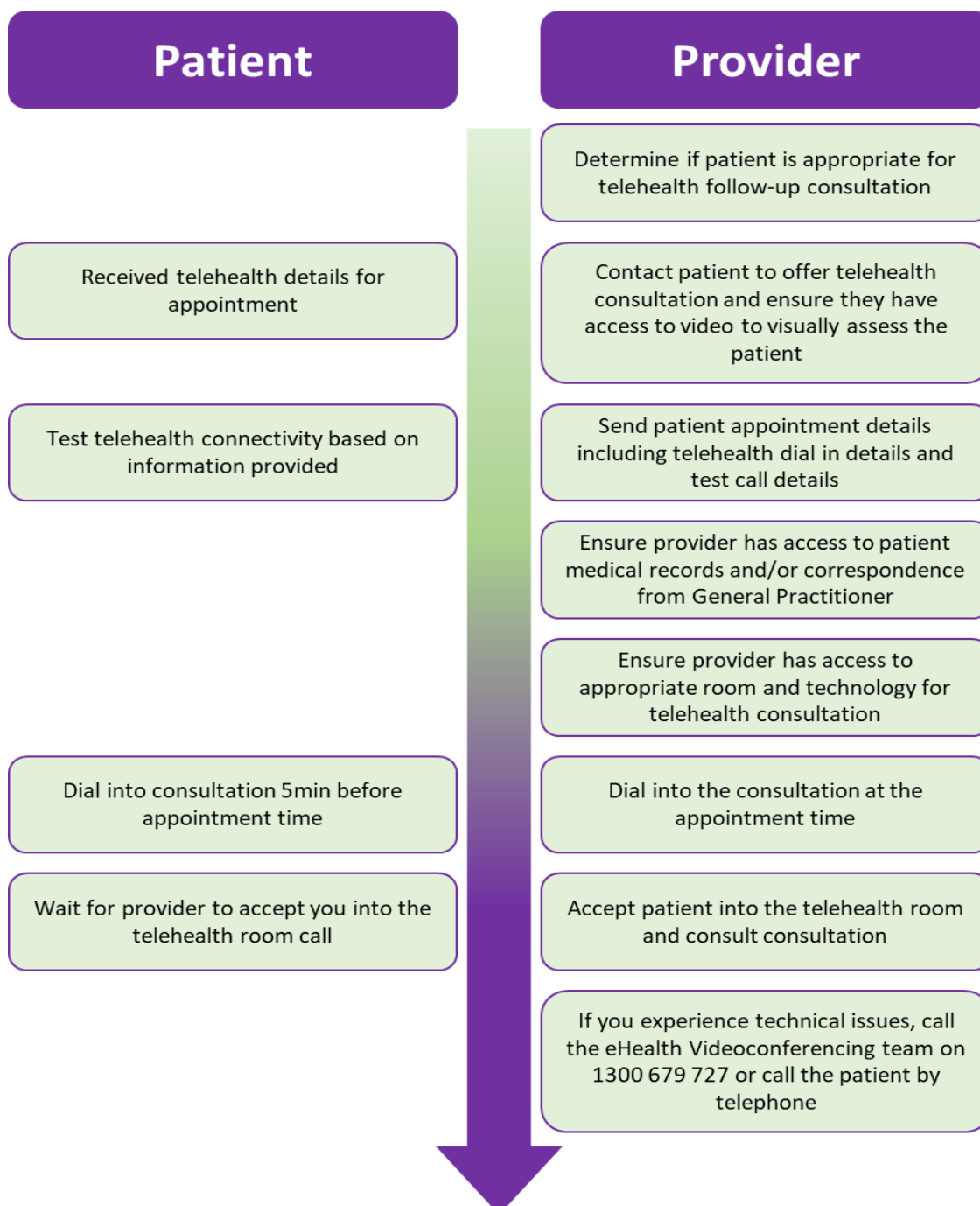
### Description

An existing patient who completed active treatment and is suitable for telehealth follow-up appointments.

### Scenario

- Patient who has completed treatment and does not require a physical examination.
- Patient will be at home during their consultation.
- Cancer service provider in their clinic or other rooms (not with the patient).

### Workflow





## Workflow 6.4. Deteriorating patient

### Workflow 6.4a. Pre-consultation

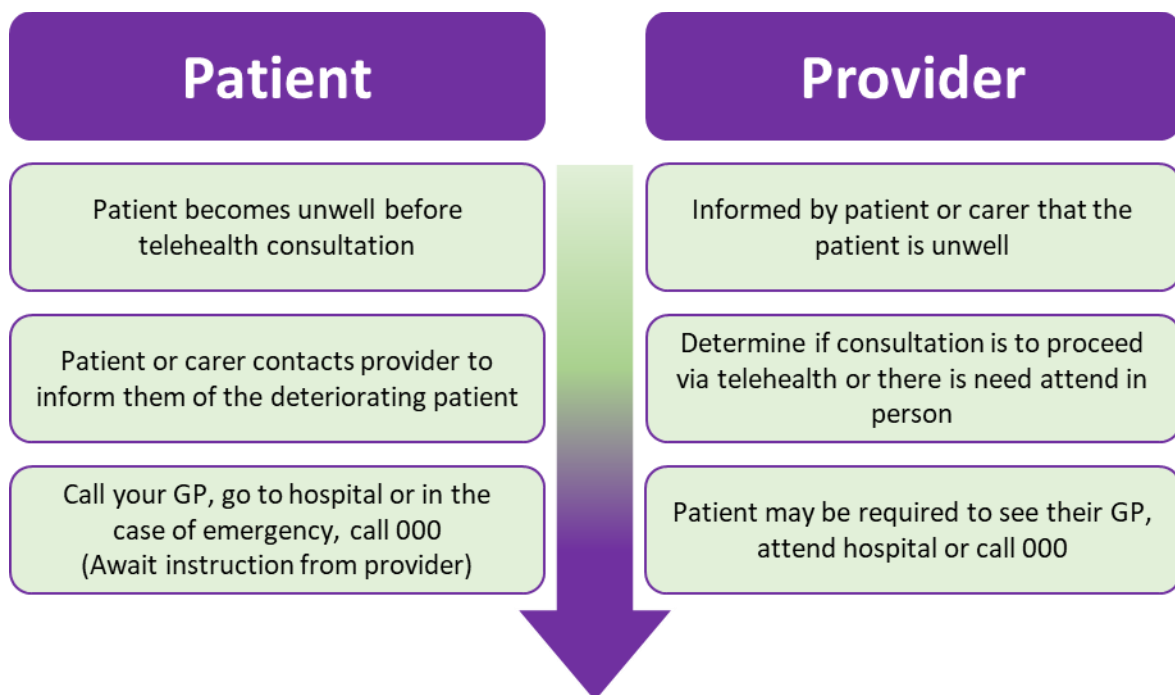
#### Description

Patient has a telehealth appointment booked however deteriorates prior to the appointment time.

#### Scenario

- Patient becomes unwell prior to the telehealth appointment.
- Provider is informed that the patient is unwell and determines if appointment should still take place.

#### Workflow



## Workflow 6.4b. During consultation

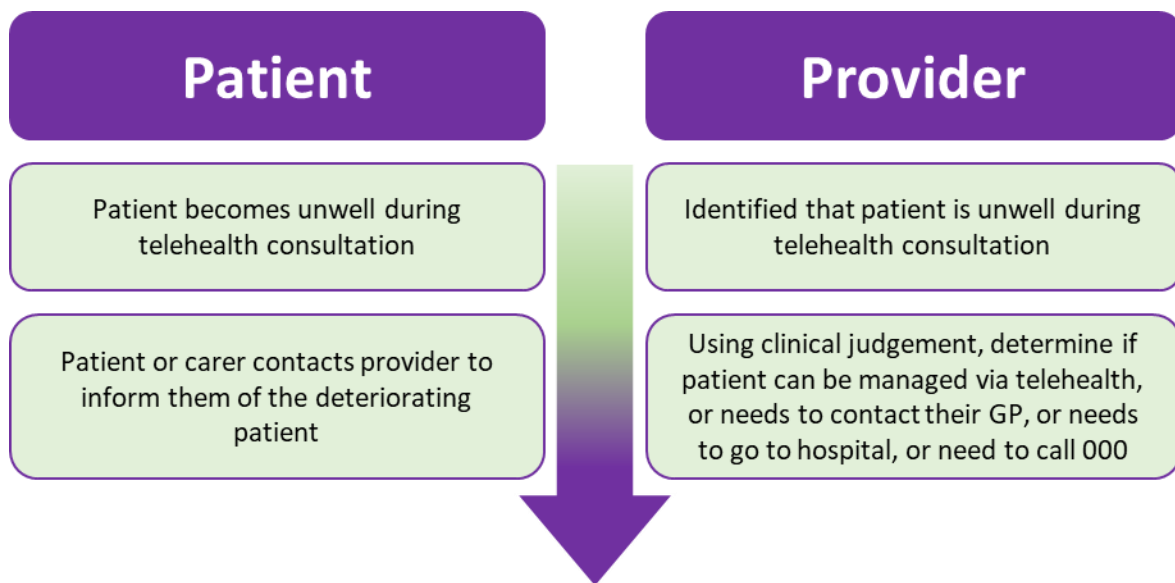
### Description

Patient deteriorates during a telehealth consultation.

### Scenario

- Patient becomes unwell during the telehealth consultation.
- Patient requires appropriate management for their deterioration.
- Provider determines and actions appropriate escalation pathways for a deteriorating patient.

### Workflow



# Workflow 6.5. Patient requiring physical examination via telehealth

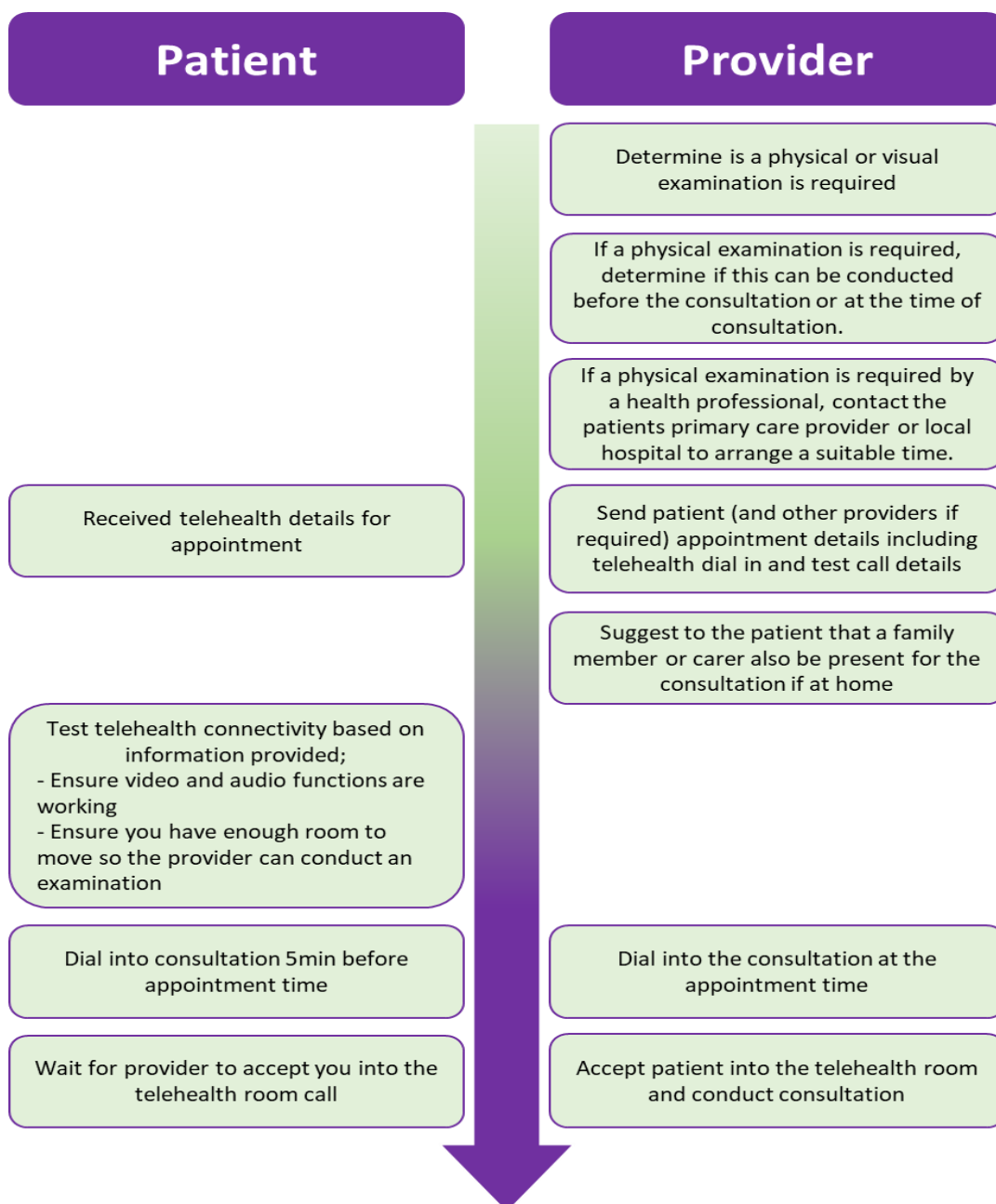
## Description

Patient is unable or prefers not to attend a face to face appointment with the cancer service provider however requires a physical examination as part of their management.

## Scenario

- Patient is unable or prefers not to attend face to face appointment due to location, travel or illness.
- Patient has access to their local Primary Health provider or local hospital.
- Provider requires either a physical or visual examination of the patient.

## Workflow



## Workflow 6.6. Patient with disease progression

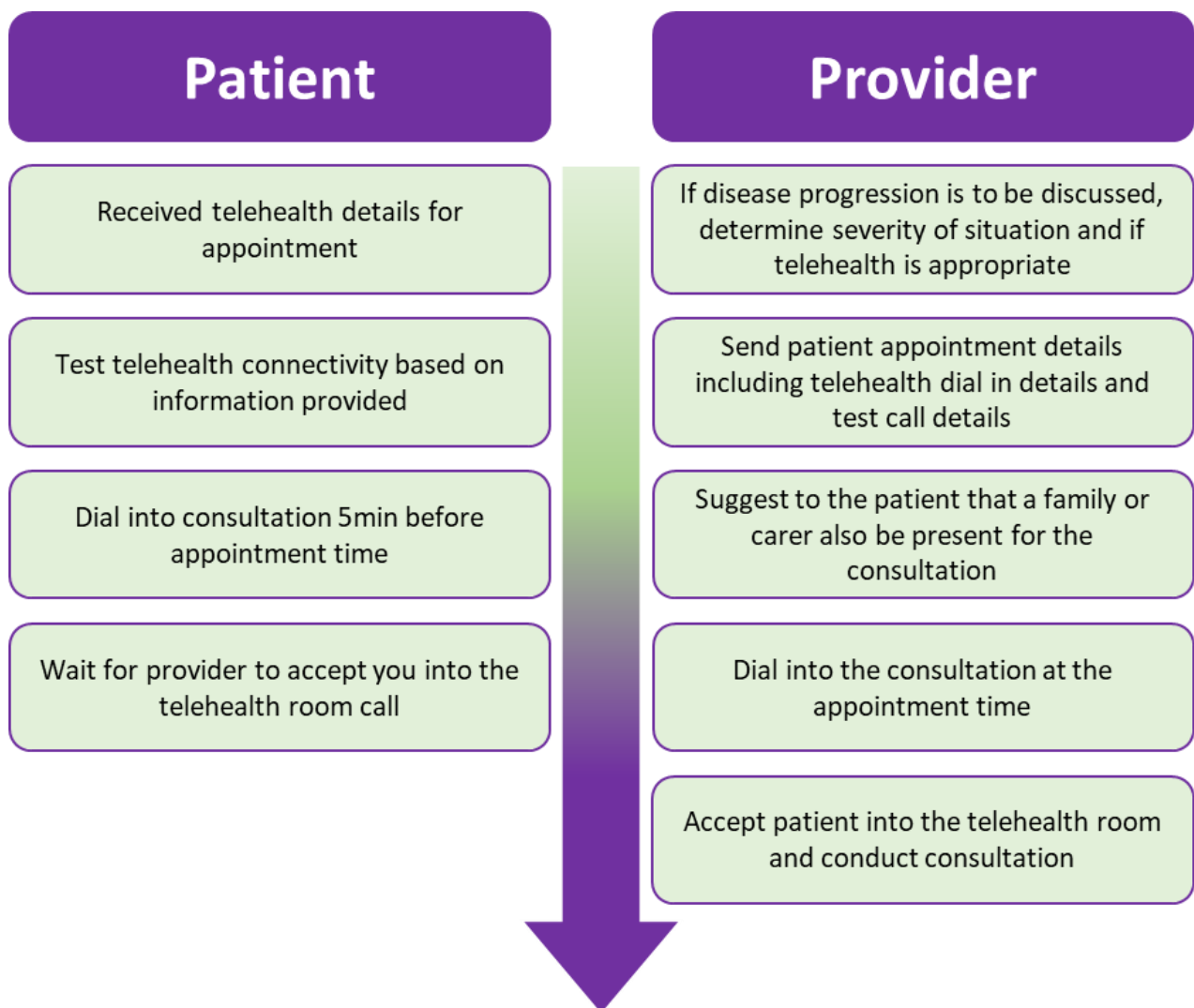
### Description

Patient is a current patient who has disease progression from the previous consultation.

### Scenario

- Patient has been seen by the provider previously
- There has been a change or progression in disease since the previous consultation requiring a change in management
- Patient is advised that a family member or carer should also attend the consultation

### Workflow



## Workflow 6.7. Patient requiring an interpreter

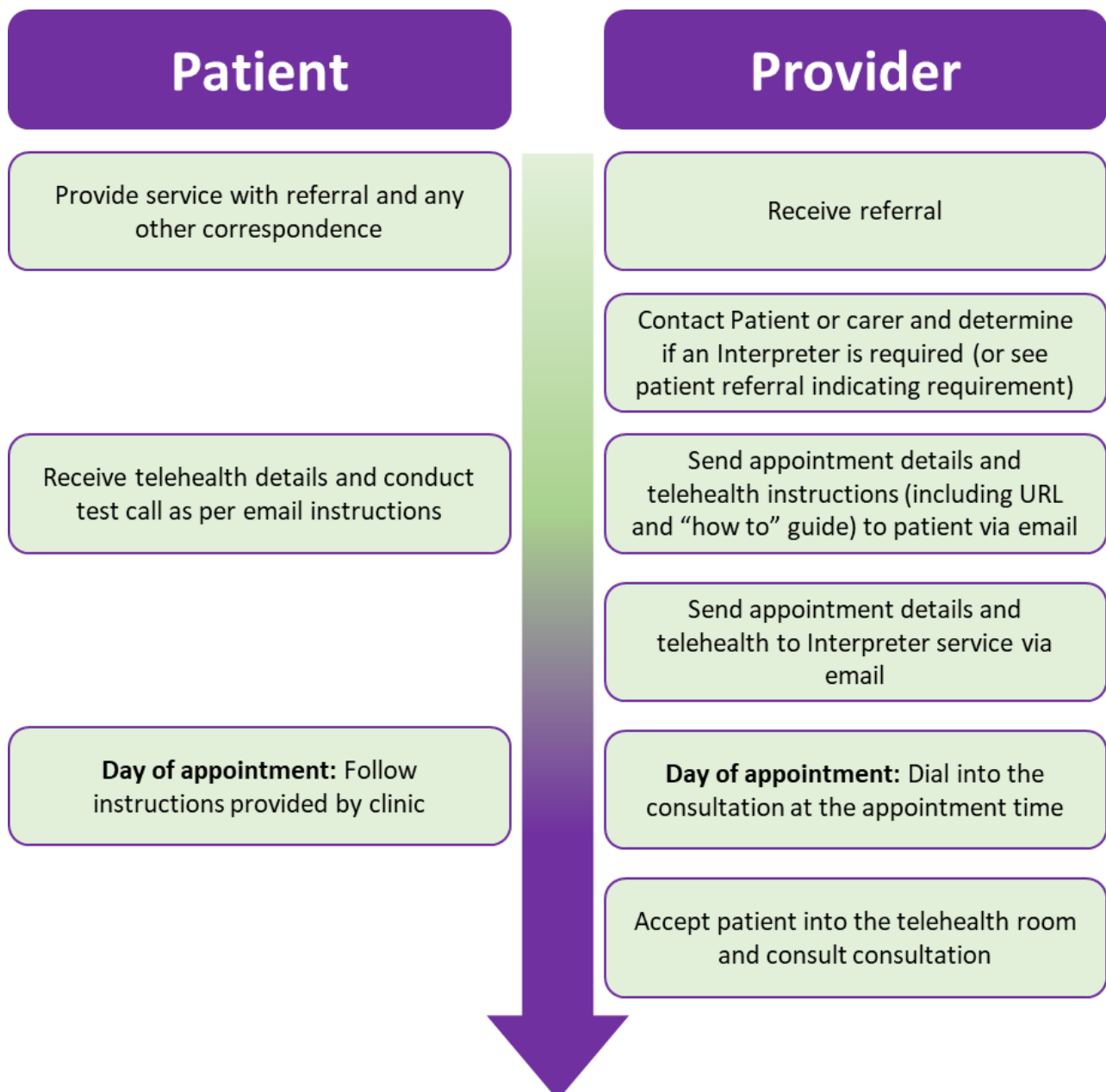
### Description

Patient requires an interpreter for all cancer service consultations as is the request of the patient, carer, primary health service provider or cancer service provider.

### Scenario

- An interpreter has previously been required during a consultation or it was deemed necessary for future consultations.
- Family members are not always appropriate interpreters for cancer service consultations

### Workflow



## Workflow 6.8. Reviewing test results

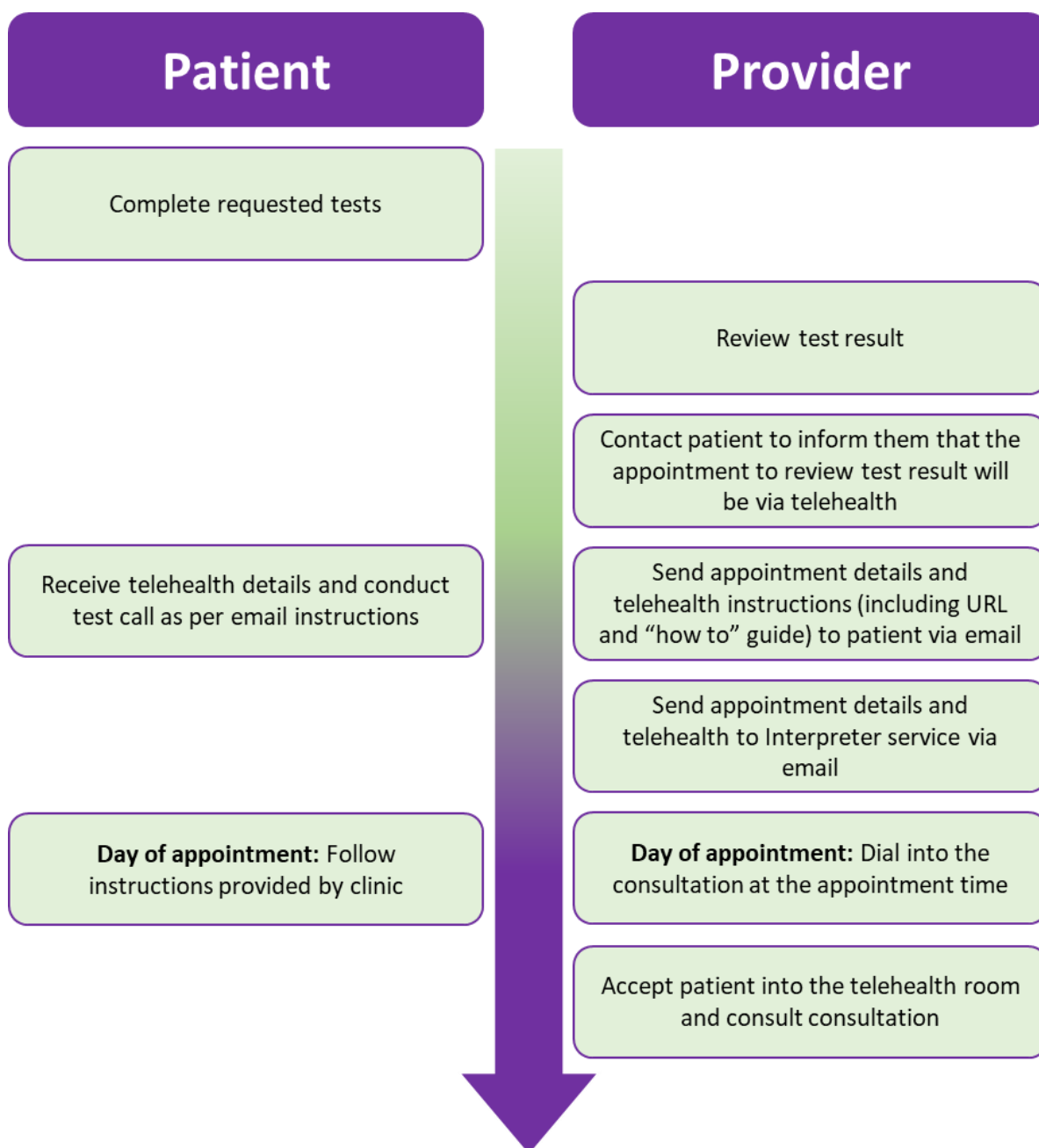
### Description

Patient and provider are to review test results that does not require a physical examination or significant changes to existing management plan (i.e., no disease progression).

### Scenario

- Patient has had required tests (imaging, blood, etc) and a review of the results is required.
- A face-to-face appointment is not required.
- Reviewing test results via telehealth using a share screen function will allow the provider to explain results in real time.

### Workflow



# Exemplar Cancer Service workflows

## Workflow 6.9. Wagga Wagga Health Service - Psycho-oncology

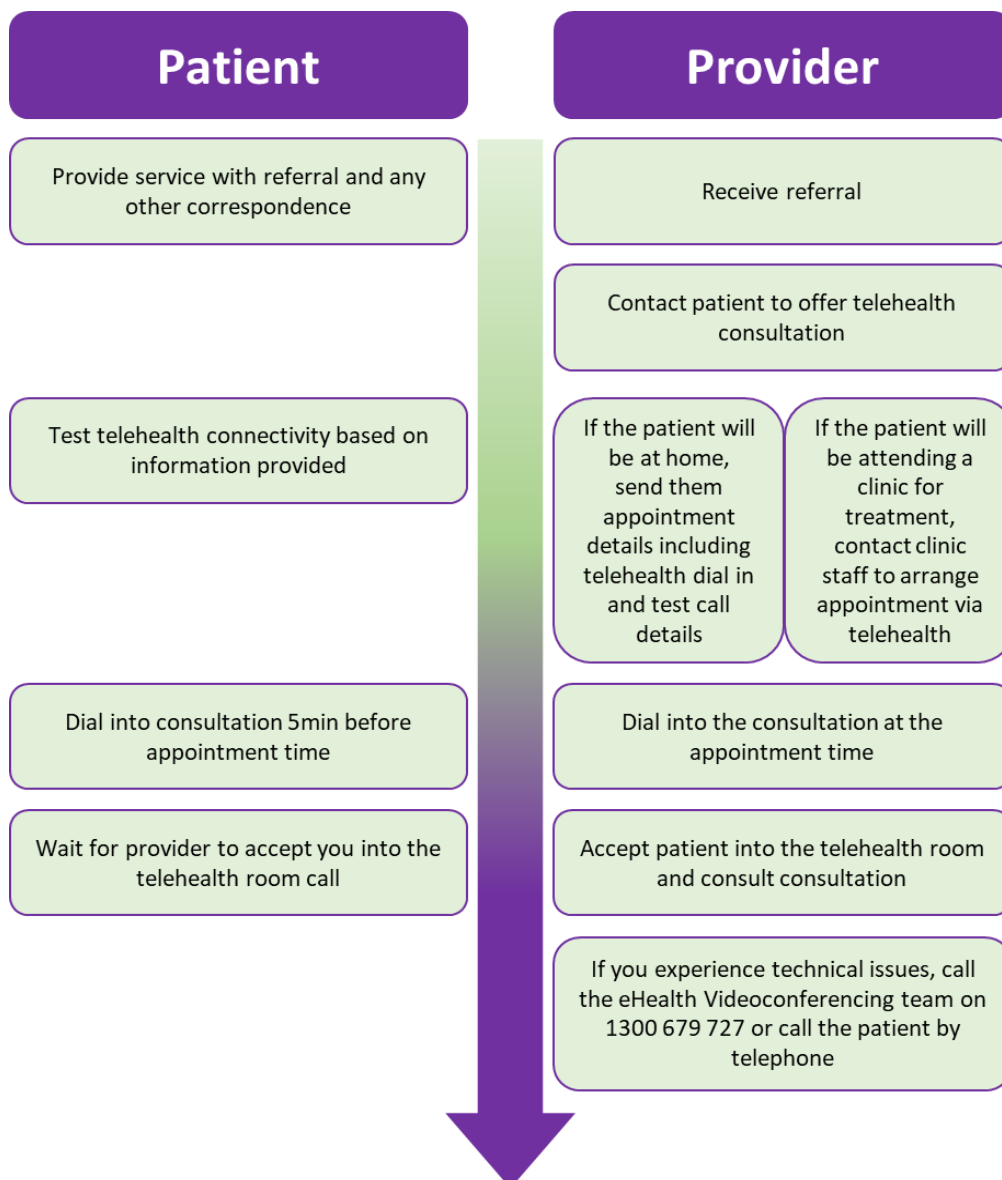
### Description

Patient referred to a Psycho-oncology service for either their first or review appointment.

### Scenario

- Patient is offered Telehealth as an appointment option.
- Patient unable to attend the clinic in person or is already attending clinic for treatment.
- Cancer service provider in their clinic or other rooms (not with the patient).
- All relevant documentation is accessible to the provider either in the patient eMR.

### Workflow



# Workflow 6.10. Prince of Wales Hospital - Familial Cancer Genetics

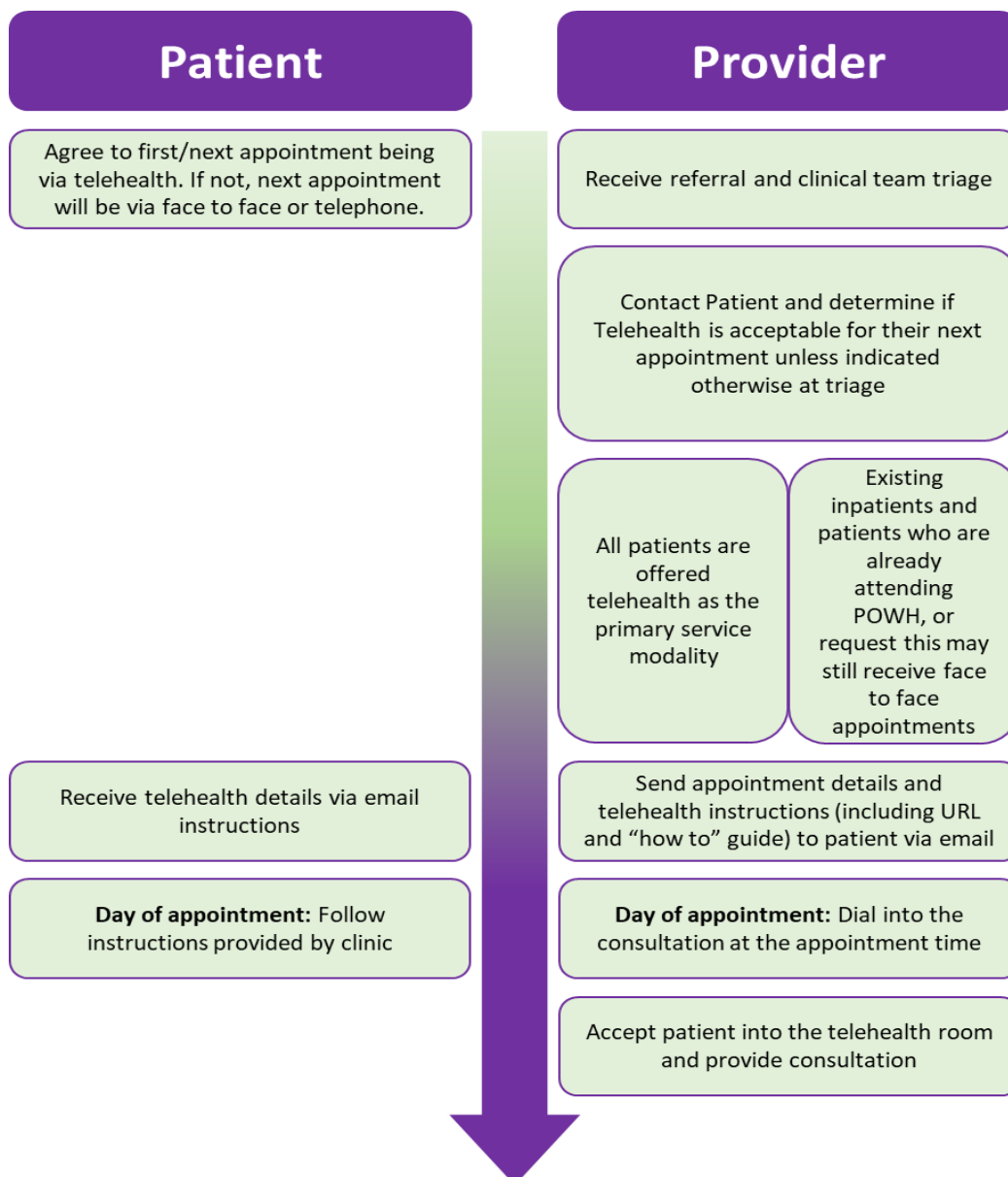
## Description

Patient referred to a Familial Cancer Genetics service for either a first or review appointment.

## Scenario

- Patient is offered Telehealth as an appointment option.
- Cancer service provider in their clinic or other rooms (not with the patient).
- All relevant documentation is accessible to the provider either in the patient eMR or hardcopies.
- Clinical team triage patient
- Administrative team book and provide patient with information prior to appointment.

## Workflow





## Workflow 6.11. Crown Princess Mary Cancer Centre (Service booking)

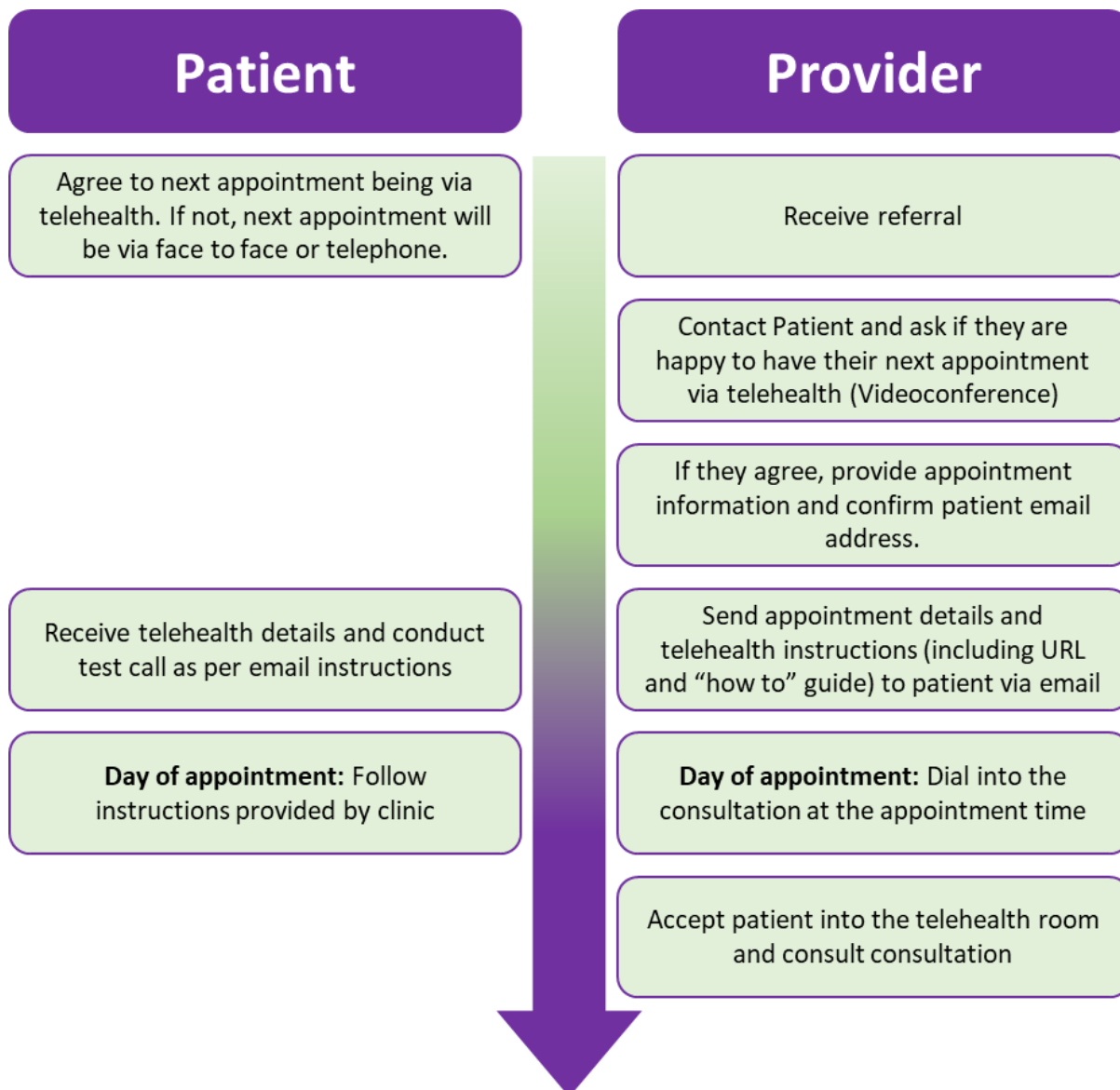
### Description

A newly referred or follow up patient to a cancer clinic who is seeing the cancer specialist or other cancer service provider via telehealth.

### Scenario

- Patient who is offered Telehealth as an appointment option.
- Patient unable or prefers not to attend the clinic in person and is happy to take part in a telehealth consultation.
- Cancer service provider in their clinic or other rooms (not with the patient).
- All relevant documentation is accessible to the provider either in the patient eMR or hardcopies.
- Clinic administrative team book and liaise with patient prior to appointment.

### Workflow



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