Cancer Institute NSW

Telehealth Workflows for Cancer Services



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SHPN: (CI) 230743

978-1-76023-622-9 (online)

Suggested Citation

Cancer Institute NSW. Telehealth Workflows for Cancer Services. Sydney: Cancer Institute NSW, 2022.

Publisher

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HPRM: E20/21740 CI-0263-09.23

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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

Patient

Provide service with referral and any other correspondence

Wait for service to contact you with appointment details

Provider

Receive referral

Service administration to register patient into appropriate system

Service provider to assess referral for consultation requirements

Determine appropriate consultation modality (in person, telehealth, telephone, other)

Contact patient to provide appointment details and modality options

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

Patient

Received telehealth details for appointment

Test telehealth connectivity based on information provided

Dial into consultation 5min before appointment time

Wait for provider to accept you into the telehealth room call

Provider

Send patient appointment details including telehealth dial in details and test call details

Ensure provider have access to appropriate room and technology for telehealth consultation

Dial into the consultation at the appointment time

Accept patient into the telehealth room and consult consultation

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

Patient

Received telehealth details for appointment

Test telehealth connectivity based on information provided

Dial into consultation 5min before appointment time

Wait for provider to accept you into the telehealth room call

Provider

Determine if patient is appropriate for telehealth follow-up consultation

Contact patient to offer telehealth consultation and ensure they have access to video to visually assess the patient

If possible, conduct telehealth appointment when attending treatment in clinic

Send patient appointment details including telehealth dial in details and test call details

Ensure provider has access to appropriate room and technology for telehealth consultation

Dial into the consultation at the appointment time

Accept patient into the telehealth room and consult consultation

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

Patient

Received telehealth details for appointment

Test telehealth connectivity based on information provided

Dial into consultation 5min before appointment time

Wait for provider to accept you into the telehealth room call

Provider

Determine if patient is appropriate for telehealth follow-up consultation

Contact patient to offer telehealth consultation and ensure they have access to video to visually assess the patient

Send patient appointment details including telehealth dial in details and test call details

Ensure provider has access to patient medical records and/or correspondence from General Practitioner

Ensure provider has access to appropriate room and technology for telehealth consultation

Dial into the consultation at the appointment time

Accept patient into the telehealth room and consult consultation

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

Patient

Patient becomes unwell before telehealth consultation

Patient or carer contacts provider to inform them of the deteriorating patient

Call your GP, go to hospital or in the case of emergency, call 000 (Await instruction from provider)

Provider

Informed by patient or carer that the patient is unwell

Determine if consultation is to proceed via telehealth or there is need attend in person

Patient may be required to see their GP, attend hospital or call 000

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

Patient

Patient becomes unwell during telehealth consultation

Patient or carer contacts provider to inform them of the deteriorating patient

Provider

Identified that patient is unwell during telehealth consultation

Using clinical judgement, determine if patient can be managed via telehealth, or needs to contact their GP, or needs to go to hospital, or need to call 000

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

Patient

Received telehealth details for appointment

Test telehealth connectivity based on information provided;

- Ensure video and audio functions are working
- Ensure you have enough room to move so the provider can conduct an examination

Dial into consultation 5min before appointment time

Wait for provider to accept you into the telehealth room call

Provider

Determine is a physical or visual examination is required

If a physical examination is required, determine if this can be conducted before the consultation or at the time of consultation.

If a physical examination is required by a health professional, contact the patients primary care provider or local hospital to arrange a suitable time.

Send patient (and other providers if required) appointment details including telehealth dial in and test call details

Suggest to the patient that a family member or carer also be present for the consultation if at home

Dial into the consultation at the appointment time

Accept patient into the telehealth room and conduct consultation

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

Patient

Received telehealth details for appointment

Test telehealth connectivity based on information provided

Dial into consultation 5min before appointment time

Wait for provider to accept you into the telehealth room call

Provider

If disease progression is to be discussed, determine severity of situation and if telehealth is appropriate

Send patient appointment details including telehealth dial in details and test call details

Suggest to the patient that a family or carer also be present for the consultation

Dial into the consultation at the appointment time

Accept patient into the telehealth room and conduct consultation

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

Patient

Provide service with referral and any other correspondence

Receive telehealth details and conduct test call as per email instructions

Day of appointment: Follow instructions provided by clinic

Provider

Receive referral

Contact Patient or carer and determine if an Interpreter is required (or see patient referral indicating requirement)

Send appointment details and telehealth instructions (including URL and "how to" guide) to patient via email

Send appointment details and telehealth to Interpreter service via email

Day of appointment: Dial into the consultation at the appointment time

Accept patient into the telehealth room and consult consultation

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

Patient

Complete requested tests

Receive telehealth details and conduct test call as per email instructions

Day of appointment: Follow instructions provided by clinic

Provider

Review test result

Contact patient to inform them that the appointment to review test result will be via telehealth

Send appointment details and telehealth instructions (including URL and "how to" guide) to patient via email

Send appointment details and telehealth to Interpreter service via email

Day of appointment: Dial into the consultation at the appointment time

Accept patient into the telehealth room and consult consultation

Exemplar Cancer Service workflows

Workflow 6.9. Wagga Wagga Health Service - Psychooncology

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

Patient

Provide service with referral and any other correspondence

Test telehealth connectivity based on information provided

Dial into consultation 5min before appointment time

Wait for provider to accept you into the telehealth room call

Provider

Receive referral

Contact patient to offer telehealth consultation

If the patient will be at home, send them appointment details including telehealth dial in and test call details If the patient will be attending a clinic for treatment, contact clinic staff to arrange appointment via telehealth

Dial into the consultation at the appointment time

Accept patient into the telehealth room and consult consultation

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

Patient

Agree to first/next appointment being via telehealth. If not, next appointment will be via face to face or telephone.

Receive telehealth details via email instructions

Day of appointment: Follow instructions provided by clinic

Provider

Receive referral and clinical team triage

Contact Patient and determine if Telehealth is acceptable for their next appointment unless indicated otherwise at triage

All patients are offered telehealth as the primary service modality Existing
inpatients and
patients who are
already
attending
POWH, or
request this may
still receive face
to face
appointments

Send appointment details and telehealth instructions (including URL and "how to" guide) to patient via email

Day of appointment: Dial into the consultation at the appointment time

Accept patient into the telehealth room and provide consultation

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

Patient

Agree to next appointment being via telehealth. If not, next appointment will be via face to face or telephone.

Receive telehealth details and conduct test call as per email instructions

Day of appointment: Follow instructions provided by clinic

Provider

Receive referral

Contact Patient and ask if they are happy to have their next appointment via telehealth (Videoconference)

If they agree, provide appointment information and confirm patient email address.

Send appointment details and telehealth instructions (including URL and "how to" guide) to patient via email

Day of appointment: Dial into the consultation at the appointment time

Accept patient into the telehealth room and consult consultation

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