

PATIENT VOICE

Volume 4
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May 2020

Special COVID-19 Edition

Keeping Care Personal in a Social Distance Environment

DID YOU KNOW?

Since the WHO declared the COVID-19 a pandemic on March 11, cancer screenings have decreased 90% over same period last year. What will that mean long term for cancer patients and outcomes?

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How COVID Affected My Treatment...

COVID-19, as we all know, has had a significant impact on the way doctors have been able to provide cancer care. Scans, appointments, surgeries and treatments all possibly delayed because of the restrictions from COVID.

It is our hope that we are able to provide you with tips and tools to help you stay personal in this social distance world.

SOCIAL DISTANCE CLINIC REMINDERS & TIPS:

- Pre-screen patients using VTOC's Wellness Check/ COVID-19 Screening Form
- Patients/caregivers should wear cloth masks
- All clinical staff should wear surgical masks
- Use footpath signage for 6' social distancing
- Social distancing applies to staff as well
- Keep hand sanitizer at all desks and throughout clinic
- Check your state's requirements for caregiver attendance
- Remember that caregivers are an essential part of a patients journey and often their sole advocate. Acknowledge this loss.

For additional tips, visit www.proton-therapy.org

You're not George Clooney...but you ARE starring on the small screen.

COVID-19 has forced doctors to look at new ways to conduct patient appointments.

Telehealth, while not a new technology, is bridging that gap. Keep these tips in mind when visiting with your patients:

- Be sure that all equipment is in working condition to avoid distractions
- Minimize ambient noise and make sure microphones are working on both ends
- Make sure to be in a room that is secure, without doors (patients might not open up for fear of someone walking in unexpectedly)
- Clarify HIPAA
- Dress the part...wear your white lab coat to incite confidence
- Be sure to review patient's chart completely prior to appointment to avoid losing eye contact
- Establish rapport quickly by looking into the webcam, not the patient's eyes
- It can be difficult to communicate empathy when you aren't physically together. Make sure your patient feels heard.
- Expect there to be glitches, and prepare for them by knowing the system

Source: Patient Engagement HIT; May 2020 Online Edition

New Ways to Telehealth When Telehealth is a Verb

Virtual Caregiver Appointments

- Use FastTrackVideo to keep Caregivers well informed
- Helps to ease your patient's anxiety
- Allows patients to have another voice and advocate involved in care decisions
- Reduces information waste or confusion
- Keeps caregivers from feeling helpless

Virtual Clinical Trials & Visits

- e-Consents included with IRB for Clinical Trials can assist with accruals
- Use telehealth for patient recruitment and counseling
- Collect quality, safety and efficacy data

Did you know?



89% now offer telemedicine for patient consultations

Source: NAPT Community Forum - Reference: ASTRO May 20, 2020 Survey Results



" My situation is unusual and these are unusual times. It's time to think outside the box and find a way to get me home."

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Telehealth Made Easy - FastTrackVideo

What is it & Why Now?

In this new COVID-19 world, the use of telehealth is becoming increasingly important. When the risk of an in person visit outweighs the benefit to the patient, telehealth is a great way to stay connected and provide important care. Currently, 75% of NAPT sites are using telehealth. See how FastTrackVideo might help you too!

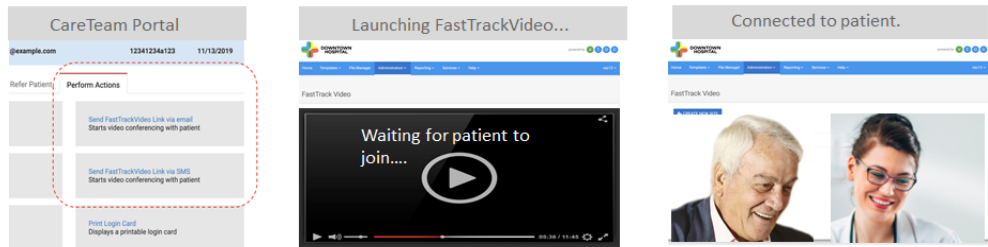
FastTrackVideo

- FastTrackVideo is a telehealth tool used to connect to your patients via video chat.
- Built upon VTOC's proven platform and the FastTrack forms feature for optimal security and patient experience.

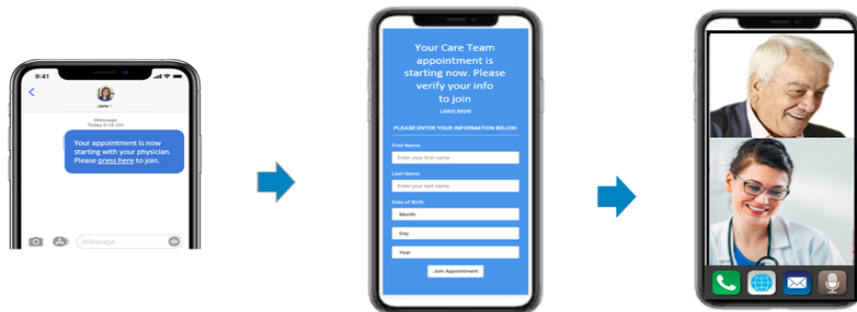
How Does it Work?

- When it's time for patient appointment, simply find that patient in VTOC and hit "Send FastTrackVideo Link" under the "perform actions" menu.
- Designed for optimal med team and patient experience with 'one-click' teleconference invite sent
- Improve patient communication and engagement both for clinical visits and research follow-ups

CARE TEAM EXPERIENCE - TELEHEALTH



PATIENT EXPERIENCE - TELEHEALTH



From the Editor: How COVID-19 Affected My Treatments...

- 3 month full body CT - pushed back two months, even though I have an active, rare cancer in 4 parts of my body; H/N MRI pushed back 2 months
- Serious infection sent me to ER; husband dropped me at the curb, unable to go in with me
- Expected 2 day visit turned into 2.5 weeks, with no visitors; unable to get fresh clothes or supplies, my husband had to drive 3 hours to drop some off at the curb for me.
- On IV antibiotics for entire hospital stay, I required 5 additional weeks of IV; ID pushed for long term care facility. With track record of COVID deaths in these facilities I declined.
- With no caregiver by my side, I advocated for myself, saying "My situation is unusual, and these are unusual times...it's time to think outside the box and find a way to get me home." Not all patients can advocate for themselves, and without support by their side, it's difficult.
- **Summary:** COVID is creating a pattern of short term disruption with possible long term consequence. Patients need to be engaged and heard during this time more than ever.