BC CANCER ABBOTSFORD: SRFax FOR SYSTEMIC THERAPY ORDERING DURING COVID-19 PROCEDURE

Summary of Changes

	NEW	Previous
BC Cancer	February 2022	

1. Introduction

1.1. Focus

This document outlines the steps to take when requiring the use of SRFax to conduct remote ordering of Systemic Therapy during prescriber self-isolation for COVID-19 at BC Cancer Abbotsford.

1.2. Health Organization Site Applicability

This procedure applies to BC Cancer Prescribers, working at BC Cancer Abbotsford and undergoing self-isolation as a result of COVID-19, alongside highlighted staff disciplines, as further defined below.

Please note this procedure is only applicable in Exceptional Circumstances and should not be viewed as an alternative method of ordering systemic therapy for prescribers working on-site in a BC Cancer clinic or affiliated location. This procedure does not replace any BC Cancer regional site-based standard(s) of practice for ordering systemic therapy when patients are seen via telephone or ZOOM consults. This procedure supports the Remote Ordering of Systemic Therapy during COVID-19 Pandemic Provincial Policy.

1.3. Practice Level

Health Unit Clerk (HUC): Process order(s) generated from prescriber(s).

Medical Secretary: Monitor identified fax machine and attach necessary documentation (i.e. systemic therapy orders) generated from prescriber(s) via SRFax.

Pharmacist: Assess PPO(s) and other pertinent documents prior to verifying and dispensing medication(s).

Prescriber: Generate and submit appropriate remote order(s) via SRFax.

Registered Nurse (RN): Assess PPO(s) and other pertinent documents prior to administering medication(s).

Regional Leadership: Executive Medical Director (EMD), Executive Director (ED) or delegate approving exceptional circumstances.

1.4. Definitions

Exceptional Circumstances: Prescribers who are well enough to carry out their normal duties and working from a remote location away from the centre after receiving appropriate approval due to:

- Experiencing COVID-19-related symptoms
- Awaiting a pending COVID-19 test result
- Positive COVID-19 test results
- Required self-isolation period

Prescriber: A designated healthcare professional able to autonomously prescribe applicable systemic treatment (i.e. Medical Oncologist (MO), General Practitioner in Oncology (GPO) and Nurse Practitioner in Oncology (NPO)).

Provider-of-the-Day: Identified on-site MO acting in a "Provider/Doctor-of-the-day" capacity.

Remote Ordering: Describes a situation when a prescriber is not located at a BC Cancer regional site, resultant of exceptional circumstances, as defined above, but submits an electronic order for systemic therapy via SRFax to ensure a patient's continuity of care and treatment on-site.

Printable PPO: Refers to specific provincial and fillable Pre-Printed Orders (PPOs) maintained on the BC Cancer website. Printable PPOs must be filled-out "just in time" when required for treatment and not beforehand. These are not to be saved or stored on prescriber's desktop or mobile devices.

SRFax: A web-based solution (i.e. desktop or mobile) enabling prescribers to utilize email to send an electronic fax to a fax address of their choosing. This program allows prescribers to send clinical information (i.e. a systemic therapy orders) remotely and securely via fax without the need to access a fax machine.

1.5. Equipment and Supplies

- Remote desktop access to Citrix, PPO(s), a health authority issued email address and a LearningHub account.
- Access to a Wi-Fi/data-enabled device and turn off the cloud upload function on their device.
- Active SRFax account.

2. Procedure

A SRFax Remote Ordering of Systemic Therapy User Guide. Appendix A. outlines the steps required to perform remote ordering using SRFax.

2.1.   Steps and Rationale

2.1.1   Regional Leadership

1. Implement and communicate an approval process and tracking system for individual prescribers requesting to work remotely who will perform remote ordering of systemic therapy.
2. AC Administration: Communicate with the Medical Secretaries/HUCs/CNL's that the prescriber(s) will be working remotely. Please contact the covering oncologist for the day, should changes be required to a received PPO (use the alpha list).
3. Coordinate with the prescriber(s) and Medical Secretary/HUC to ensure all patient rebookings are complete if needed.
4. Provide clarity to on-site staff about who is responsible for making changes to an already received PPO (e.g. provider-of-the-day)
5. Ensure providers have completed training for SRFax and working remotely.
6. Implement a local process to ensure remote orders are not missed following submission by SRFax (e.g. email confirmation of order receipt by Medical Secretary).
7. Implement clear and defined communication processes and channels between the prescriber and regional centre.
8. Ensure the Existence of downtime procedures for when there are issues with remote ordering via SRFax.
9. Escalate related issues and concerns to Provincial Systemic Program in a timely manner.

2.1.2   Prescriber

Prior to SRFax use, prescribers should be familiar with remote ordering parameters (i.e. scope, patient appropriateness, access to required clinical patient information etc.) as outlined in Remote Ordering of Systemic Therapy During COVID-19 Pandemic – Provincial Policy and review and consider the PHSA/BC Cancer policies and guidelines listed in section 3 below.

A.   Prescriber Access to SRFax
1. Prescriber registers for and completes Introduction to SRFax course via LearningHub to gain SRFax access. Note: Access may take up to 5-days to activate.
   a) Prescribers requiring SRFax access must use the PHSA Office of Virtual Health enterprise account. Use of SRFax for the purposes highlighted within this document via a personal/purchased SRFax account is not approved due to risks to patient privacy.

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    b) Use of SRFax is only permitted via a health authority email and use of personal email (e.g. Gmail) is not permitted for remote ordering.

B. Prescriber Administers Remote Order of Systemic Therapy via SRFax

- Please refer to SR Fax [Remote Ordering](#) of Systemic Therapy User Guide. Appendix A for detailed instructions on how to utilize [printable PPOs](#) for remote ordering of systemic therapy via [SRFax](#) through either mobile (smartphone/tablet) or desktop/laptop format.

- Basic instructions include the following steps:

PRINT – SIGN – ATTACH – SEND – CONFIRM – DELETE – DELETE - TRANSFER

1. **Print** relevant PPO and complete details (Note: This must be done using paper/pen)
2. **Sign** PPO (Note: This must be done using paper/pen)
3. Open new email in Health Authority mail application
4. **Attach** order to email, following device-specific instructions
5. Ensure that information is correct in email:
   - To: **604-851-4729** Subject: [Document name] for [LAST NAME, FIRST NAME], Email Body: 2nd floor, appointment deskfax, Fax machine number, Provider name and contact information.
6. **Send** the email
7. **Confirm** receive of fax (Standard work located at: H/Abbotsford/Systemic/[Remote Ordering](#) of Systemic therapy during COVID 19
8. **Delete** email from sent items and deleted items
9. **Delete** photo/PDF of PPO stored on your device
10. **Transfer** original signed document by bringing original PPO into centre to be filed into paper chart.

C. Prescriber Considerations for Use of SRFax in Remote Ordering

- To ensure remote orders are received in-time, [prescribers](#) must submit orders by 4 pm to the designated fax address to facilitate order processing.

- In cases where there needs to be an alteration to a remote order after [SRFax](#) submission, prescriber must follow locally-developed processes to escalate and ensure required amendment occurs to order. These **include contacting the designated covering oncologist to authorize changes e.g. contacting 'Provider-of-the-day' to authorize changes]**.

- Upon submission of remote order via SRFax, prescriber must ensure the deletion of all attached electronic documentation, including deleting the email from sent items and deleted items, and deleting the photo/PDF from the device used.

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- As PPOs require printing to complete and sign-off (i.e. they are not fillable PDFs), if a prescriber does not have access to a printer they should follow the following process:
  - **Prescriber to contact Kevin Hare's office via email, and let them know they are working from home and do not have a printer. The email should include the physician's name and full home address. A printer will be couriered to the prescriber**

2.1.3   Medical Secretary/ HUC

1. Medical Secretary and HUC Supervisor is informed by Regional Leadership of prescriber's absence.
2. Medical Secretary receives a patient list from the prescriber directing them to re-booking patients.
3. Medical Secretary coordinates patient appointments as directed by prescriber to either telephone or ZOOM consult or in person review.
4. Medical Secretary contacts the patient(s) to inform them of change(s) to their appointment.
5. Medical secretary/HUC designated HUC for remote orders monitors designated fax machine for incoming remote order via SRFax.
6. Upon receipt of PPO, the HUC should document the date and time of receipt and write "remote order" on the PPO. This copy will be treated as the "SRFax Systemic Therapy Order".
7. **Designated HUC for remote orders** retrieves patient chart and places remote order/ documentation within.
8. HUC /**designated HUC for remote orders** confirms receipt of PPO with prescriber using **by emailing prescriber patient ID # and 'PPO received" e.g. email to prescriber]**.
9. HUC receives chart(s) (including PPOs) and processes orders as required, following regular processes.
10. The HUC files original signed paper PPO once securely returned to the centre by prescriber.

2.1.4   RN/Pharmacist

- For remote orders of ST submitted by SRFax, the original ink-signed PPO will not normally be available to RN/Pharmacy and the received "SRFax Original" will be used for verifying and processing orders until the ink-signed original is received.
- All other processes for administering systemic therapy should follow the regular centre-based procedures.

2.1.5   Provider-of-the-day Role

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- Provider-of-the-day acts as primary on-site contact for questions or concerns about remote orders for systemic therapy.
- Provider-of-the-day liaises with prescriber(s) working remotely to clarify any dose/rate changes to an order that has already been sent and signs off on changes.
- When a prescriber does not have access to a printer and is approved to work remotely due to exceptional circumstances, the Provider-of-the-day clarifies order(s) and signs PPO.
- Provider-of-the-day rewrites any incomplete order(s) as required.
- Provider-of-the-day will complete any order(s) for patients receiving treatment the following day if order(s) not received by 1500h.

3. Related Documents

3.1. Policies

Systemic Therapy Treatment Delivery Process: Policy III-10

Provincial Policy for Remote Ordering of Systemic Therapy during COVID-19 Pandemic: III-200

Privacy and Confidentiality Policy

Managing Privacy and Confidentiality Breaches Policy

3.2. Guidelines

BC Cancer Virtual Health Guide for Medical Staff

Privacy and Confidentiality Breach Management Guidelines

Medical Staff Work from Home Guideline

4. Appendices

Appendix A: SRFax Remote Ordering of Systemic Therapy User Guideline

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SRFax can be used when a PHSA provider/staff does not have access to a fax machine and needs to send or receive a fax containing clinical information, e.g., remote ordering systemic therapy.

Equipment Needed

- SRFax account
- Access to a health authority issued email (no personal email accounts can be used)
- Printer (with or without a scanner)
- Wi-Fi/data enabled laptop or desktop device (cloud upload function must be turned off)

Setting up your SRFax Account

1. Complete the SRFax Learning hub course (~10-15 minutes): LINK
2. Accepting the Terms of Use and completing the course will trigger the process to request a licence through your clinical program lead
3. You will be notified by email once account is activated *(Note: allow up to 5 days to activate)*

Sending an electronic fax

**STEP 1:** Print relevant PPO complete details (Note: This must be done using paper/pen)

STEP 2: Sign PPO (Note: This must be done using paper/pen vs electronic)

STEP 3: Open your Health Authority mail application (i.e. Outlook) and open a new email.

STEP 4: Attach the order using the following process, depending on your device.
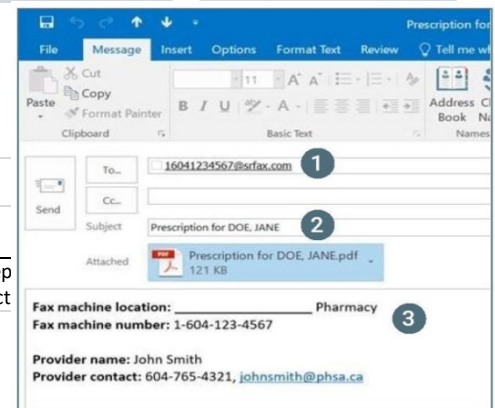
For iOS Mobile Device:

- Tap the expand button above the keyboard letter P to show more options.
- Tap the second icon from the right.
- The camera function will open.
- Centre the document within the blue box that appears
- Tap the round centre button to take a picture.
- Tap Save in the bottom right corner.
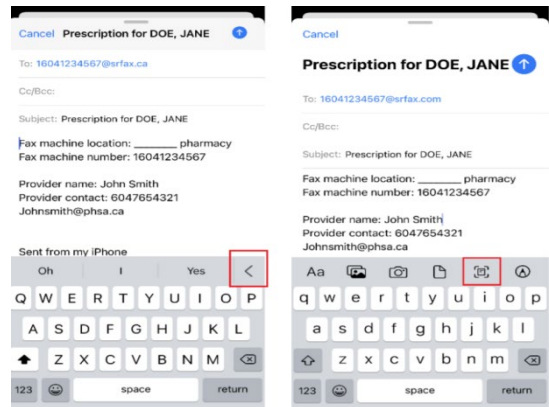
For Android Mobile Device:

- Attach a photo of the document into the email

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For Desktop or laptop

- Attach a PDF of the document into the email.

STEP 5: Include the following information in your email:

- (1) To: [1+Area code+Fax number]@srfax.com
  e.g. 16041234567@srfax.com
- (2) Subject: [Document name] for [LAST NAME, FIRST NAME]
  E.g. Prescription for DOE, JANE
- (3) Body of email:
  - Fax machine location name
  - Fax machine number
  - Provider name
  - Provider contact information

STEP 6: Send the email

- You will not receive any confirmation if your fax was sent successfully
- If your fax was not sent successfully, you will receive an email from SRFax within five-ten minutes. Try again, or contact officeofvirtualhealth@phsa.ca for assistance.

STEP 7: Follow your centre-specific procedure to confirm receive of fax
(e.g., email Medical Secretary/HUC to notify of fax and receive confirmation of receipt)

STEP 8: Delete the email with the attached document from your **Sent Items** and **Deleted Items** to avoid potential privacy breaches.

STEP 9: Delete photo/PDF of PPO stored on your device

STEP 10: Transfer of original signed document back to centre for filing in paper chart.

Considerations

- DO NOT send orders in batches that include multiple patients. Each email must be specific to ONE patient only.
- Electronic PDF PPOs are currently NOT able to be used with SRFax and you must print and then fill the form
- Order(s) must be sent at the end of an appointment upon completion.
- Order(s) not received by the regional centre remote order deadline WILL NOT be processed for treatment for the following day and the patient will be delayed.
- To avoid privacy breaches, you must delete the sent and deleted item from your email and the stored photo/PDF from your device.

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- o This guide is only for Systemic Therapy ordering via SRFax. If using SRFax for other purposes, you may be required to follow different procedures (e.g. prescriptions).
- o If you have any non-compliance or safety concerns regarding the use of SRFax for ST Chemotherapy, please complete a PSLS https://pod.phsa.ca/quality-safety/patient/psls

Technical Support

Technical support for SRFax is available during business hours (Monday – Friday) through the Office of Virtual Health, please call 604-297-8904 or email at officeofvirtualhealth@phsa.ca.

Related Documents and Links

Each regional centre will have a procedure for use of SRFax in Prescriber Remote Ordering for Chemo.

Policy III-200: Remote Ordering of Systemic Therapy
PHSA SRFax website
Office of Virtual Health: SRFax for Android mobile devices
Office of Virtual Health: SRFax for laptop or desktop computers
Office of Virtual Health: SRFax for iOS mobile devices

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