

# NEW PATIENT TELEHEALTH PRISM NURSING APPOINTMENT PROCEDURE

## Summary of Changes

	NEW	Previous
BC Cancer		

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 1 of 7
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

# NEW PATIENT TELEHEALTH PRISM NURSING APPOINTMENT PROCEDURE

## 1. Introduction

Patients referred to BC Cancer-Kelowna are booked for an initial consultation with a Medical and/or Radiation Oncologist. The new patient consultation appointment requires nursing involvement to complete an assessment, review and documentation of specific tasks such as (but not limited to) the BC Cancer PRISM, Best Possible Medication History (BPMH), and referrals to other health care providers based on patient needs.

Telehealth and virtual health appointments may be appropriate for select patients under the care of staff at BC Cancer-Kelowna. These remote appointments require a separate workflow to support the virtual nursing assessment, review and documentation of tasks similar to the in-person consultations. The premise is that all persons and families newly diagnosed with cancer will benefit from early inter-disciplinary team involvement, including those seen by Telehealth. Additionally, the initial contact will be much more efficient and care more streamlined if the patient has completed certain information in advance.

### 1.1. Focus

New patient telehealth PRISM nursing appointment

### 1.2. Health Organization Site Applicability

This procedure applies to all staff involved in the provision of remote BC Cancer- Kelowna appointments for initial medical and radiation oncology consultation

### 1.3. Practice Level

- Radiation/ Medical Oncologist
- Registration Referral Clerk
- Team Clerk
- Registered Nurse (RN)
- Licensed Practical Nurse (LPN)

### 1.4. Need to Know

Appropriateness for new patient remote consult is to be determined by the radiation/medical oncologist and must be communicated to HIM following usual site-specific processes for new patient triage

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 2 of 7
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

# NEW PATIENT TELEHEALTH PRISM NURSING APPOINTMENT PROCEDURE

Nurses involved in new patient telehealth appointments must have documented a review applicable BCCNP practice standards, PHSA and BC Cancer policies as directed by the Senior Practice Leader for Nursing at BC Cancer-Kelowna

Physical concerns voiced by the patient during the New Patient Nursing Telehealth call will be referred to the General Practitioner or emergency department of the local hospital, or emergency services.

## 2. Procedure

### 2.1. Steps and Rationale

#### Initiation

1. Radiation/ Medical Oncologist will indicate Telehealth Appointment on the Triage form and indicate any specific forms he would like completed prior to the appointment.

#### Preparation

1. The New Patient Referral/ Registration Referral Clerk will book the remote consultation appointment following site-specific processes and advise the patient of the time of remote consultation appointment and to expect a call from a nurse prior to the consultation. "Pt aware" will be entered into the CAIS notes.

2. The New Patient Referral/ /Registration Clerk will ask that the patient prepares for the nursing call by having ready at time of call:

- List of medication and supplements (or medication vials readily accessible)
- Provincial Health Number (PHN)
- Measured height and weight

#### Telehealth Nursing Call

1. The assigned team Registered Nurse (RN)/ Licensed Practical Nurse (LPN) will:

- Review the SADM and/or physician schedules
- Contact New Patients scheduled for remote consultation by Team oncologist

**NOTE:** CAIS Activity Code "FORMS" must remain as required for additional work activities by New Patient office.

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 3 of 7
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

## NEW PATIENT TELEHEALTH PRISM NURSING APPOINTMENT PROCEDURE

2. At the onset of the call, the nurse will verify patient identity by requesting 2 unique patient identifiers (full name, date of birth, PHN) and obtain verbal agreement from the patient to proceed with the telehealth appointment. The verbal consent to proceed will be documented in the patient record.

3. Before proceeding with the call, the nurse will confirm the patient is ready for the conversation and they are in a private space where they will not be overheard. The nurse will also inform the patient that their participation is voluntary and they may decline answering questions at any time.

4. During the call the nurse will review in full and complete with the patient or their designate the following:

- Tumor specific new patient assessment as appropriate following the program specific assessment guides
- Patient Reported Information & Symptom Measurement (PRISM) accessible on Prospective Outcomes and Support (POSI) through Google Chrome at: [posi/ca](#)
- POSI form (as requested by oncologist)
- Best Possible Medication History (BPMH),
- Height, Weight & BSA record
- ❖ **Radiation Therapy Nurses only:** Height & weight information for systemic therapy will be collected by the ordering Medical Oncologist and verified on-site by a chemotherapy certified nurse prior to treatment
- Allergy/Alert Form (clerk to affix red allergy label)
- DARP Nursing Documentation Form

5. The nurse will provide education and information on the following:

- Referrals being submitted (i.e. PFC, Nutrition, QuitNow. Falls risk)
- Advanced Care Planning (if applicable)
- Telephone Nursing Triage Line including hours of operation and when to call.
- New Patient Package pick-up at main reception upon arrival to the centre
- Radiation Therapy Booklet (if applicable)

\*Information can be mailed to the patient if greater than two weeks from time of telehealth call to in-person appointment.

6. The nurse will document information obtained and education provided on the call following BCCNP and BC Cancer standards using the appropriate BC Cancer approved forms.

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 4 of 7
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

# NEW PATIENT TELEHEALTH PRISM NURSING APPOINTMENT PROCEDURE

7. Following the telehealth nursing call the nurse will:

- Submit internal and external referrals as required by patient need or site-specific policy such as Nutrition, Patient and Family Counselling and QuitNow.  
\*Positive PSCAN #19 will result in urgent, same day follow-up by Patient and Family Counselling as per policy
- Liaise with community care providers as appropriate
- Compile a package containing all forms/documents completed as a part of the call (see bullet 3.4)
- Indicate that the call is completed in CAIS using “E”
- Book an in-person nursing appointment with patient (if needed) on the same day as the patients next in-person visit to the centre to review any materials provided
- Provide in-person report to the consulting Oncologist regarding any significant concerns
- Place forms in designated file for the Team Clerk. Team clerk will ensure completed package is on the chart for oncologist review prior to the next appointment.

## **Oncologist Telehealth Appointment:**

1. Oncologist to review chart, including nursing telehealth package, in advance of the Telehealth appointment.

2. Oncologist will complete the telehealth new patient consultation with the patient.

3. Following the telehealth consultation the oncologist will:

- Write orders on the Physician Order form and send for processing by Ambulatory Care Team Clerk following site specific processes
- Liaise with Team Nurses as necessary for nursing specific orders/follow-up care required

4. The Team clerk will process orders received from the oncologist as a result of the telehealth new patient consultation appointment following site specific practices.

## **3. Related Documents**

### **BC Cancer Policies**

- NPR D-75: <http://shop.healthcarebc.ca/phsa/BCCancer/Nursing/70030.pdf>
- Documentation of Allergy Status:  
<http://shop.healthcarebc.ca/phsa/BCCancer/Corporate%20Policy/70279.pdf>

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 5 of 7
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

# NEW PATIENT TELEHEALTH PRISM NURSING APPOINTMENT PROCEDURE

- VPP Patient Identification Policy:  
[http://shop.healthcarebc.ca/\\_layouts/15/DocIdRedir.aspx?ID=SHOP-1166882613-3](http://shop.healthcarebc.ca/_layouts/15/DocIdRedir.aspx?ID=SHOP-1166882613-3)
- BC Cancer –Medication Reconciliation Procedure:  
[http://shop.healthcarebc.ca/\\_layouts/15/DocIdRedir.aspx?ID=SHOP-1273641220-1032](http://shop.healthcarebc.ca/_layouts/15/DocIdRedir.aspx?ID=SHOP-1273641220-1032)
- BC Cancer Medication Reconciliation Policy:  
[http://shop.healthcarebc.ca/\\_layouts/15/DocIdRedir.aspx?ID=SHOP-1273641220-676](http://shop.healthcarebc.ca/_layouts/15/DocIdRedir.aspx?ID=SHOP-1273641220-676)

## PHSA Policies

- Virtual Health: <http://shop.healthcarebc.ca/phsa/PHSAPOD/Virtual%20Health/C-99-11-20650.pdf>

## BCCNP Practice Standards

- Telehealth:  
[https://www.bccnp.ca/Standards/RN\\_NP/PracticeStandards/Lists/GeneralResources/RN\\_NP\\_PS\\_Telehealth.pdf](https://www.bccnp.ca/Standards/RN_NP/PracticeStandards/Lists/GeneralResources/RN_NP_PS_Telehealth.pdf)
- Privacy & Confidentiality:  
[https://www.bccnp.ca/Standards/Documents/PS\\_PrivacyConfidentiality.pdf](https://www.bccnp.ca/Standards/Documents/PS_PrivacyConfidentiality.pdf)
- Boundaries in the Nurse-Client Relationship:  
[https://www.bccnp.ca/Standards/Documents/PS\\_Boundaries.pdf](https://www.bccnp.ca/Standards/Documents/PS_Boundaries.pdf)
- BCCNP- [https://www.bccnp.ca/Standards/Documents/PS\\_Documentation.pdf](https://www.bccnp.ca/Standards/Documents/PS_Documentation.pdf)

## BC Cancer Kelowna Nursing ACU Assessment Guides

- Radiation Therapy: [Kelowna Nursing Teamsite RT Documents](#)
- Systemic Therapy: [Kelowna Nursing Teamsite ST Documents](#)

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 6 of 7
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

# NEW PATIENT TELEHEALTH PRISM NURSING APPOINTMENT PROCEDURE

**\*\*Last page of document\*\***

<b>First Issued:</b>	13-MAY-2020 (e.g. 05-MAR-2016)		
<b>Approving Body:</b>	Senior Clinical Operations Committee (SCOC)		
<b>Final Sign Off:</b>	<b>Name</b>	<b>Title</b>	<b>Date Signed</b>
	SCOC		Interim Approval on May 13, 2020; Final Approval September 9th, 2020
<b>Developed By:</b>	<b>Name</b>	<b>Dept.</b>	<b>HO</b>
	Maureen Ryan	Clinical Nurse Leader, Radiation Therapy	BC Cancer-Kelowna
	Colleen Perrich	Coordinator, Records Management and Registration Services	BC Cancer-Kelowna
<b>Owner(s):</b>	e.g. name, title/position		
<b>Posted Date:</b>	DD-MMM-YYYY		
<b>Version:</b>	1		
<b>Revision:</b>	<b>Name of Reviser</b>	<b>Description</b>	<b>Date</b>
			DD-MMM-YYYY