

## **ANMC Department Service Agreement Oncology and Women's Health Departments**

The following is a collaborative service agreement between Women's Health and Oncology departments. The departments agree on the following scope of practice for the provision of primary & specialty care.

### **Core Competencies:**

Oncology will provide the following core services:

- Oncology clinic will serve as a resource in the management of chemotherapy treatment and it's complications and other cancer related issues
- Telephone consultations when requested, in the absence of Dr. Burke
- Administer chemotherapy
- Assist with chemotherapy symptom management

Women's Health will provide the following core services:

- Women's Health Providers will provide consultations to Oncology when requested.
- WH Providers will co-manage patients when requested by Oncology.
- Scheduling patient for pre-chemo lab work and pre-chemo provider visit
- Pre-chemo lab work to be done in Women's Health
- Pre-chemo clinical assessment to be done in Women's Health including chemo orders
- Arrange travel, lodging and meals

### **Access Agreements**

Oncology will provide the following access:

- All patients will be offered an appointment within one day for any problem
- Immediate access for urgent and emergent conditions.
- See inpatients and outpatients in the Oncology Clinic after the referral form has been sent and the final pathology report is available, regardless of when the patient is discussed at Tumor Board

Women's Health will provide the following access:

- Twenty four hour per day consultation and inpatient care to Oncology patients
- Same day access for any outpatient consult
- Continuity appointments offered within 5 days for a clinic appointment
- Surgery offered within 10 days

### **Consultation / Treatment Process**

- *In order to avoid delays referring clinic agrees to use the standard ANMC evaluation and consultation process*
- 8:30 a.m. – 4:30 p.m. use standard ANMC evaluation and consultation process (see flowchart)
- 4:30 p.m. – 8:30 a.m. fax /scan evaluation and consultation form to Oncology
- Case Manager to Case Manager contact via phone or fax to schedule appointments
- GYN staff can schedule and order chemo for 2 routine protocols of ovarian or cervical cancer
- When GYN requests chemo services beyond routine protocols oncologist will provide medical consultation

### **Communication Process**

- Care coordination between Women's Health case manager and Oncology nurse specialist  
Communication between Oncology provider and Women's Health provider when necessary

### **Consultation / Treatment Guidelines** (for each referral guideline include graduation criteria)

- The process for approving guidelines:
  - Guidelines developed at department (or other) level
  - Department presents guideline to appropriate Clinical Core Business Group (CCBG)
  - After CCBG approval guideline goes to PIC for final approval
  - After PIC approval guideline is posted on ANMC intranet
- Platinum / Taxol for ovarian cancer

Approved 6/16/04

- Platinum / radiation oncology therapy for cancer of the cervix
- Single agent chemotherapy for gestational trophoblastic disease

**Quality Assurance Agreements**

- Service agreements will be reviewed, updated and approved bi-annually with final approval by the SCF VP of the Medical Services Division and the ANMC Administrator.
- Training and education needs can be requested by either service. Each service is responsible for responding in a timely manner.
- Quality review of the system will occur on a regular basis. Metrics to include:
  - % of time guidelines are met
  - % of time processes are followed
  - % of time adequate information is provided to consultant clinic
  - % of time adequate information is provided to referring clinic
  - % of time appointment is booked using the phone process
  - % of dictation consultation summary received

Greg Marino, MD

MD

Signature of Oncology Medical Director

Daniel Szekely,

Signature of Women's Health Medical Director

Douglas Eby, MD

Signature of SCF Vice President Medical Services

Dee Hutchison, RN

Signature of ANMC Administrator