

Approved 6/16/04

Department Service Agreement Oncology and Family Medicine Departments

The following is a collaborative service agreement between the Oncology and Family Medicine Departments. The departments agree on the following scope of practice for the provision of primary care.

Core Competencies:

Oncology will provide the following core services:

- Active treatment
 - evaluation for chemotherapy where appropriate
 - evaluate newly diagnosed cancer
 - administration of chemotherapeutic agents and medical management of toxicities when indicated
 - case management for cancer related medical interventions during acute phase of cancer care
 - initiate staging evaluations for newly diagnosed cancers
 - initiate Social Services consultation if necessary
 - initiate radiation oncology consultation if necessary
- Survivorship with annual consult following treatment plan
- Surveillance of high risk cancer patients
- Follow-up of intensive, curable disease, any lymphoma
- Palliative care initial treatment plan
- Research
- Education of staff
- Revise and update chemo-prevention guidelines as need with multidisciplinary input

Family Medicine will provide the following core services:

- Screening
- Prevention
- Diagnosis
- Communication of diagnosis or suspected diagnosis to the patient
- Active treatment through the ANMC Breast Cancer Chemoprevention guideline
- Survivorship, follow-up treatment plan
- Surveillance of low-risk patients
- Follow-up after graduation
- Palliative care follow up of treatment plan
- Research
- Education with patients

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

Family Medicine will provide the following access:

- Same day access offered for all Family Medicine enpanelled patients who can schedule by 4:00 p.m. and arrive in the clinic by 4:30 p.m. Monday - Friday
- Evenings between 5:00 p.m. – 8:00 p.m. and Saturdays between 8:30 a.m. and 4:30 p.m. the clinic is staffed with 2-3 providers who cover the practice for customer convenience and urgent needs for customers who can schedule by 7:00 p.m. and arrive by 7:30 p.m. in the evenings and customers who can schedule by 4:00 p.m. and arrive by 4:30 on Saturdays

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
- Pathology report available when necessary
- Patient is expected to need chemotherapy or request a visit
- Need not to have been discussed at Tumor Board prior but recommended

Communication Process

- Family Medicine will identify patients who have complex issues such as, pain contracts, medical, logistical or social issues, when sending a consult
- Dictated summary of clinic consults with specific recommendations to PCP for ongoing management and follow-up. All dictations should annotate what role the PCP and consultant will play in ongoing care.
- Provider to provider communication via phone, email, in person when necessary
- FMC Case Manager to Oncology Case Manager communication via phone, email, in person when necessary
- Home Based Services: in the event a post-discharge patient requires Home Based Services, Oncology personnel will be responsible for referring the patient to the HBS team. This includes completing the necessary paperwork for prescriptions, equipment and nursing orders. Oncology will authorize the transfer of care to the PCP in accordance with MCD/MCR guidelines.

Consultation / Treatment Guidelines (for each consultation 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
- Cancer post-treatment guidelines
- Breast cancer chemo prevention guidelines

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

Signature of Oncology Medical Director

Allen Smith, MD

Signature of Family Medicine Medical Director

Douglas Eby, MD MPH

Signature of SCF Vice President Medical Services

Dee Hutchison, RN

Signature of ANMC Administrator