

### Oncology – New Patient Referral and BPMH

**Targeted Users:** Allied Health, New Patient Referral, Oncologist, Radiation Team, Oncology Clerk, Palliative Team, Patient educator, Pharmacy Outpatient Technician

1. The Oncology – NPR/ Health Records Tech receives Internal Referral in Referral Management

Patient	Priority	Referred By	Referred To	A.	Requested Service	L.	Ins.	Status
*ZZONG, BRIANNA 23 yrs F	Standard	NHS Teat01, Physician - Medical Oncology/Haematol... 01/05/2024 13:32	Gosse, Rouan		Transition of care Oncology ref			Not Started
*ZZONG, DOMINA 57 yrs F	Standard	NHS Teat01, Physician - Medical Oncology/Haematol... 11/05/2024 23:35	Niagara Medical Group Family... Gosse, Rouan		Family Medicine testing		CANAD.	Not Started
*ZZONG, DOMINA 57 yrs F	Urgent (within 72 hours)	NHS Teat01, Physician - Medical Oncology/Haematol... 11/05/2024 23:28	Niagara Medical Group Family... Gosse, Rouan		General Internal Medicine Transition		CANAD.	Not Started
*ZZONG, DOMINA 57 yrs F	Standard	NHS Teat01, Physician - Medical Oncology/Haematol... 11/05/2024 22:37	General Internal Medicine Ra...		General Internal Medicine Transition of care		CANAD.	Pending Acceptance
*ZZONG, EMILY 26 yrs F	Urgent (within 72 hours)	NHS Teat01, Physician - Radiation Oncology 23/05/2024 15:09	Medical Oncology		Medical Oncology to Med Onc		BLUE C.	Cancelled
*ZZONG, RAY 33 yrs M	Urgent (within 72 hours)	Sabb, Mary 09/05/2024 12:21			Responsibility test		MINIST.	Not Started

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2. Follow **Ambulatory – Referrals (Receiving)** workflow
3. Follow the **Oncology – Encounter** workflow
4. Send communication to appropriate pool/person for triage. Click the dropdown arrow next to **"Communicate"** button in the Organizer Toolbar, select **"Message"**.

**New Message**

Task Edit View Patient Chart Links Navigation Help

High  Notify  Message Journal (0)  Patient Options  Launch Orders

Patient: ZZONG, DOMINA | Caller: ZZONG, DOMINA | Caller # | H 01029400

To:   Include me

CC:   Save to Chart  Print Message Call

Subject: Referral Message  Send to Chart  Print Message Call

Attachments:  Patient Summary  Transition of Care  Review Documents  Other Attachments

Message:

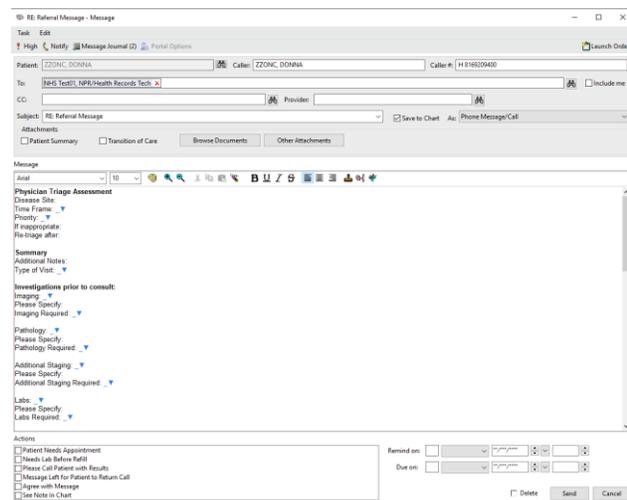
Actions:  Patient Needs Appointment  Needs Lab Before Refil  Please Call Patient with Results  Message Left for Patient to Return Call  Agree with Message  Note to Tech

Remind on:

Due on:

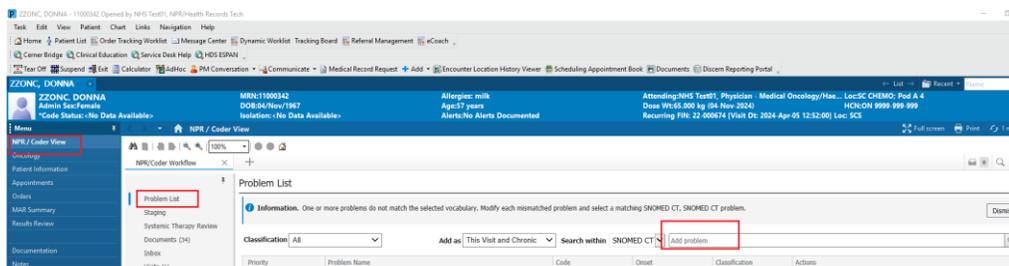
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5. **Medical Oncology/ Radiation Oncology Team** receives the message in the Message Center. Using the auto text **.OncTriage**, fill out required fields and reply to New Patient Referral Pool.



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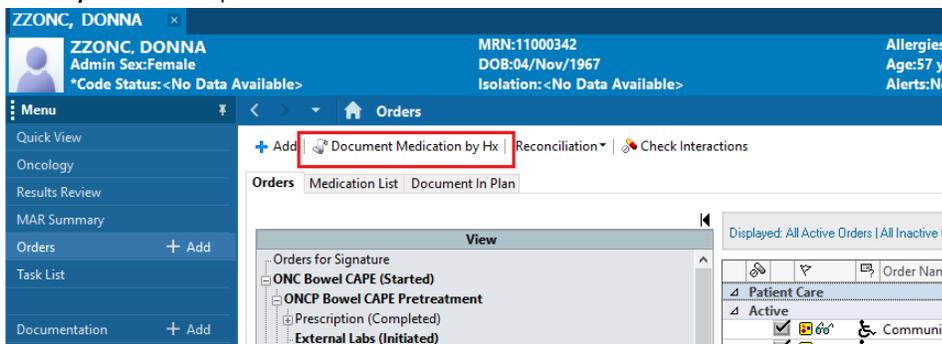
6. The **Oncology – NPR/ Health Records Tech** reviews details of the triage form, send requests for appropriate documentation and required tests as applicable.
7. After documents are completed, the **Oncology – NPR/ Health Records Tech** will continue following the **Ambulatory – Referral (Receiving)** and the Referral gets **Accepted**.
8. The **Oncology – NPR/ Health Records Tech** enters the diagnosis in Millennium and Mosaiq. In **Millennium**, open the patient’s chart and navigate to the **NPR/Coder Workflow MPage**. In The Problem List component, search the appropriate Diagnosis in the **Add Problem** field. Select the Diagnosis. The diagnosis should be added in the Problem list.



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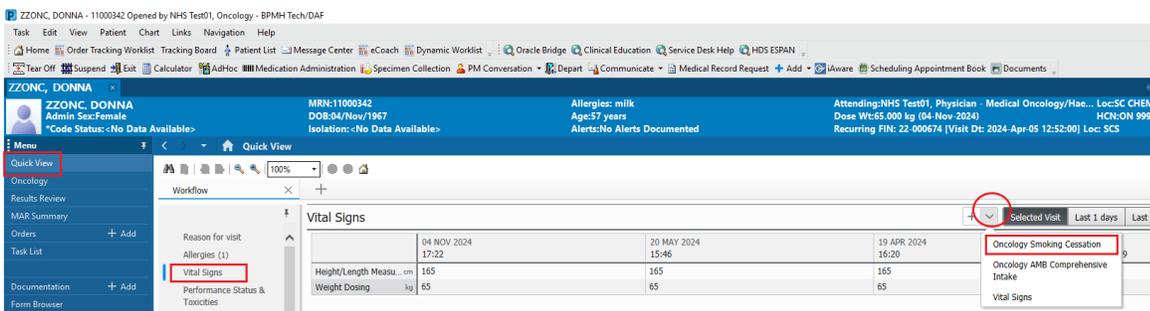
9. Schedule as needed and follow the **Scheduling – ESM – Schedule Appointment** workflow.
10. The **Patient Educator** provides the New Patient Orientation Class.

1. The Oncology – BPMH Tech/DAF Calls the Patient before Day of Visit to conduct BPMH + Smoking cessation.
2. To Complete BPMH, Navigate to patient’s chart and go to **Orders**. Click **Document Medication by Hx**. This opens the Home Medication List.



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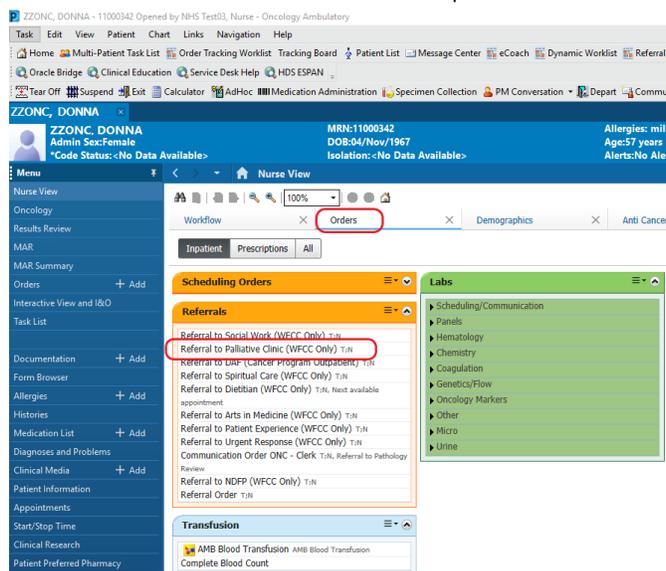
3. To complete the Smoking Cessation Form, Navigate to **Quick Visit Workflow MPage**, Click the **Vital Signs** component and click the **dropdown arrow** within the Vital Signs component. Then Select **Oncology Smoking Cessation**. This will open the PowerForm. Complete the Form and Sign.



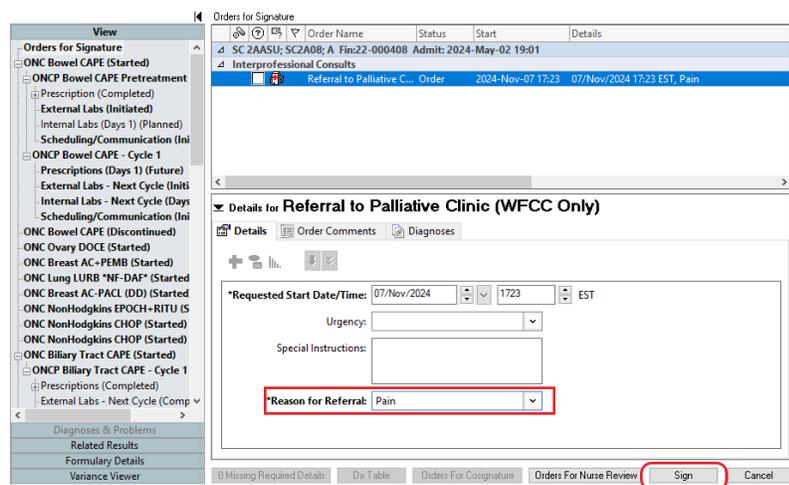
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### PALLIATIVE TEAM AND ALLIED HEALTH TEAM:

1. Open the Patient's chart and Navigate to the **Orders Tab (Quick Orders MPage)**. Select the **Referral to Palliative Clinic (WFCC Only)** or any **Referral Order to Allied Health Team**. Click the Orders for Signature Inbox, attach a Diagnosis as needed and click Modify. This will ask for **Reason for Referral** and is a required field. Select the Reason and click Sign.

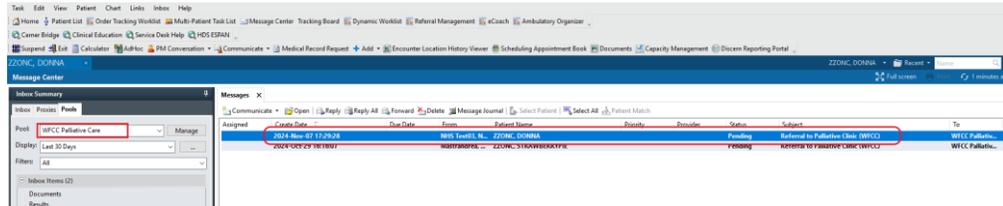


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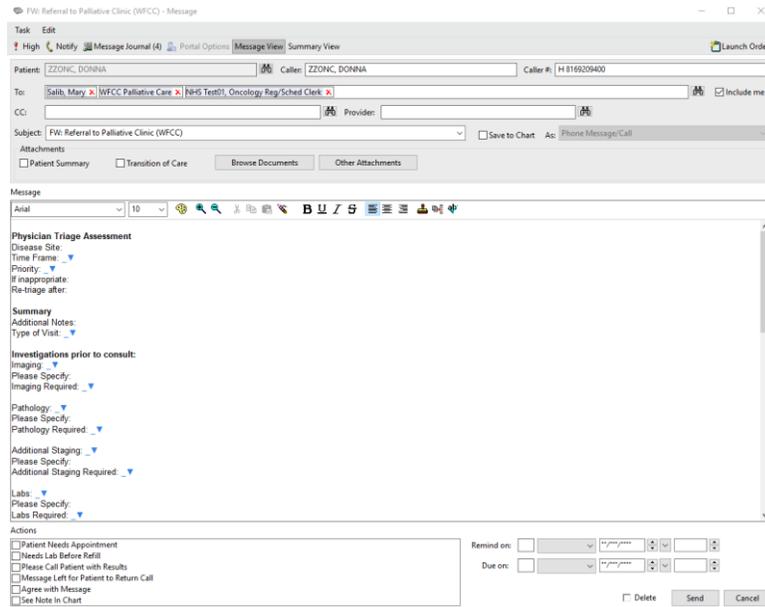
b.

- The message is generated in the Message Center – WFCC Palliative Care Pool or any Allied Health Pool.



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- Send message to appropriate Provider to review and triage.
- Communicate Decision to Clerical Staff using Message Center. Fill Out appropriate Fields using auto text **.OncTriage**.



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- The **Oncology Reg/Sched Clerk** reviews the Message Center for Referrals. If the Referral is accepted, follow the **Scheduling – ESM – Schedule Appointment** workflow. If the Referral is not accepted, send **Rejection Details** to the referring provider using the Message Center.