

# Teamwork in Healthcare

To provide quality, efficient health care services, we must recognize and emphasize the importance of teamwork. Each member of the team is involved in only a small piece of the overall patient experience, but when we come together as a team, passionately working towards a common goal, we see magic happen.

## Referral

- Ø **Rocky Mountain Oncology** receives referral from a referring provider.
- Ø The **Referral Specialist** gathers all the necessary paperwork: labs, pathology, scans, etc.
- Ø Cancer diagnosis is confirmed.
- Ø Paperwork is sent to the **provider** for next steps: more labs, CT scan, PET scan, or biopsy.

## Senior Verification Specialist

- Ø Procedures deemed necessary by **provider** are sent to the **Senior Verification Specialist** where procedures will be approved by insurance.

## Referral Specialist

- Ø After insurance approval, the **Referral Specialist** receives patient paperwork and schedules appointment.

## Radiation Therapist

- Ø **Radiation Therapists** do the required scans.

## Provider

- Ø The **provider** assesses scans along with cancer diagnosis, stage, standard of care, and current guidelines.
- Ø **Provider** produces a plan of care; appointment is made for patient.

## Patient Concierge

- Ø Patient arrives for their scheduled appointment.
- Ø **Patient Concierge** checks them in or escorts them to the correct area of the clinic.

## Nurse

- Ø **Nurse** gets a full set of vital along with a full medical history.
- Ø History is important for several reasons including assessing where the patient is mentally and physically in their care.
- Ø Do they already have an idea of the direction they want to go?

## Provider

- Ø The **provider** sits down with the patient and goes over all the information: scans, blood work, etc.
- Ø The patient is presented with the options for a plan of care.

## Dosimetry

- Ø The CT and PET scans and a script from the **provider** are sent to the **dosimetrist**.
- Ø The **dosimetrist** produces a plan according to the **provider's** orders.
- Ø Plans can take up to 3 hours to form.
- Ø The plan is then sent back to the **provider** for approval or adjustments.
- Ø After approval, it is sent to the **physicist**.

## Physicist

- Ø The **physicist** works on a QA plan.
- Ø The software does a secondary check, to make sure it agrees with the treatment plan.
- Ø The **physicist** verifies it is passing. This is to ensure patient safety.

## Radiation Therapist

- Ø The plan is sent back to the **radiation therapist** to deliver the treatment to the patient.

## In Office Dispensary

- Ø At times, the **providers** will add oral medication to the treatment plan.
- Ø Script is sent to the **IOD** to fill. If IOD cannot fill the script in house it will be sent off to a trusted pharmacy.
- Ø If a prior authorization is needed, it will be done by the **pharmacy technician**.
- Ø If the drug is unaffordable then the **pharmacy technician** will look for grants or free drugs.

## Nurse

- Ø Once the medication has been approved and/or is delivered to the pharmacy, the **nurse** will provide patient education regarding the medication.
- Ø Due to our rural location, it can be difficult, but the **nurses** make sure all our patients are educated on their medication.

## Patient Concierge

- Ø After the patient sees the **provider**, they are taken to check out.
- Ø The **patient concierge** checks them out and schedules outside appointments and follow-ups.

## Financial Counselor

- Ø Patients become overwhelmed with not only the reality of their situation, but also with how to pay for it. The **financial counselor** will help the patient figure out their options for paying for their care.

## Patient Navigator

- Ø The **patient navigator** tries to meet with every new patient to get an understanding of their needs.
- Ø They can help the patient with hotel rooms, gas, extra financial assistance, hand holding, and any burdens they may have going forward with their treatment.