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

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

Referral Specialist
- After insurance approval, the Referral Specialist sends patient paperwork and schedules appointment.

Radiation Therapist
- Radiation Therapists do the required scans.

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

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

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

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

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

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

Radiation Therapist
- The plan is sent back to the radiation therapist to deliver the treatment to the patient.

In Office Dispensary
- At times, the providers will add oral medication to the treatment plan.
- 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.
- If a prior authorization is needed, it will be done by the pharmacy technician.
- If the drug is unaffordable then the pharmacy technician will look for grants or free drugs.

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

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

Financial Counselor
- 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
- The patient navigator tries to meet with every new patient to get an understanding of their needs.
- 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.