Dear SCCA Providers,

We wanted to inform you of updates to the second opinion policy during the COVID-19 pandemic. On March 16, SCCA temporarily halted the scheduling of new patients for second opinions for solid tumor and hematology and hematologic malignancy clinics. Second opinion appointments were defined as patients:

- Currently under the care of another provider, _and_
- On active treatment

Since the release of the policy, some disease teams have expressed a desire to still see second opinions, as capacity allows. Therefore, the policy has been updated to allow for disease team discretion as it relates to second opinion appointments, including via telehealth. Service Line teams are asked to provide Intake with clear guidance on their preferred policy. SCCA providers may also contact Intake directly to arrange for seeing patients via telehealth, when a specific patient becomes known to them.

For those services who continue to halt second opinions due to COVID-19 related reasons, Intake will continue to offer patients the option of a physician-to-physician phone consult. Intake’s process is as follows:

- If a patient is referred by a physician:
  - Intake offers the referring physician the option of a physician to physician consult through Med Con or the SCCA provider’s preferred contact.

- If a patient is self-referred:
  - Intake informs the patient we are not currently taking new appointment for patients who are already under the care of another provider, and instead offers the patient the option to contact their current provider about a physician to physician consult.

- If a patient is already scheduled, Intake is not proactively rescheduling their appointment.

Please note this policy does not apply to our transplant and immunotherapy clinics, who have developed other processes that are appropriate for their teams. This policy will continue through Friday, May 1.

Thank you for your continued service to our patients and referring providers.

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