Posting Subject: Guidelines for Scheduling of Return and New Patients

Updated: 03.24.2020

Sent on behalf of Renato G. Martins M.D., M.P.H., Associate Medical Director, Solid Tumor Adult Oncology

Rescheduling of patients continues to be at the discretion of the program and clinical teams. Teams are encouraged to review their schedules on a week by week basis to allow for agility in scheduling as options and circumstances evolve.

Due to the uncertain duration of this pandemic, timeframes for the rescheduling of patients continue to be in flux. We recognize a delay in visits creates a backlog, and we are actively working on a plan for mitigation that includes a tracking system. As you evaluate how to prioritize patients, the tiered guidelines below may be useful in helping to inform an approach.

Return/Follow-Up Patients

Tier 1 - ESSENTIAL: Patients who need to be seen in-person by the provider for their initially scheduled appointment

- Clinical situation that could be compromised by a delay in care and requires physical examination to support clinical decision-making, including:
  - Patients receiving chemotherapy (i.e. adjuvant curative chemotherapy, palliative chemotherapy in the context of advanced disease)

Tier 2 - TELEHEALTH: Consults that can be conducted via Telehealth. These patients can be seen at any time (please refer to telehealth specific guidelines). Appropriate patients include, but are not limited to:

- Follow up care where the physical exam is not essential to decision making
- Key physical exam or imaging findings may be obtained by other means (e.g., PACS, photos, etc.)
- Ability to be served closer to home (if under the care of another provider)
- No concerning symptoms of recurrence/progression and can have restaging scans closer to home

Tier 3 – FLEXIBLE TIMEFRAME: Patients who are not eligible for Telehealth due to in-person consult needs or patient preference and can be rescheduled or placed in the queue for scheduling when we resume normal business operations.

- Patient condition does not suggest clinical urgency (i.e. surveillance, non-symptomatic)
- Uncertain timeframe is ok with patient and clinically appropriate
Please do not hesitate to reach out to your Operations Manager with any questions regarding the rescheduling of your patients.

New Patients

SCCA is continuing to schedule new oncology patients, including via Telehealth, with general guidelines and disease-specific parameters in place. Patients who are currently under the care of another provider and already on treatment are not being given appointments. Instead, referring providers who contact Intake directly are given the option of an MD to MD consult. Self-referred patients will be invited to contact their referring provider to reach out for the MD to MD option, if desired. *(Please note this does not apply to our transplant and immunotherapy clinics, where other processes are in place.)*

For any questions regarding new patient guidelines, please contact Christy Satterlee at csatterl@seattlecca.org.

We will continue to provide updates on changes. Thank you for your dedication and openness to providing alternate means of care during these challenging times.