



COVID-19: Communication Tools

The Navigating Care platform includes several important tools to help cancer programs respond during the COVID-19 pandemic. Stay connected to patients via:

- » Pre-appointment screening survey
- » COVID-19 triage pathway
- » In-portal and batch messages
- » Customized patient education
- » Remote patient monitoring
- » COVID-specific attachments for Home care instructions

Automated pre-appointment screening

To lessen the administrative burden of the COVID-19 pandemic, automate pre-appointment screening through a digital instrument survey that is deployed to patients with upcoming in-person appointments.

COVID-19 triage pathway

To respond to the pandemic, we have developed a COVID-19 pathway to help you evaluate patient symptoms, keep patients safe, and provide proactive assistance during the current crisis.

Health Tracker remote patient monitoring

[Health Tracker](#) enables you to provide proactive, remote support for side effect management. The program prompts patients either via SMS text message or email to report any symptoms they are experiencing.

Home Care Instructions

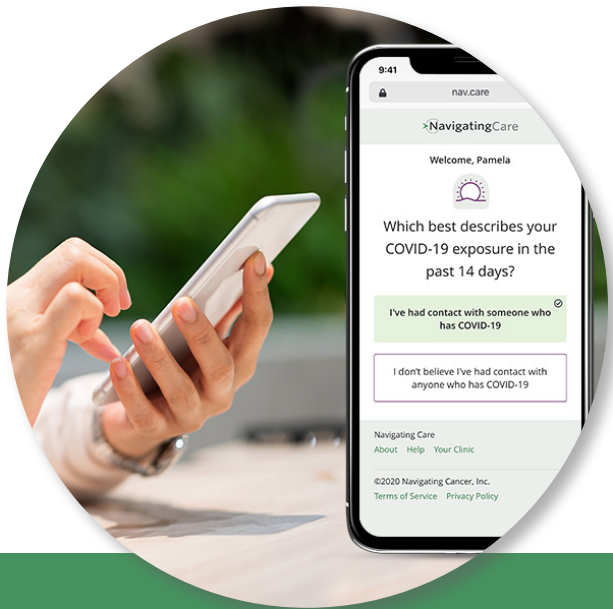
[Home Care Instructions](#) are a simple way for triage nurses to send personalized information directly to patients or their caregivers following a triage incident. Home Care Instructions can be delivered via text message or emailed to patients and COVID-related information can be attached.

Custom Patient Education

With the Patient Education Program you can create custom materials to be delivered to patients within the secure portal to instruct, inform and educate them whenever needed.

Messaging

Batch messaging allows you to quickly reach patient populations with one secure message. We can also add temporary banner messaging within the portal to notify patients of important information.



Pre-Appointment Screening: COVID-19

To lessen the administrative burden of the COVID-19 pandemic, automate pre-appointment screening through a digital survey that is deployed to patients with upcoming in-person appointments. The COVID screening survey asks patients about possible recent exposure to COVID-19, recent COVID-19 test activity, and potential symptoms to ensure safety of patients and staff in the clinic.

Safely deliver cancer care with pre-screening

Before entering the clinic, practices are ensuring that patients have not been exposed to COVID-19 and also they are not experiencing symptoms of the virus

QUICKLY AND EFFICIENTLY EVALUATE PATIENTS

- » Automate pre-appointment survey
- » Proactively address COVID-19 exposure
- » Integrate into workflow to notify care team
- » Provide intervention for exposed patients before they arrive at the clinic

Leverage technology to face new challenges for cancer care providers



Automated process

Screen patients before in-clinic appointments for COVID exposure



Flexible delivery

Deliver the survey via SMS text message or email



Proactive intervention

If COVID exposure is indicated, clinic can contact patient



Integrated workflow

Responses and reporting captured by Navigating Care



Symptom Management Pathway: COVID-19

To respond to the pandemic, we have developed a new COVID-19 pathway to help you evaluate patient symptoms, keep patients safe, and provide proactive assistance during the current crisis. It includes symptom assessment for fever, cough, and shortness of breath, information for prevention, and customizable standing orders.

COVID-19 concerns and inquiries spike

Between Jan 27, 2020 and March 17, 2020 the number of patient calls to clinics we support regarding the virus went from 1 to well over 300 each day.

QUICKLY AND EFFICIENTLY ASSIST PATIENTS

- » Proactively address COVID-19 exposure
- » Provide prevention information
- » Provide symptom management and keep patients safe from exposure
- » Evaluate patients and provide guidance specific to your geographic location

How Does Standardized Symptom Management Benefit Your Practice?



Reduced Variability

Delivers consistent, high quality care, regardless of provider or practice



Smarter Decision Making

Uncovers deeper patient issues with symptom-specific clinical prompts



Consistent Documentation

Keeps everyone on the same page and simplifies reporting



Better Patient Care

Builds patient trust, improve outcomes and keeps satisfaction high