Cancer Navigator Process - Breakdown

by Golnvo, Nov.2022

	Patient & Family	Clinicians	Pediatric Cancer Navigator Services					
			Finances	Care Plan	Concierge	Records	Community	Literacy
1. Pre-Diagnosis Pediatric patient suspected to have cancer.	Patient experiences continued symptoms							
	Patient & family schedule PCP consult					Age 0-12: Parents have access to child healthcare data, can make healthcare decisions on behalf Age 12-18: Parents have limited access to child healthcare data, can request a proxy account for their child's records		
	Patient & family visit PCP	PCP administers routine diagnostic tests based on symptoms						
		Test results are inconclusive. PCP views PCN diagnostic engine		PCN diagnostics engine automatically receives symptoms and test results				
				PCN diagnostic engine eliminates standard diagnoses and generates list of recommended testing based on symptoms and routine test results				
	Patient & family go over results and next steps	PCP explains results and orders further testing						
	Patient undergoes further testing	Clinicians conduct testing						
	Patient & family review results and register with PCN	PCP suspects cancer based on test results and refers patient & family to PCN						
			• Financial navigator identifies facilities and clinicians based on health insurance coverage • Diagnosis and testing costs are made transparent		Concierge connects patients to oncology options for official diagnosis			
	Patient & family select oncologist for testing							
					PCN schedules appointment with oncologist			
		Oncologist confirms appointment and requests patient history						
						PCN requests consent for patient health record access and release		
	Patient & family consent to PCN health record access and release							
		Oncologist reviews patient history and test results				Patient history health records are retrieved		
2. Diagnosis Clinician Visit. Data Registry.	Patient & family go to appointment to receive testing	Oncologist meets with patient to go over results and next steps for testing						
		Oncologist orders new tests						
			• Financial navigator identifies facilities based on health insurance coverage • Testing costs are made transparent		PCN generates a list of local and nearby testing centers			
	Patient & family select testing facility and schedule testing							
	Patient & family complete testing							
	Patient & family obtain access to test results	Oncologist reviews test results and suspects cancer diagnosis				PCN releases the test results to patient once released		
		Oncologist requests second opinion through PCN						
					PCN connects oncologist with other clinicians for a second opinion			
	Patient & family receive official diagnosis	Oncologist confirms diagnosis			PCN compiles data needed to report the cancer case and sends to clinician for confirmation	Health records are automatically updated with new diagnosis information		
		Oncologist confirms cancer case report via PCN for data registry			PCN sends official diagnosis data to state cancer registry			
		Oncologist meets with patient navigator to communicate diagnosis and treatment options			Patient navigator meets with clinician to understand patient diagnosis and reaches out to patient & family			
	Patient & family meet with patient navigator to understand diagnosis, ask questions, and outline next steps				Patient navigator meets with patient & family to go over diagnosis and answer questions			Human navigator shares patient literacy resources with patient & family
					Patient navigator highlights option to request second opinion on diagnosis and treatment			
	Patient & family request a second opinion		Costs of requesting a second opinion with new clinician are visible and communicated to patient & family before scheduling		PCN helps patient & family find a clinician for second opinion and schedules the appointment	Patient history health records are sent to new clinician		
	Patient & family receive second opinion and discuss options with patient navigator				Patient navigator aids patient & family through treatment and clinician selection			
3. Treatment Plan	Patient & family select clinician and facility	Selected clinician becomes patient's main oncologist	PCN breaks down estimated treatment costs and financial aid that patient may be eligible for					
	Patient & family meet with clinician to discuss next steps	Oncologist communicates treatment plan to patient and family, taking into consideration culturally appropriate care through assessing needs expressed by patient/family						
		Oncologist inputs recommended treatment plan into PCN, connects family to PCN for next steps						
	Patient & family check PCN for guidance with next steps							
			PCN breaks down estimated treatment costs and financial assistance programs that patient may be eligible for	PCN retrieves treatment plan with identified treatment facilities	Patient navigator explains treatment plan details, risks, and lifestyle changes	Health records are updated with test result and clinician visit summaries		
				If applicable, PCN generates list of clinical trials that the patient is eligible for				
4. Treatment Journey Transportation/ relocation services, community support with treatment prep and life changes, treatment progress evaluations explained to patient + family	Patient & family prepare for treatment	Clinician preps patient for treatment and prescribes applicable medications	PCN manages treatment payment plan		Patient navigator aids patient & family through the treatment details and provides resources for support with life changes		Consult with community on treatment preparation and cancer care	
					If traveling or relocating for care, Patient navigator provides patient and family with resources for housing and transportation			
	Patient begins treatment	Clinician administers treatment			PCN on-call services available for patient questions or urgent needs			
	Patient undergoes treatment check-in loop with clinician and PCN	Clinician conducts regular check-ins with patient (in person or virtual) and reviews PCN journal		PCN records treatment journey through patient journal and shares with clinician	PCN sends official treatment data to state cancer registry	PCN continually updates health records after each check-in and treatment session		
	Patient finishes treatment and reviews post-treatment procedures with clinician	Clinician plans post-treatment check-ins and creates remission care plan		PCN updates post-treatment care plan and develops a checklist for signs and symptoms to look out for (Living Health Lab type Diary)	Develop wellness and reintegration plan (schooling, mental health, physical health, socialization, counseling)	1 month after - Create medical summary report on treatment(s), complications, pathology, future care plan		
5. Post-Treatment Remission, side effects, survivorship, alternative treatments, cancer recurrence	Patient attends routine check-ups, diagnostics, and testing	Regular check-ins with patient (in person or virtual)		Navigator reminds patient of any recommended annual screening and testing	Develop nutrition and activity plan			
6. Transition to Adulthood		After 2-5 years, clinician refers patient to a long term follow-up program/clinic (LTFU)						
	Patient schedules initial appointment with adult LTFU or PCP. Patient begins to take on more active role in each routine visit with less parental involvement	LTFU clinician will review patient's medical history and schedule long-term routine checkups		Navigator develops adulthood transition care plan and long term care plan		PCN will transfer all medical documentation (treatment history and care plan) to new long term adult follow up clinic		Patient modules on survivorship and transition to adult care including: • knowledge of cancer history • treatment exposures • long term risks • recommended surveillance
7. Adulthood	Patient turns 18 years old					Once patient reaches 18yo, patient must give written permission for family or anyone else to see their medical records		
	Patient continues routine check-ups, diagnostics, and testing							
	Patient testing shows recurrence of cancer	PCP refers patient to adult oncologist				PCN sends official diagnosis data to state cancer registry		
	Patient restarts treatment	Adult oncologist preps and administers treatment				PCN sends official treatment data to state cancer registry		
	This time, the adult patient is in charge of selecting treatment and care plan							
	Patient finishes cancer recurrence treatment		Support for obtaining individual health insurance (required by age of 26)					
	Patient experiences side effects as a result of cancer/treatment				Life-long human navigator (oncology expert) is available for any health concerns and clinician referrals AI integration to answer followup questions regarding survivorship and recurrence			
8. Palliative Care, End of Life	Patient prepares for end of life					Prepare legal documents for advance directives, living will, healthcare proxy		