

COVID-19 Update: April 16, 2020

Dear Colleagues,

Telehealth Guidelines

We have seen a **387% increase** in the use of Telehealth and phone calls for appointments with our patients over the last three weeks. Thanks to the incredible efforts of our entire Smilow community, last week alone there were nearly 2,000 video and phone call visits. As the guidelines continue to evolve, please be flexible when scheduling your upcoming patient appointments.

- A full visit note is required for documentation, including the SmartPhrase **.videovisitor** **.telephonevisit** for all appointments.
- New patients can be scheduled for a Telehealth visit
- Billing codes are based on New Patient, self-referred or provider referred, and Established Patient, and time spent on the visit. A full list of [Billing Codes](#) is available through Yale Medicine.
- More information on MyChart and Telehealth registration for patients is available at www.yalecancercenter.org/telehealth

Coping and Wellness

Our priority and focus is continually on our patients, but at the same time we want to be sure you all are taking time for self-care. The last five weeks have been an incredible challenge for all of our physicians, nurses, scientists, caregivers, and staff. Both Yale New Haven Health and Yale School of Medicine have several resources available for your well-being. Please take time to review and access the resources.

- [Yale New Haven Health Resources](#)
- [Yale School of Medicine Resources](#)
- In addition, Laurie Santos, PhD, joined our [Patient and Family Forum](#) last night and recommended [The Science of Well-Being](#) and [The Happiness Lab](#).

Patient Resources

To catalogue all of our new resources and information available for our patients, including virtual support groups, Integrative Medicine opportunities, Telehealth, guideline updates, directions, and other information, we have launched a new section of our website for easy access for patients: www.yalecancercenter.org/covid Please review the content, share with your patients and staff, and [send recommendations](#) for additional content suggestions at any time.

Smilow Star

Behind the scenes, **Michael Strait**, Data Analyst III for the Joint Data Analytics Team (JDAT) at Yale New Haven Health, has prepared countless reports for Smilow Cancer Hospital in anticipation of our pending clinical moves and for planning purposes. Mike's familiarity with the departments within Smilow and at all of our Care Centers makes data gathering and analyses easier for the entire Smilow Cancer Hospital leadership team. Most recently, Mike created a report to enable Smilow COVID+ patient tracking and census monitoring. He often anticipates needs before they arise, and always asks the right questions to help the team get to the data needed, quickly and efficiently. We are very lucky to have Mike on our Smilow team!



Best regards,

Charles S. Fuchs, MD, MPH

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