

## COVID-19 Update: April 21, 2020

Dear Colleagues,

### Telehealth Support

Yale Cancer Center and Smilow Cancer Hospital Administrative Assistants have volunteered to assist patients with the setup of their MyChart accounts for Telehealth visits.

- A team of 14 administrative assistants is reaching out to patients prior to their scheduled video visit to review the process and confirm they can remotely connect with their provider.
- In the first 3 days, they have consulted with approximately 150 patients to confirm their setup for Telehealth.
- The program will continue to expand over the coming weeks.

### Amion Schedules

The current list of Attending On-Call Schedules is available on our [Intranet](#), and will be updated as changes are made.

### Patient Education

In an effort to provide comprehensive patient education via Telehealth, our nurses at our Derby Care Center are dropping off Chemo Teaching Packets to local patients in advance of their appointment.

- Chemotherapy Teaching is being done via Telehealth. To provide reference materials for the Telehealth appointment, the teaching packets are left for patients outside their home in advance of the appointment.
- If resources are locally available, this model could be replicated at other Centers. Please contact [Roberta Sterling](#) for more information on the process in Derby.

## Smilow Star

**Pamela-Jean Berkheiser**, Administrative Director for our Ambulatory Practice at Smilow Cancer Hospital, has been a calm and steady source of strength for our outpatient clinics. Not only has Pam ensured her staff members were well taken care of and received the resources they need, she also worked with her team to transition patient care from our main hospital to their new locations in our Care Centers. Pam oversees a team for Smilow Cancer Hospital that includes our front desk staff, medical assistants, clinical operations managers, and administrative staff. Her leadership, careful oversight, and attention to detail not only managed the packing and unpacking of the exam rooms from Smilow to new temporary space in North Haven last week, but her team also provided our patients with the information they needed to help reschedule their appointments in a timely manner, minimizing disruption to their care and alleviating anxiety. Pam, thank you for your commitment to Smilow Cancer Hospital!



## Upcoming Events

- **Yale Cancer Center Grand Rounds: Today at Noon** – Harlan Krumholz, MD, SM, presents *The Next Era of Knowledge Generation: Innovation Leaps to Better, Faster, Cheaper*
- **Smilow Cancer Hospital Town Hall: Thursday, April 23**

Best regards,

**Charles S. Fuchs, MD, MPH**

Director, Yale Cancer Center  
Physician-in-Chief, Smilow Cancer Hospital

**Lori C. Pickens, MHA**

Senior Vice President and Executive Director  
Smilow Cancer Hospital

**Kevin G. Billingsley, MD**

Chief Medical Officer  
Smilow Cancer Hospital

**Kim Slusser, MSN, RN, CHPN, NEA-BC**

Vice President for Patient Services  
Smilow Cancer Hospital

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