Patient Education Standards/Goals of Therapy

Abington Hematology Oncology Associates recognizes the importance of providing comprehensive education to our new patients. This includes information on their planned treatment/therapy, goals of treatment and potential side effects. Furthermore, equal importance is placed on the need for additional education for our existing patients who may need their treatment plan modified or changed. A key component of our patient education is to provide both written and verbal education, and ensure adequate time for the patient, family or caretaker to ask question or express concerns.

The following procedure has been developed outlining best practices, as they pertain to Patient education.

A. **Purpose:** To provide new patients with the understanding of their:
   - Diagnosis.
   - Treatment plan.
   - Goals of treatment.
   - Potential side effects.
   - Expected length of treatment.
   - Resources and referrals available to patient
   - Clinical and Trial studies, if applicable.
   - Contact information for questions or concerns.
   - Contact information for emergencies.
   - Consent for treatment.

B. **Purpose:** To provide existing patients with understanding regarding:
   - Change in treatment modality.
   - Expected length of treatment Plan.
   - Potential side effects.
Patient Consent and Education/Teaching

The following steps should be completed as part of all new and existing patient education:

1) Prior to any education, the new or existing patient will have met with their Physician to discuss and review prognosis, benefits and risks of chemotherapy, realistic outcomes of Chemotherapy /Biotherapy treatments and treatment options. In addition, test and lab results will be discussed. At this time the Patient, family or caretaker will be encouraged to ask any question regarding new or changed treatment plan.

2) The Physician will order Patient teaching, to occur prior to any chemotherapy/biotherapy treatments. This will include oral medication to be taken at home or within infusion room.

3) All teaching will be administered by one of the following: a) Triage Nurse  
   b) Infusion room Nurse c) Clinical Nurse Manager

The Education session will have the following elements:

- Name of medications that the patient will be getting during his/her treatment plan.
- Treatment plan or medication schedule.
- Blood work schedule, and names of labs or test being schedule.
- Prescriptions for any labs, or medication to be taken at home for potential side effects and pain. This will include review of all labs that will be needed, as well as how and when to take prescribed medications.
- Information regarding infusions, what to expect, and what to report to Nurses during infusion.
- Possible side effects after chemotherapy. Ample time is to be given to any questions or discussion about potential side effects.
- Discussion on when the patient, family member or caretaker should call the office. Appropriate contact number must be provided.
- The Nurse Triage and or Infusion Nurse must confirm patient’s appointment to start infusion treatment.
- Nurse Triage or Infusion Nurse will confirm date patient is to start PO chemotherapy at home.
- Nurse Triage or Infusion Nurse will confirm and provide the Patient with the patient’s next follow up appointment with his /her Physician.
- Patient’s who will be receiving treatment in the Infusion room will be given a tour of the room, and be provided with informational pamphlets.
- Educational /teaching sheets will be signed by Patient (or guardian), Nurse Triage/Infusion Nurse and dated.
- The Patient will be given any other additional educational materials, and original signed teaching sheet.
- Confirm consent has been signed.
- A copy of the signed teaching sheet will be scanned into the Patients EMR.
- The Nurse will document teaching in patient’s record in the EMR.
• At the Time of a Patients first infusion, he/she and their support person will meet with the Infusion Room Nurse. The patient will have a review of teaching materials and will have the opportunity to ask additional questions.

• The next business day following a patients first Infusion, he/she will have a follow up call form the Infusion Room Nurse. This will provide the opportunity for the Nurse Manager to evaluate any side effects, and address any of the patients concerns or questions. Documentation will be completed in the patients EMR.

Special considerations: If a Patient has a functional impairment, a psychological impairment, language barrier or is unable to walk without assistance, they must have a support person, family member or caretaker with them during Education/teaching and infusion. This is imperative to ensure that all questions and concerns can be addressed and understood. In addition, this will be essential to the staff evaluation of the Patient’s understanding post education, and safety during infusion or Physician follow-up.