

askMDAnderson Remote Innovative Comprehensive Call Center Education Week 2021 Showcase & Poster Competition

askMDAnderson, University of Texas MD Anderson Cancer Center

askMDAnderson is a comprehensive call center department that utilizes technology remotely to better serve MD Anderson patients and staff around the clock.

Health Information Specialists

Health information specialists help patients, families, and caregivers:

- Learn how to make an appointment and initiate new patient referrals.
- Understand treatment options
- Learn about clinical trials and research studies
- Navigate our web site
- Learn about and use patient amenities (such as travel and support resources)
- Access prevention and screening services
- Find accurate cancer information
- Locate community cancer resources
- MyChart support
- askMDAnderson Phone Line 1-877-MDA-6789
 - **Option 1:** Referring Provider Line **Option 2:** New Patient Appointment Process
 - **Option 3:** MyChart Password Reset or Video Visit Assistance **Option 4:** Other MyChart Assistance **Option 5: Patient Service Operators**

Monday –Friday 7:00 AM –11:00 PM Saturday, Sunday, and Holidays
 8:00 AM –7:00 PM www.mdanderson.org/ask

Health Information Specialists: Referring Provider Team

MD Anderson Referring Provider Team

Our team can help you with new patient scheduling, appointment updates, and follow-up when your patient is scheduled and arrives.

Register at mylink.mdanderson.org to follow your patient's care and to connect with their MD Anderson clinical team.

To refer your patient contact the Referring Provider Team:

Phone: 1-877-632-6789, option 1 | Fax: 713-563-2449

Email: PhysicianReferrals@mdanderson.org

Monday – Friday: 8am – 11 pm | Saturday – Sunday: 8am – 7pm



Patient Service Operators

The “voice” of MD Anderson, Patient Service Operators are often the first representatives that new patients, friends or visitors interact with when they contact MD Anderson.

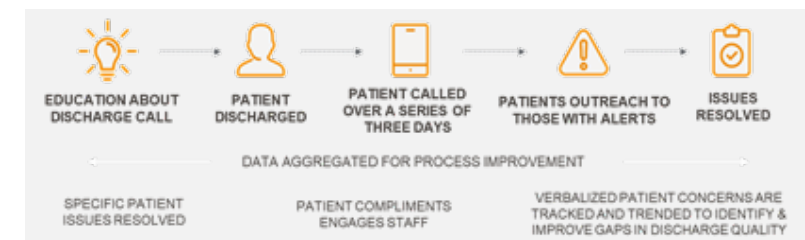
The operators are responsible for:

- Emergency dispatch of the Code Blue, MERIT and Public Spaces teams
- Paging services and web on call updates after hours, weekends and holidays
- Ambulance Transfer requests between MD Anderson TMC buildings
- Information support services to new and existing patients
- Providing patients with schedule information via Epic
- Password reset assistance for MyChart
- Mailing/Faxing schedules per patient's requests
- Directions to the institution and wayfinding within the institution
- Conference call support (scheduling/modifying/canceling)

Clinical Services

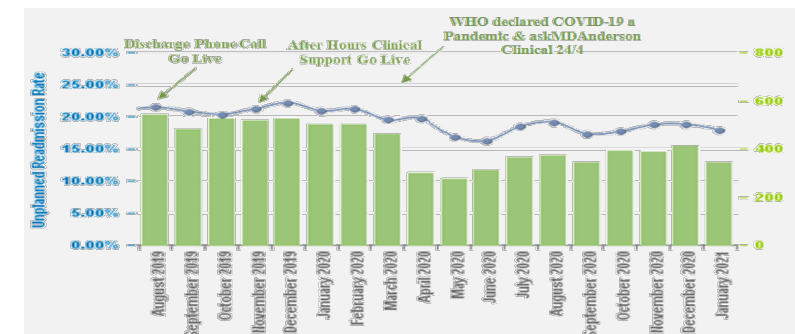
Discharge Phone Calls

- Automated call conducted within 24 hours, narrated by Chief Nursing Officer
- Asks a series of seven to nine questions inquiring if the patient needs assistance
 - Examples discharge instructions, how the patient is feeling, quality of care/concerns, service issues
- askMDAnderson clinical team and advocacy monitors responses and alerts
- Clinical alerts triaged within four hours
- Analyzing new platform to allow for immediate response to alerts



After Hours Clinical Support: Providing Clinical Coverage to Patients After Hours

- Since November 2019, patients calling MD Anderson's main line (713-792-2121) and askMDAnderson (1-877-632-6789) during the evenings and weekends have been able to connect with a nurse directly if they have a clinical question.
- As part of our institutional response to COVID-19, the team instituted 24/7 clinical coverage in askMDAnderson to help us manage patient issues overnight, avoid emergency care visits and decrease the number of pages to faculty on call.



30-Day Unplanned Readmission Rate Report