Overview

Newly diagnosed oncology patients experience a lot of anxiety concerning their cancer prognoses and therapy plan. These patients are not sure what to expect from their disease as well as their treatment. UBC Registered Nurses offer compassionate, tailored support to each patient to help guide them along their therapeutic journey.

Situation

On a Friday afternoon, a 49-year-old female who was recently diagnosed with cancer called the UBC Nursing Services Contact Center. She wanted to better understand what she should expect when starting her oral oncolytic therapy and what support services were available.

UBC Solutions

A Registered Nurse in our Overland Park, KS, call center was prepared with all of the answers she needed. The nurse answered the patient’s questions and reviewed the therapy-specific nurse support program available to her on behalf of the manufacturer. The nurse enrolled the patient in the program, which provided a series of calls focusing on patient education and techniques for managing potential side effects from the oral oncology product.

On the second contact with the Registered Nurse, the patient expressed her appreciation for the service and support, stating “If you ever need someone to talk about how helpful your support services are, I would be glad to.” The patient has continued to utilize the telephonic nursing support services during the course of her therapy.

Contact us to discuss how our telephonic nursing support programs can increase adherence and maximize outcomes for your patients.

“When I opened the box I was really scared, but then I remembered the nurse support that was available to me. I cannot say enough about your organization and services.” – Patient with Cancer

“When ensuring each patient has therapy specific information is important for their adherence to therapy. This is especially true when there are potential side effects that can affect adherence. It is very rewarding to be that resource for each patient and see them through starting a new therapy.”

– UBC’s Nurse Clinician