

Texas Oncology's Virtual Care Services

Virtual care is healthcare that is delivered remotely through digital health tools, technologies, and services. In recent years, telemedicine and virtual care have become increasingly important and valuable methods for Texas Oncology clinics to deliver safe access to cancer care.

Texas Oncology's virtual care team extends our approach to community-based care, making it accessible from the comfort of home. We are proud to offer safe, convenient access to highly specialized care through a variety of virtual care services that are integrated with our patients' care teams, and we are committed to recreating that in-person experience through every virtual care touchpoint.

Virtual care services are available in select locations. Visit www.texasoncology.com/virtualcare to learn more.

Telemedicine

Telemedicine enables our physicians to connect directly with patients who need highly specialized care – whether you live across town or across the state. With telemedicine, patients across Texas have access to our extensive and diverse expertise and more treatment options.

Telemedicine is a great choice for patients who want or need to continue care from the comfort and safety of their homes. This is especially important for those who are immunocompromised. Telemedicine can also save patients time and expense, by limiting travel to a distant treatment facility.

Texas Oncology providers will determine which visits are medically appropriate for telemedicine. Visit www.texasoncology.com/telemedicine to learn more, like what to expect in a telemedicine visit or how to book an appointment.

Virtual Advanced Practice Provider Clinic

Texas Oncology care teams include several people in addition to medical oncologists and nursing staff. This may include advanced practice providers, such as physician assistants, nurse practitioners, or clinical nurse specialists who provide many services in partnership with physicians, including assessment, diagnosis, developing and/or coordinating treatment plans, ordering diagnostic tests and labs, as well as prescribing medications.

Texas Oncology's virtual care team is expanding patient access to advanced practice providers (APP) through a virtual APP clinic that supports Texas Oncology locations across the state. Virtual APPs are an extension of the patient care team and provide supplemental support to clinics when they need additional staff to serve patient needs. Virtual APPs make up one part of Texas Oncology's approach to delivering high-quality, high-touch care.

Texas Oncology's virtual APP clinic provides patients access to:

- Virtual urgent care visits within one to two hours of patient need.
- Special support services, including advance care planning, genetics counseling, and treatment review and coordination when patients have new treatment protocols.

All appointments for the virtual APP clinic are booked through the primary Texas Oncology clinic overseeing patient care and treatment or through a triage nurse. The virtual APP clinic currently supports select locations. Throughout the spring of 2022, Texas Oncology will expand patient access to the clinic, with a goal of providing support to all Texas Oncology locations statewide.

Nurse Triage

Texas Oncology care teams are there to ensure patients understand everything that may affect their care. From time-to-time patients may have questions or concerns that cannot wait until their next appointment, which is why Texas Oncology is launching a remote nurse triage program in the spring of 2022.

Initially available at select locations, this new program offers patients access to a pool of Texas Oncology nurses who will provide triage coverage for participating Texas Oncology clinics. Triage nurses will be dedicated to patient support – answering medical questions and discussing symptoms and concerns – and are there to promptly address patients' symptom management calls.

Like virtual APPs, triage nurses are an extension of the patient care team and will work closely with local care teams to ensure patients receive integrated and personalized care.

Telehealth

Texas Oncology provides telehealth services that enhance and compliment medical care. These include virtual nutrition counseling with registered dietitians and virtual counseling with licensed clinical social workers to patients of some clinics. Ask your care team if these services are available to you or learn more at www.texasoncology.com/supportive-services.

Additionally, virtual support groups are available to all Texas Oncology patients. Learn more at www.texasoncology.com/support-groups.

About Texas Oncology

Texas Oncology is an independent private practice with more than 500 physicians and 210 locations across the state. Meeting the oncology needs of Texans for more than 35 years, the practice includes Texas Center for Proton Therapy, Texas Breast Specialists, Texas Oncology Surgical Specialists, Texas Urology Specialists, and Texas Center for Interventional Surgery. As a lead participant in US Oncology Research, Texas Oncology has played a role in the development of more than 100 FDA-approved therapies. For more information, visit www.TexasOncology.com.

