

WEBVTT

NOTE duration:"00:59:41.3970000"

NOTE language:en-us

NOTE Confidence: 0.9163005

00:00:00.000 --> 00:00:02.085 Why do we get started?

NOTE Confidence: 0.9163005

00:00:02.085 --> 00:00:03.668 So we're, you know.

NOTE Confidence: 0.9163005

00:00:03.668 --> 00:00:07.938 So we take a good use of all of the hour.

NOTE Confidence: 0.9163005

00:00:07.940 --> 00:00:09.870 I want to welcome everyone.

NOTE Confidence: 0.9163005

00:00:09.870 --> 00:00:11.970 My name is doctor Charles Fuchs

NOTE Confidence: 0.9163005

00:00:11.970 --> 00:00:14.499 on the director of the El Cancer

NOTE Confidence: 0.9163005

00:00:14.499 --> 00:00:16.599 Center and the physician in chief

NOTE Confidence: 0.9163005

00:00:16.599 --> 00:00:18.797 of Smilow Cancer Hospital and

NOTE Confidence: 0.9163005

00:00:18.797 --> 00:00:21.449 welcome to our patient family forum.

NOTE Confidence: 0.9163005

00:00:21.450 --> 00:00:22.838 Partnering in your care.

NOTE Confidence: 0.9163005

00:00:22.838 --> 00:00:24.920 This is actually the third of

NOTE Confidence: 0.9163005

00:00:24.990 --> 00:00:27.342 our patient family forms that we

NOTE Confidence: 0.9163005

00:00:27.342 --> 00:00:29.560 initiated during this global pandemic.

NOTE Confidence: 0.9163005

00:00:29.560 --> 00:00:31.216 With the goals of.

NOTE Confidence: 0.9163005

00:00:31.216 --> 00:00:34.310 Of keeping the people that we serve,

NOTE Confidence: 0.9163005

00:00:34.310 --> 00:00:35.130 our patients,

NOTE Confidence: 0.9163005

00:00:35.130 --> 00:00:36.360 families and community.

NOTE Confidence: 0.9163005

00:00:36.360 --> 00:00:39.230 Keeping you informed about what we're doing,

NOTE Confidence: 0.9163005

00:00:39.230 --> 00:00:41.640 how we're ensuring exceptional outstanding

NOTE Confidence: 0.9163005

00:00:41.640 --> 00:00:44.478 cancer care throughout this time and

NOTE Confidence: 0.9163005

00:00:44.478 --> 00:00:46.638 how we're keeping patients and families

NOTE Confidence: 0.9163005

00:00:46.638 --> 00:00:49.068 in our staff safe in the process.

NOTE Confidence: 0.9163005

00:00:49.070 --> 00:00:52.366 and I wanna before we get started to

NOTE Confidence: 0.9163005

00:00:52.366 --> 00:00:55.050 just introduce and thank my colleagues

NOTE Confidence: 0.9163005

00:00:55.050 --> 00:00:57.714 who are joining me this evening

NOTE Confidence: 0.9163005

00:00:57.801 --> 00:01:00.545 and just a while I call your name.

NOTE Confidence: 0.9163005

00:01:00.550 --> 00:01:03.166 Why don't you wave so that.

NOTE Confidence: 0.9163005

00:01:03.170 --> 00:01:05.420 People know who I'm describing on

NOTE Confidence: 0.9163005

00:01:05.420 --> 00:01:07.970 the on the Hollywood squares panel.

NOTE Confidence: 0.9163005

00:01:07.970 --> 00:01:10.322 If they're probably looking at so
NOTE Confidence: 0.9163005

00:01:10.322 --> 00:01:12.370 I'll start no particular order.
NOTE Confidence: 0.9163005

00:01:12.370 --> 00:01:15.170 I'm I'm joined today by Kim sister,
NOTE Confidence: 0.9163005

00:01:15.170 --> 00:01:17.536 who is the vice president for patient
NOTE Confidence: 0.9163005

00:01:17.536 --> 00:01:20.020 services and our chief nursing officer
NOTE Confidence: 0.9163005

00:01:20.020 --> 00:01:22.365 for smilow cancer hospital terrorists.
NOTE Confidence: 0.9163005

00:01:22.370 --> 00:01:24.632 And who's the chief patient experience
NOTE Confidence: 0.9163005

00:01:24.632 --> 00:01:26.988 officer director of the Smiler Survivorship
NOTE Confidence: 0.9163005

00:01:26.988 --> 00:01:29.328 Clinic in a medical oncologist in
NOTE Confidence: 0.9163005

00:01:29.328 --> 00:01:31.570 our breast program lesavoy Barada,
NOTE Confidence: 0.9163005

00:01:31.570 --> 00:01:33.210 who's program manager for
NOTE Confidence: 0.9163005

00:01:33.210 --> 00:01:34.850 oncology nursing education and.
NOTE Confidence: 0.9163005

00:01:34.850 --> 00:01:36.491 Practice Ceramah Galion.
NOTE Confidence: 0.9163005

00:01:36.491 --> 00:01:39.226 Who's archief ambulatory officer for
NOTE Confidence: 0.9163005

00:01:39.226 --> 00:01:42.557 Smilow Cancer Hospital and also a medical
NOTE Confidence: 0.9163005

00:01:42.557 --> 00:01:45.370 oncologist in our breast cancer program?

NOTE Confidence: 0.9163005

00:01:45.370 --> 00:01:46.372 Connie Smith,

NOTE Confidence: 0.9163005

00:01:46.372 --> 00:01:50.380 who is the director of oncology social work.

NOTE Confidence: 0.9163005

00:01:50.380 --> 00:01:50.872 Anchang,

NOTE Confidence: 0.9163005

00:01:50.872 --> 00:01:54.316 who is our chief network officer for

NOTE Confidence: 0.9163005

00:01:54.316 --> 00:01:57.394 Smilow Cancer Hospital in a medical

NOTE Confidence: 0.9163005

00:01:57.394 --> 00:02:00.400 Oncologist in our lung cancer program.

NOTE Confidence: 0.9163005

00:02:00.400 --> 00:02:01.972 Maureen Major Campos,

NOTE Confidence: 0.9163005

00:02:01.972 --> 00:02:04.068 whose director of ambulatory

NOTE Confidence: 0.9163005

00:02:04.068 --> 00:02:06.600 patient services and Amika Kotuk.

NOTE Confidence: 0.9163005

00:02:06.600 --> 00:02:09.984 Who is the medical director for small low

NOTE Confidence: 0.9163005

00:02:09.984 --> 00:02:12.757 cancer hospital care center in Waterbury,

NOTE Confidence: 0.9163005

00:02:12.760 --> 00:02:15.656 CT and James you who is the medical

NOTE Confidence: 0.9163005

00:02:15.656 --> 00:02:18.510 director for smile or radiation oncology

NOTE Confidence: 0.9163005

00:02:18.510 --> 00:02:22.205 at a radiation oncologist providing care in

NOTE Confidence: 0.9163005

00:02:22.205 --> 00:02:24.905 our Department of therapeutic radiology?

NOTE Confidence: 0.9163005

00:02:24.910 --> 00:02:26.089 So let me,
NOTE Confidence: 0.9163005
00:02:26.089 --> 00:02:26.482 um,
NOTE Confidence: 0.9163005
00:02:26.482 --> 00:02:28.840 sort of share a some slides
NOTE Confidence: 0.9163005
00:02:28.941 --> 00:02:30.906 with you as we start,
NOTE Confidence: 0.9163005
00:02:30.910 --> 00:02:33.550 and you know our our agenda for today
NOTE Confidence: 0.9163005
00:02:33.550 --> 00:02:35.567 is beyond some introductory remarks
NOTE Confidence: 0.9163005
00:02:35.567 --> 00:02:38.563 that I'm going to offer includes an
NOTE Confidence: 0.9163005
00:02:38.640 --> 00:02:41.310 update on our ambulatory care program,
NOTE Confidence: 0.9163005
00:02:41.310 --> 00:02:42.910 how we're addressing patient
NOTE Confidence: 0.9163005
00:02:42.910 --> 00:02:45.310 safety and testing as we address,
NOTE Confidence: 0.9163005
00:02:45.310 --> 00:02:46.510 continue to address.
NOTE Confidence: 0.8495453
00:02:49.000 --> 00:02:50.734 You not see my slides?
NOTE Confidence: 0.8495453
00:02:50.734 --> 00:02:53.000 Yeah, you're right. It's funny.
NOTE Confidence: 0.8495453
00:02:53.000 --> 00:02:56.420 It says it says it's sharing the
NOTE Confidence: 0.8495453
00:02:56.420 --> 00:02:59.018 screen but. Let me start again.
NOTE Confidence: 0.56253755
00:03:02.690 --> 00:03:04.598 Is that work, no.

NOTE Confidence: 0.8708642

00:03:05.880 --> 00:03:09.037 Earlier you sometimes if you have multiple

NOTE Confidence: 0.8708642

00:03:09.037 --> 00:03:12.188 things open yet to select your screen.

NOTE Confidence: 0.8708642

00:03:12.190 --> 00:03:14.630 Which screen you're gonna share? Sorry

NOTE Confidence: 0.88011646

00:03:14.630 --> 00:03:16.660 for this technical difficulty everybody.

NOTE Confidence: 0.67725295

00:03:18.810 --> 00:03:23.920 Try this, how's that? Is there

NOTE Confidence: 0.7454442

00:03:22.100 --> 00:03:23.920 work there you go? OK, I

NOTE Confidence: 0.7454442

00:03:23.920 --> 00:03:27.688 don't know what I did but it worked.

NOTE Confidence: 0.7454442

00:03:27.690 --> 00:03:30.752 So our agenda is, uh, an update,

NOTE Confidence: 0.7454442

00:03:30.752 --> 00:03:33.769 an ambulatory care on patient safety and

NOTE Confidence: 0.7454442

00:03:33.769 --> 00:03:36.467 testing a patient support from Connie,

NOTE Confidence: 0.7454442

00:03:36.470 --> 00:03:38.996 Uh, and then terror will moderate

NOTE Confidence: 0.7454442

00:03:38.996 --> 00:03:41.660 a panel discussion with the entire

NOTE Confidence: 0.7454442

00:03:41.660 --> 00:03:43.925 group to address your questions.

NOTE Confidence: 0.7454442

00:03:43.930 --> 00:03:46.570 And so if you have questions,

NOTE Confidence: 0.7454442

00:03:46.570 --> 00:03:49.853 you can submit them while we're on

NOTE Confidence: 0.7454442

00:03:49.853 --> 00:03:52.235 going either through cancer answers
NOTE Confidence: 0.7454442

00:03:52.235 --> 00:03:55.336 at yale.edu or by clicking on the
NOTE Confidence: 0.7454442

00:03:55.336 --> 00:03:58.086 Q&A function in the zoom chat.
NOTE Confidence: 0.7454442

00:03:58.090 --> 00:03:59.698 In the zoom function,
NOTE Confidence: 0.7454442

00:03:59.698 --> 00:04:01.306 rather the QA function.
NOTE Confidence: 0.7454442

00:04:01.310 --> 00:04:04.565 So we've gone through an extraordinary period
NOTE Confidence: 0.7454442

00:04:04.565 --> 00:04:08.137 of our history as a nation and as a world.
NOTE Confidence: 0.7454442

00:04:08.140 --> 00:04:10.982 Obviously this pandemic has had an enormous
NOTE Confidence: 0.7454442

00:04:10.982 --> 00:04:14.167 impact on life around us in our community,
NOTE Confidence: 0.7454442

00:04:14.170 --> 00:04:15.373 with an extraordinary
NOTE Confidence: 0.7454442

00:04:15.373 --> 00:04:16.977 peak across the country,
NOTE Confidence: 0.7454442

00:04:16.980 --> 00:04:19.554 particularly in the northeast and what
NOTE Confidence: 0.7454442

00:04:19.554 --> 00:04:22.424 we're very fortunate now to experience is
NOTE Confidence: 0.7454442

00:04:22.424 --> 00:04:25.430 a continued decline in the number of cases,
NOTE Confidence: 0.7454442

00:04:25.430 --> 00:04:28.870 and I think we're on the better end.
NOTE Confidence: 0.7454442

00:04:28.870 --> 00:04:30.019 Of this pandemic,

NOTE Confidence: 0.7454442

00:04:30.019 --> 00:04:32.317 such that things are now reopening

NOTE Confidence: 0.7454442

00:04:32.317 --> 00:04:34.139 across Connecticut New York,

NOTE Confidence: 0.7454442

00:04:34.140 --> 00:04:35.016 what island,

NOTE Confidence: 0.7454442

00:04:35.016 --> 00:04:35.454 Massachusetts,

NOTE Confidence: 0.7454442

00:04:35.454 --> 00:04:37.644 the communities that we serve

NOTE Confidence: 0.7454442

00:04:37.644 --> 00:04:39.398 as many of you know,

NOTE Confidence: 0.7454442

00:04:39.400 --> 00:04:41.830 we are at Smilow Cancer Hospital

NOTE Confidence: 0.7454442

00:04:41.830 --> 00:04:43.450 and Yale Cancer Center,

NOTE Confidence: 0.7454442

00:04:43.450 --> 00:04:45.770 a National Cancer Institute designated

NOTE Confidence: 0.7454442

00:04:45.770 --> 00:04:48.491 comprehensive Cancer Center that is a

NOTE Confidence: 0.7454442

00:04:48.491 --> 00:04:50.857 designation that is only granted to about

NOTE Confidence: 0.7454442

00:04:50.857 --> 00:04:53.170 40 centers across the United States.

NOTE Confidence: 0.7454442

00:04:53.170 --> 00:04:53.537 We,

NOTE Confidence: 0.7454442

00:04:53.537 --> 00:04:55.005 the only comprehensive Cancer

NOTE Confidence: 0.7454442

00:04:55.005 --> 00:04:57.386 Center in the state of Connecticut

NOTE Confidence: 0.7454442

00:04:57.386 --> 00:04:59.786 serving throughout the Region 2.
NOTE Confidence: 0.7454442

00:04:59.790 --> 00:05:01.990 Provide cutting edge clinical care.
NOTE Confidence: 0.7454442

00:05:01.990 --> 00:05:02.866 Groundbreaking clinical,
NOTE Confidence: 0.7454442

00:05:02.866 --> 00:05:04.180 research, education, outreach,
NOTE Confidence: 0.7454442

00:05:04.180 --> 00:05:05.932 and that's something we
NOTE Confidence: 0.7454442

00:05:05.932 --> 00:05:08.122 mission that were devoted to,
NOTE Confidence: 0.7454442

00:05:08.130 --> 00:05:10.770 and I'm so pleased to say,
NOTE Confidence: 0.7454442

00:05:10.770 --> 00:05:13.398 were devoted to throughout this pandemic,
NOTE Confidence: 0.7454442

00:05:13.400 --> 00:05:16.613 and I'm so proud of the work
NOTE Confidence: 0.7454442

00:05:16.613 --> 00:05:20.408 that all of our staff have done.
NOTE Confidence: 0.7454442

00:05:20.410 --> 00:05:22.378 Throughout this time to keep our
NOTE Confidence: 0.7454442

00:05:22.378 --> 00:05:24.157 patients safe and to preserve
NOTE Confidence: 0.7454442

00:05:24.157 --> 00:05:26.142 the sacred mission of providing
NOTE Confidence: 0.7454442

00:05:26.142 --> 00:05:28.350 outstanding care to our patients,
NOTE Confidence: 0.7454442

00:05:28.350 --> 00:05:30.779 and I think the experience of our
NOTE Confidence: 0.7454442

00:05:30.779 --> 00:05:33.106 patience is been one that's continued

NOTE Confidence: 0.7454442

00:05:33.106 --> 00:05:35.530 great care in a safe environment

NOTE Confidence: 0.7454442

00:05:35.530 --> 00:05:38.213 and one where also we have ensured

NOTE Confidence: 0.7454442

00:05:38.213 --> 00:05:40.064 that our patients are safe.

NOTE Confidence: 0.7454442

00:05:40.064 --> 00:05:42.308 We have so many health care

NOTE Confidence: 0.7454442

00:05:42.308 --> 00:05:44.598 heroes that we want to thank.

NOTE Confidence: 0.7454442

00:05:44.600 --> 00:05:47.112 Many of them were on this call today

NOTE Confidence: 0.7454442

00:05:47.112 --> 00:05:50.196 and we also want to recognize the

NOTE Confidence: 0.7454442

00:05:50.196 --> 00:05:52.571 extraordinary courage of our patients.

NOTE Confidence: 0.7454442

00:05:52.580 --> 00:05:55.247 Who each day inspire us and from

NOTE Confidence: 0.7454442

00:05:55.247 --> 00:05:57.871 whom we are so privileged to

NOTE Confidence: 0.7454442

00:05:57.871 --> 00:06:00.643 work with at our Cancer Center?

NOTE Confidence: 0.7454442

00:06:00.650 --> 00:06:00.901 No,

NOTE Confidence: 0.7454442

00:06:00.901 --> 00:06:03.565 we we now as we sort of get back to

NOTE Confidence: 0.7454442

00:06:03.565 --> 00:06:05.533 a returning to full operations and

NOTE Confidence: 0.7454442

00:06:05.533 --> 00:06:08.479 I want to point out the fact that

NOTE Confidence: 0.7454442

00:06:08.479 --> 00:06:10.693 we continued to provide cancer care
NOTE Confidence: 0.7454442

00:06:10.693 --> 00:06:12.308 throughout this period of time,
NOTE Confidence: 0.7454442

00:06:12.310 --> 00:06:14.398 but we obviously are bringing back
NOTE Confidence: 0.7454442

00:06:14.398 --> 00:06:16.684 all our services back to the sort
NOTE Confidence: 0.7454442

00:06:16.684 --> 00:06:18.602 of normal state we have are what
NOTE Confidence: 0.7454442

00:06:18.665 --> 00:06:20.681 we refer to as our transformation
NOTE Confidence: 0.7454442

00:06:20.681 --> 00:06:22.025 team and work boots.
NOTE Confidence: 0.7454442

00:06:22.030 --> 00:06:23.974 Because as we resume full activities
NOTE Confidence: 0.7454442

00:06:23.974 --> 00:06:24.946 in Arkansa Center,
NOTE Confidence: 0.7454442

00:06:24.950 --> 00:06:27.478 we also want to take advantage of the
NOTE Confidence: 0.7454442

00:06:27.478 --> 00:06:30.129 fact that we want to look carefully at.
NOTE Confidence: 0.7454442

00:06:30.130 --> 00:06:32.110 We are we always providing.
NOTE Confidence: 0.7454442

00:06:32.110 --> 00:06:33.832 Care in the most innovative way
NOTE Confidence: 0.7454442

00:06:33.832 --> 00:06:35.411 that provides the best experience
NOTE Confidence: 0.7454442

00:06:35.411 --> 00:06:36.527 for our patients?
NOTE Confidence: 0.7454442

00:06:36.530 --> 00:06:38.174 And so we have work groups

NOTE Confidence: 0.7454442

00:06:38.174 --> 00:06:40.104 on the inpatient side on the

NOTE Confidence: 0.7454442

00:06:40.104 --> 00:06:41.268 outpatient ambulatory side.

NOTE Confidence: 0.9222651

00:06:41.270 --> 00:06:43.209 In terms of how we provide supportive

NOTE Confidence: 0.9222651

00:06:43.209 --> 00:06:45.070 care and no less importantly,

NOTE Confidence: 0.9222651

00:06:45.070 --> 00:06:46.650 how we deliver clinical research.

NOTE Confidence: 0.9222651

00:06:46.650 --> 00:06:48.576 How we avail clinical trials to

NOTE Confidence: 0.9222651

00:06:48.576 --> 00:06:50.524 patience and to work across all

NOTE Confidence: 0.9222651

00:06:50.524 --> 00:06:52.330 of our departments to do it.

NOTE Confidence: 0.9222651

00:06:52.330 --> 00:06:54.226 I will say that on the

NOTE Confidence: 0.9222651

00:06:54.226 --> 00:06:55.174 clinical research side,

NOTE Confidence: 0.9222651

00:06:55.180 --> 00:06:58.223 you know we've had to put a bit of a pause

NOTE Confidence: 0.9222651

00:06:58.223 --> 00:07:00.869 in terms of our clinical trial work,

NOTE Confidence: 0.9222651

00:07:00.870 --> 00:07:03.208 but I want you to know that

NOTE Confidence: 0.9222651

00:07:03.208 --> 00:07:04.210 research is resuming.

NOTE Confidence: 0.9222651

00:07:04.210 --> 00:07:06.666 And really, even during this period of time,

NOTE Confidence: 0.9222651

00:07:06.670 --> 00:07:09.202 the great work at our Cancer
NOTE Confidence: 0.9222651

00:07:09.202 --> 00:07:10.890 Center has been recognized.
NOTE Confidence: 0.9222651

00:07:10.890 --> 00:07:12.654 Young Cology Nursing Society,
NOTE Confidence: 0.9222651

00:07:12.654 --> 00:07:14.859 which is a major international
NOTE Confidence: 0.9222651

00:07:14.859 --> 00:07:16.727 meeting our nurses at Smilow,
NOTE Confidence: 0.9222651

00:07:16.730 --> 00:07:19.226 submitted a number of key research,
NOTE Confidence: 0.9222651

00:07:19.230 --> 00:07:20.894 an care innovation breakthroughs
NOTE Confidence: 0.9222651

00:07:20.894 --> 00:07:22.974 number of them were recognized.
NOTE Confidence: 0.9222651

00:07:22.980 --> 00:07:23.824 That meeting,
NOTE Confidence: 0.9222651

00:07:23.824 --> 00:07:25.934 which will happen in a
NOTE Confidence: 0.9222651

00:07:25.934 --> 00:07:27.989 virtual form down the road.
NOTE Confidence: 0.9222651

00:07:27.990 --> 00:07:30.854 But it's just a real credit to our
NOTE Confidence: 0.9222651

00:07:30.854 --> 00:07:33.845 nurses and I want to share some
NOTE Confidence: 0.9222651

00:07:33.845 --> 00:07:36.035 other recent developments from our
NOTE Confidence: 0.9222651

00:07:36.118 --> 00:07:38.308 Cancer Center that were presented
NOTE Confidence: 0.9222651

00:07:38.308 --> 00:07:40.936 just last week at the national.

NOTE Confidence: 0.9222651

00:07:40.936 --> 00:07:43.116 Or the international major cancer

NOTE Confidence: 0.9222651

00:07:43.116 --> 00:07:45.600 cancer meeting otherwise referred to as

NOTE Confidence: 0.9222651

00:07:45.600 --> 00:07:47.640 the American Society of clinical oncology.

NOTE Confidence: 0.9222651

00:07:47.640 --> 00:07:49.785 Two important breakthroughs of examples

NOTE Confidence: 0.9222651

00:07:49.785 --> 00:07:53.034 I want to share with you with the

NOTE Confidence: 0.9222651

00:07:53.034 --> 00:07:55.435 work that continues to go on today.

NOTE Confidence: 0.9222651

00:07:55.440 --> 00:07:57.024 So prostate cancer,

NOTE Confidence: 0.9222651

00:07:57.024 --> 00:07:59.664 a major cancer that effects.

NOTE Confidence: 0.9222651

00:07:59.670 --> 00:08:00.426 You know,

NOTE Confidence: 0.9222651

00:08:00.426 --> 00:08:02.694 hundreds of thousands of men worldwide.

NOTE Confidence: 0.9222651

00:08:02.700 --> 00:08:05.360 A lot of good treatments going on,

NOTE Confidence: 0.9222651

00:08:05.360 --> 00:08:08.032 but clearly a need to further improve the

NOTE Confidence: 0.9222651

00:08:08.032 --> 00:08:11.038 care for men with advanced prostate cancer.

NOTE Confidence: 0.9222651

00:08:11.040 --> 00:08:13.248 A scientist by the name of

NOTE Confidence: 0.9222651

00:08:13.248 --> 00:08:15.210 Craig crews here at Yale,

NOTE Confidence: 0.9222651

00:08:15.210 --> 00:08:17.541 discovered a way that he could create

NOTE Confidence: 0.9222651

00:08:17.541 --> 00:08:20.412 a drug that would select a protein

NOTE Confidence: 0.9222651

00:08:20.412 --> 00:08:22.657 and destroy that protein otherwise

NOTE Confidence: 0.9222651

00:08:22.657 --> 00:08:24.947 referred to as protein degradation.

NOTE Confidence: 0.9222651

00:08:24.950 --> 00:08:26.660 And so if he could,

NOTE Confidence: 0.9222651

00:08:26.660 --> 00:08:29.279 if you knew that there was a protein that

NOTE Confidence: 0.9222651

00:08:29.279 --> 00:08:31.770 was critical for a particular cancer,

NOTE Confidence: 0.9222651

00:08:31.770 --> 00:08:33.975 he can now create a drug that

NOTE Confidence: 0.9222651

00:08:33.975 --> 00:08:36.537 if you take and you take orally,

NOTE Confidence: 0.9222651

00:08:36.540 --> 00:08:38.718 it will destroy that protein and

NOTE Confidence: 0.9222651

00:08:38.718 --> 00:08:40.856 then damage the cancer because that

NOTE Confidence: 0.9222651

00:08:40.856 --> 00:08:43.336 protein is so Kate and what he did

NOTE Confidence: 0.9222651

00:08:43.404 --> 00:08:45.756 is he just he developed a Protea

NOTE Confidence: 0.9222651

00:08:45.756 --> 00:08:47.442 Protack of protein to greater,

NOTE Confidence: 0.9222651

00:08:47.442 --> 00:08:49.122 again something that was key

NOTE Confidence: 0.9222651

00:08:49.122 --> 00:08:50.530 to prostate cancer cells,

NOTE Confidence: 0.9222651

00:08:50.530 --> 00:08:52.686 and that pro tech or that oral

NOTE Confidence: 0.9222651

00:08:52.686 --> 00:08:55.192 drug then led to a clinical trial

NOTE Confidence: 0.9222651

00:08:55.192 --> 00:08:57.460 led by doctor Daniel Petrol Akira.

NOTE Confidence: 0.9222651

00:08:57.460 --> 00:08:59.866 Yeah, and that phase one trial,

NOTE Confidence: 0.9222651

00:08:59.870 --> 00:09:01.910 which was just reported last week

NOTE Confidence: 0.9222651

00:09:01.910 --> 00:09:03.800 for men with advanced prostate

NOTE Confidence: 0.9222651

00:09:03.800 --> 00:09:06.105 cancer who had progressed through

NOTE Confidence: 0.9222651

00:09:06.105 --> 00:09:07.488 all available therapies.

NOTE Confidence: 0.9222651

00:09:07.490 --> 00:09:09.515 That drug actually lead to

NOTE Confidence: 0.9222651

00:09:09.515 --> 00:09:11.900 reduction in cancer in several men.

NOTE Confidence: 0.9222651

00:09:11.900 --> 00:09:13.276 This is early work,

NOTE Confidence: 0.9222651

00:09:13.276 --> 00:09:16.264 but I will tell you it's a really

NOTE Confidence: 0.9222651

00:09:16.264 --> 00:09:18.374 important finding because this is

NOTE Confidence: 0.9222651

00:09:18.374 --> 00:09:21.517 a whole new Ave for cancer therapy.

NOTE Confidence: 0.9222651

00:09:21.520 --> 00:09:23.920 That way we could selectively target

NOTE Confidence: 0.9222651

00:09:23.920 --> 00:09:26.411 a particular protein that not only
NOTE Confidence: 0.9222651

00:09:26.411 --> 00:09:28.047 selectively kills the cancer.
NOTE Confidence: 0.9222651

00:09:28.050 --> 00:09:29.534 But actually potentially reduces
NOTE Confidence: 0.9222651

00:09:29.534 --> 00:09:31.760 side effects from cancer be cause
NOTE Confidence: 0.9222651

00:09:31.821 --> 00:09:32.889 it is so selective,
NOTE Confidence: 0.9222651

00:09:32.890 --> 00:09:35.306 and I think this could open up a
NOTE Confidence: 0.9222651

00:09:35.306 --> 00:09:37.481 whole new Avenue of cancer therapy
NOTE Confidence: 0.9222651

00:09:37.481 --> 00:09:40.160 for a variety of cancers as well.
NOTE Confidence: 0.9222651

00:09:40.160 --> 00:09:42.062 We've had great success from the
NOTE Confidence: 0.9222651

00:09:42.062 --> 00:09:44.309 leaders of our lung cancer program.
NOTE Confidence: 0.9222651

00:09:44.310 --> 00:09:45.273 Doctor Roy Herbst,
NOTE Confidence: 0.9222651

00:09:45.273 --> 00:09:47.520 who leads our program and is the
NOTE Confidence: 0.9149713

00:09:47.585 --> 00:09:49.157 chief of medical ecology.
NOTE Confidence: 0.9149713

00:09:49.160 --> 00:09:51.314 Let us a large international study
NOTE Confidence: 0.9149713

00:09:51.314 --> 00:09:54.113 that was let it Yale of a drug
NOTE Confidence: 0.9149713

00:09:54.113 --> 00:09:56.503 called us emergent if which is for

NOTE Confidence: 0.9149713

00:09:56.503 --> 00:09:58.777 a particular type of lung cancer.

NOTE Confidence: 0.9149713

00:09:58.780 --> 00:10:00.800 Those cancers that had.

NOTE Confidence: 0.9149713

00:10:00.800 --> 00:10:04.390 Great mutation in a gene called EGFR.

NOTE Confidence: 0.9149713

00:10:04.390 --> 00:10:07.396 And what he did he did is he took

NOTE Confidence: 0.9149713

00:10:07.396 --> 00:10:09.449 individuals lung cancer who were

NOTE Confidence: 0.9149713

00:10:09.449 --> 00:10:12.724 undergoing surgery in an effort to see if

NOTE Confidence: 0.9149713

00:10:12.724 --> 00:10:15.700 you give this drug this pill after surgery,

NOTE Confidence: 0.9149713

00:10:15.700 --> 00:10:17.800 can you improve the Curie with

NOTE Confidence: 0.9149713

00:10:17.800 --> 00:10:20.220 surgery as opposed to surgery alone?

NOTE Confidence: 0.9149713

00:10:20.220 --> 00:10:22.110 And the trial was completed?

NOTE Confidence: 0.9149713

00:10:22.110 --> 00:10:24.749 It was reported out last weekend and

NOTE Confidence: 0.9149713

00:10:24.749 --> 00:10:27.527 what they find they found that the

NOTE Confidence: 0.9149713

00:10:27.527 --> 00:10:29.879 individuals who got this drug had

NOTE Confidence: 0.9149713

00:10:29.956 --> 00:10:31.908 an 80% improvement in their disease.

NOTE Confidence: 0.9149713

00:10:31.908 --> 00:10:33.039 Cancer free survival.

NOTE Confidence: 0.9149713

00:10:33.040 --> 00:10:36.104 Let me tell you that number is staggering.

NOTE Confidence: 0.9149713

00:10:36.110 --> 00:10:38.588 We've never seen a number like that.

NOTE Confidence: 0.9149713

00:10:38.590 --> 00:10:40.390 Successful studies in this space

NOTE Confidence: 0.9149713

00:10:40.390 --> 00:10:42.937 have maybe a 30 or 40% improvement.

NOTE Confidence: 0.9149713

00:10:42.937 --> 00:10:45.679 This is really a groundbreaking landmark

NOTE Confidence: 0.9149713

00:10:45.679 --> 00:10:49.198 study out of our center and was so excited.

NOTE Confidence: 0.9149713

00:10:49.200 --> 00:10:50.018 Doctor Sam,

NOTE Confidence: 0.9149713

00:10:50.018 --> 00:10:52.063 who leads are cancer survivorship

NOTE Confidence: 0.9149713

00:10:52.063 --> 00:10:53.950 program can tell you more.

NOTE Confidence: 0.9149713

00:10:53.950 --> 00:10:56.715 But this week is cancer survivors week.

NOTE Confidence: 0.9149713

00:10:56.720 --> 00:10:58.300 We celebrate our survivors.

NOTE Confidence: 0.9149713

00:10:58.300 --> 00:11:01.080 We had planned for a impersonal vent.

NOTE Confidence: 0.9149713

00:11:01.080 --> 00:11:03.450 But Doctor San Fran colleagues are

NOTE Confidence: 0.9149713

00:11:03.450 --> 00:11:06.226 having a series of online virtual forms

NOTE Confidence: 0.9149713

00:11:06.226 --> 00:11:08.602 and we encourage you to participate

NOTE Confidence: 0.9149713

00:11:08.602 --> 00:11:11.620 in this one thing we want to get

NOTE Confidence: 0.9149713

00:11:11.620 --> 00:11:14.301 across today with our form is to

NOTE Confidence: 0.9149713

00:11:14.301 --> 00:11:16.851 communicate to you the importance of

NOTE Confidence: 0.9149713

00:11:16.851 --> 00:11:19.206 returning back to the Cancer Center.

NOTE Confidence: 0.9149713

00:11:19.206 --> 00:11:21.450 If you are concerned about cancer,

NOTE Confidence: 0.9149713

00:11:21.450 --> 00:11:23.520 if you're being treated for cancer,

NOTE Confidence: 0.9149713

00:11:23.520 --> 00:11:25.250 don't let that go unchecked.

NOTE Confidence: 0.9149713

00:11:25.250 --> 00:11:26.970 Why do I say it?

NOTE Confidence: 0.9149713

00:11:26.970 --> 00:11:28.605 Because this was a headline

NOTE Confidence: 0.9149713

00:11:28.605 --> 00:11:30.673 from January this year when we

NOTE Confidence: 0.9149713

00:11:30.673 --> 00:11:32.149 reported our can statistics,

NOTE Confidence: 0.9149713

00:11:32.150 --> 00:11:34.320 we saw that we had the largest

NOTE Confidence: 0.9149713

00:11:34.320 --> 00:11:35.940 reduction in cancer mortality.

NOTE Confidence: 0.9149713

00:11:35.940 --> 00:11:36.975 United States ever.

NOTE Confidence: 0.9149713

00:11:36.975 --> 00:11:37.320 Why?

NOTE Confidence: 0.9149713

00:11:37.320 --> 00:11:39.046 Because of screening prevention treatment,

NOTE Confidence: 0.9149713

00:11:39.046 --> 00:11:40.770 let's not lose that progress.
NOTE Confidence: 0.9149713

00:11:40.770 --> 00:11:42.498 So come back, it's safe.
NOTE Confidence: 0.9149713

00:11:42.498 --> 00:11:44.906 And as you'll hear from my colleagues,
NOTE Confidence: 0.9149713

00:11:44.910 --> 00:11:47.886 we are open for business and we providing
NOTE Confidence: 0.9149713

00:11:47.886 --> 00:11:50.170 this continued state of the art care.
NOTE Confidence: 0.9149713

00:11:50.170 --> 00:11:53.080 In a safe and protected environment.
NOTE Confidence: 0.9149713

00:11:53.080 --> 00:11:54.480 And you know, finally,
NOTE Confidence: 0.9149713

00:11:54.480 --> 00:11:56.980 I just want to conclude because I'd
NOTE Confidence: 0.9149713

00:11:56.980 --> 00:11:59.297 be remiss not to also recognize the
NOTE Confidence: 0.9149713

00:11:59.297 --> 00:12:02.099 events that are going on in our communities.
NOTE Confidence: 0.9149713

00:12:02.100 --> 00:12:03.492 Our nation, you know.
NOTE Confidence: 0.9149713

00:12:03.492 --> 00:12:06.000 Sadly, the senseless murder of George Floyd
NOTE Confidence: 0.9149713

00:12:06.000 --> 00:12:09.037 is bored again to the 4th root for front.
NOTE Confidence: 0.9149713

00:12:09.040 --> 00:12:11.122 The longstanding issue of systemic racism
NOTE Confidence: 0.9149713

00:12:11.122 --> 00:12:13.210 and racial injustice in our country.
NOTE Confidence: 0.9149713

00:12:13.210 --> 00:12:14.095 And, you know,

NOTE Confidence: 0.9149713

00:12:14.095 --> 00:12:15.865 as as a community of caregivers

NOTE Confidence: 0.9149713

00:12:15.865 --> 00:12:18.058 and researchers and educators here,

NOTE Confidence: 0.9149713

00:12:18.060 --> 00:12:19.428 it's Milo and Yale.

NOTE Confidence: 0.9149713

00:12:19.428 --> 00:12:21.480 We are committed to the common

NOTE Confidence: 0.9149713

00:12:21.553 --> 00:12:23.947 humanity that hold us together and.

NOTE Confidence: 0.9149713

00:12:23.950 --> 00:12:26.960 Not only we focused on defeating cancer,

NOTE Confidence: 0.9149713

00:12:26.960 --> 00:12:29.540 we have a duty and responsibility

NOTE Confidence: 0.9149713

00:12:29.540 --> 00:12:30.830 that's equally compelling.

NOTE Confidence: 0.9149713

00:12:30.830 --> 00:12:31.690 That is,

NOTE Confidence: 0.9149713

00:12:31.690 --> 00:12:32.980 to eliminate injustice,

NOTE Confidence: 0.9149713

00:12:32.980 --> 00:12:34.792 intolerance that both shorten

NOTE Confidence: 0.9149713

00:12:34.792 --> 00:12:37.057 the lives of individuals and

NOTE Confidence: 0.9149713

00:12:37.057 --> 00:12:39.427 limit the potential for so many.

NOTE Confidence: 0.9149713

00:12:39.430 --> 00:12:40.720 So, you know,

NOTE Confidence: 0.9149713

00:12:40.720 --> 00:12:42.010 at our center,

NOTE Confidence: 0.9149713

00:12:42.010 --> 00:12:44.242 we are intensifying our focus to

NOTE Confidence: 0.9149713

00:12:44.242 --> 00:12:46.807 address the issues of racial inequality

NOTE Confidence: 0.9149713

00:12:46.807 --> 00:12:49.317 that affect our entire community,

NOTE Confidence: 0.9149713

00:12:49.320 --> 00:12:51.470 and together, we are committed

NOTE Confidence: 0.9149713

00:12:51.470 --> 00:12:53.620 to our commitment to diversity,

NOTE Confidence: 0.9149713

00:12:53.620 --> 00:12:54.376 inclusion, equity.

NOTE Confidence: 0.9149713

00:12:54.376 --> 00:12:55.888 Social Justice to ensure

NOTE Confidence: 0.9149713

00:12:55.888 --> 00:12:57.022 that all individuals,

NOTE Confidence: 0.9149713

00:12:57.030 --> 00:12:57.906 regardless of race,

NOTE Confidence: 0.9149713

00:12:57.906 --> 00:12:58.490 Creed identity,

NOTE Confidence: 0.9356581

00:12:58.490 --> 00:12:59.658 will flourish in our

NOTE Confidence: 0.9356581

00:12:59.658 --> 00:13:01.118 community and I look forward,

NOTE Confidence: 0.9356581

00:13:01.120 --> 00:13:03.241 we all look forward to working with

NOTE Confidence: 0.9356581

00:13:03.241 --> 00:13:05.284 our colleagues with all of you on

NOTE Confidence: 0.9356581

00:13:05.284 --> 00:13:06.672 this very important, important effort.

NOTE Confidence: 0.9356581

00:13:06.672 --> 00:13:08.127 So let me stop there.

NOTE Confidence: 0.9356581
00:13:08.130 --> 00:13:10.167 I know I ran a little long,
NOTE Confidence: 0.9356581
00:13:10.170 --> 00:13:11.898 but I'm now going to turn
NOTE Confidence: 0.9356581
00:13:11.898 --> 00:13:13.390 it over to doctor Sam,
NOTE Confidence: 0.9356581
00:13:13.390 --> 00:13:14.845 who is going to moderate
NOTE Confidence: 0.9356581
00:13:14.845 --> 00:13:16.310 the rest of the form.
NOTE Confidence: 0.8960608
00:13:18.720 --> 00:13:19.330 Thanks, Charlie,
NOTE Confidence: 0.8960608
00:13:19.330 --> 00:13:20.855 those are really nice words.
NOTE Confidence: 0.8960608
00:13:20.860 --> 00:13:23.596 Uhm, I'm a great way to open this up.
NOTE Confidence: 0.8960608
00:13:23.600 --> 00:13:25.682 We would like to hear now
NOTE Confidence: 0.8960608
00:13:25.682 --> 00:13:27.580 from doctor Sarah Moog Alien.
NOTE Confidence: 0.8960608
00:13:27.580 --> 00:13:30.289 She is our chief ambulatory officer and
NOTE Confidence: 0.8960608
00:13:30.289 --> 00:13:33.425 she and her team have moved mountains
NOTE Confidence: 0.8960608
00:13:33.425 --> 00:13:36.650 literally across the state and back again.
NOTE Confidence: 0.8960608
00:13:36.650 --> 00:13:39.242 So Sarah, Why don't you update
NOTE Confidence: 0.8960608
00:13:39.242 --> 00:13:40.970 us on your transformation?
NOTE Confidence: 0.90330666

00:13:42.210 --> 00:13:43.017 Ah, thanks Terra.
NOTE Confidence: 0.90330666

00:13:43.017 --> 00:13:44.900 Um and thank you Charlie and all
NOTE Confidence: 0.90330666

00:13:44.955 --> 00:13:46.630 for the opportunity to speak
NOTE Confidence: 0.90330666

00:13:46.630 --> 00:13:47.970 with everyone this evening.
NOTE Confidence: 0.90330666

00:13:47.970 --> 00:13:50.454 It's great to see so many people on line
NOTE Confidence: 0.90330666

00:13:50.454 --> 00:13:53.120 and live on on Facebook as you mentioned.
NOTE Confidence: 0.90330666

00:13:53.120 --> 00:13:55.234 I'm a member of the ambulatory workgroup,
NOTE Confidence: 0.90330666

00:13:55.240 --> 00:13:57.058 which is led by Maureen Major
NOTE Confidence: 0.90330666

00:13:57.058 --> 00:13:57.967 campus and Anchang,
NOTE Confidence: 0.90330666

00:13:57.970 --> 00:14:02.254 both of whom were on the panel this evening.
NOTE Confidence: 0.90330666

00:14:02.260 --> 00:14:05.428 Let's go to the first side.
NOTE Confidence: 0.90330666

00:14:05.430 --> 00:14:07.893 I think I'd like to start by
NOTE Confidence: 0.90330666

00:14:07.893 --> 00:14:09.951 saying that earlier this year we
NOTE Confidence: 0.90330666

00:14:09.951 --> 00:14:11.780 were all overwhelmed by COVID-19.
NOTE Confidence: 0.90330666

00:14:11.780 --> 00:14:14.332 It was knew it was scary and we
NOTE Confidence: 0.90330666

00:14:14.332 --> 00:14:16.407 quickly needed to come up with

NOTE Confidence: 0.90330666

00:14:16.407 --> 00:14:18.107 solutions to continue to care

NOTE Confidence: 0.90330666

00:14:18.107 --> 00:14:20.258 for our patients with cancer.

NOTE Confidence: 0.90330666

00:14:20.260 --> 00:14:22.366 Over the last couple of weeks,

NOTE Confidence: 0.90330666

00:14:22.370 --> 00:14:22.723 however,

NOTE Confidence: 0.90330666

00:14:22.723 --> 00:14:25.194 I've developed a new perspective and I'd

NOTE Confidence: 0.90330666

00:14:25.194 --> 00:14:27.670 suggest that we can reframe the experience.

NOTE Confidence: 0.90330666

00:14:27.670 --> 00:14:30.166 What started as a public health

NOTE Confidence: 0.90330666

00:14:30.166 --> 00:14:32.664 crisis may actually lead us to

NOTE Confidence: 0.90330666

00:14:32.664 --> 00:14:34.944 transform the care that we provide.

NOTE Confidence: 0.90330666

00:14:34.950 --> 00:14:37.554 Um, as many of you likely know,

NOTE Confidence: 0.90330666

00:14:37.560 --> 00:14:40.171 many of our practices relocated for a

NOTE Confidence: 0.90330666

00:14:40.171 --> 00:14:43.157 couple of months in the middle of COVID-19.

NOTE Confidence: 0.90330666

00:14:43.160 --> 00:14:45.260 Several of our care centers joined

NOTE Confidence: 0.90330666

00:14:45.260 --> 00:14:47.260 forces into one physical location.

NOTE Confidence: 0.90330666

00:14:47.260 --> 00:14:49.336 Many of our New Haven based

NOTE Confidence: 0.90330666

00:14:49.336 --> 00:14:51.360 ambulatory clinics moved to Guilford,

NOTE Confidence: 0.90330666

00:14:51.360 --> 00:14:53.576 North Haven and Trumbull.

NOTE Confidence: 0.90330666

00:14:53.576 --> 00:14:54.704 Um, however, is,

NOTE Confidence: 0.90330666

00:14:54.704 --> 00:14:56.713 I'll show you in just a second,

NOTE Confidence: 0.90330666

00:14:56.720 --> 00:14:58.400 many of our clinics have now relocated

NOTE Confidence: 0.90330666

00:14:58.400 --> 00:15:00.220 back to their original spaces or

NOTE Confidence: 0.90330666

00:15:00.220 --> 00:15:01.620 more spacious temporary locations,

NOTE Confidence: 0.90330666

00:15:01.620 --> 00:15:04.092 and we can now start getting down to

NOTE Confidence: 0.90330666

00:15:04.092 --> 00:15:06.349 the business of transforming our care.

NOTE Confidence: 0.90330666

00:15:06.350 --> 00:15:08.546 So we're in the process of

NOTE Confidence: 0.90330666

00:15:08.546 --> 00:15:10.849 ramping up our visits in clinic,

NOTE Confidence: 0.90330666

00:15:10.850 --> 00:15:12.582 all while maintaining social

NOTE Confidence: 0.90330666

00:15:12.582 --> 00:15:14.314 distancing where addressing the

NOTE Confidence: 0.90330666

00:15:14.314 --> 00:15:16.763 backlog of patient visits that were

NOTE Confidence: 0.90330666

00:15:16.763 --> 00:15:19.031 cancelled or postponed or encoded 19.

NOTE Confidence: 0.90330666

00:15:19.040 --> 00:15:19.422 Um,

NOTE Confidence: 0.90330666

00:15:19.422 --> 00:15:21.714 we're going to optimize our schedules

NOTE Confidence: 0.90330666

00:15:21.714 --> 00:15:24.437 are clinic visit times are clinic hours,

NOTE Confidence: 0.90330666

00:15:24.440 --> 00:15:27.100 and we're working on ways to enhance

NOTE Confidence: 0.90330666

00:15:27.100 --> 00:15:28.759 the patient experience using

NOTE Confidence: 0.90330666

00:15:28.759 --> 00:15:30.563 technology and touchless contact

NOTE Confidence: 0.90330666

00:15:30.563 --> 00:15:32.818 before and after clinic visits.

NOTE Confidence: 0.90330666

00:15:32.820 --> 00:15:33.432 Next slide,

NOTE Confidence: 0.90330666

00:15:33.432 --> 00:15:33.738 please.

NOTE Confidence: 0.90693283

00:15:35.930 --> 00:15:38.765 Just to give you a sense of all of

NOTE Confidence: 0.90693283

00:15:38.765 --> 00:15:41.894 the moving parts up in the last week,

NOTE Confidence: 0.90693283

00:15:41.900 --> 00:15:43.900 the breast center in gynecological

NOTE Confidence: 0.90693283

00:15:43.900 --> 00:15:45.900 oncology programs have moved from

NOTE Confidence: 0.90693283

00:15:45.959 --> 00:15:47.634 the Shoreline Medical Center in

NOTE Confidence: 0.90693283

00:15:47.634 --> 00:15:49.655 Guilford back to space in the

NOTE Confidence: 0.90693283

00:15:49.655 --> 00:15:51.365 North Pavilion on MP4 and MP8.

NOTE Confidence: 0.90693283

00:15:51.370 --> 00:15:53.476 We've kept a couple of groups,
NOTE Confidence: 0.90693283

00:15:53.480 --> 00:15:54.536 namely neuromedical, oncology,
NOTE Confidence: 0.90693283

00:15:54.536 --> 00:15:56.290 GI medical, oncology liver and
NOTE Confidence: 0.90693283

00:15:56.290 --> 00:15:57.690 the thoracic oncology program.
NOTE Confidence: 0.90693283

00:15:57.690 --> 00:16:02.316 At the six divine St location in North Haven.
NOTE Confidence: 0.90693283

00:16:02.320 --> 00:16:03.916 The Fairfield Care Center,
NOTE Confidence: 0.90693283

00:16:03.916 --> 00:16:05.911 which had been previously merged
NOTE Confidence: 0.90693283

00:16:05.911 --> 00:16:08.576 with Trumbull, is now open three
NOTE Confidence: 0.90693283

00:16:08.576 --> 00:16:11.560 days a week and starting next week.
NOTE Confidence: 0.90693283

00:16:11.560 --> 00:16:16.290 The Orange care center will reopen full time.
NOTE Confidence: 0.90693283

00:16:16.290 --> 00:16:17.310 Next slide, please.
NOTE Confidence: 0.92876816

00:16:21.180 --> 00:16:24.060 I don't show you this slide to to
NOTE Confidence: 0.92876816

00:16:24.060 --> 00:16:26.930 get into the details of the data,
NOTE Confidence: 0.92876816

00:16:26.930 --> 00:16:29.562 but I do show it to to demonstrate
NOTE Confidence: 0.92876816

00:16:29.562 --> 00:16:31.193 that we've continued to
NOTE Confidence: 0.92876816

00:16:31.193 --> 00:16:33.438 provide care for our patients.

NOTE Confidence: 0.92876816
00:16:33.440 --> 00:16:35.648 We saw initially a sharp decline
NOTE Confidence: 0.92876816
00:16:35.648 --> 00:16:37.985 as as COVID-19 hit very suddenly
NOTE Confidence: 0.92876816
00:16:37.985 --> 00:16:39.945 in our in person visits,
NOTE Confidence: 0.92876816
00:16:39.950 --> 00:16:42.386 but over the last few months we've
NOTE Confidence: 0.92876816
00:16:42.386 --> 00:16:44.608 restarted or we have continued to
NOTE Confidence: 0.92876816
00:16:44.608 --> 00:16:46.822 see patients both in person and
NOTE Confidence: 0.92876816
00:16:46.822 --> 00:16:49.140 via telephone and video visits,
NOTE Confidence: 0.92876816
00:16:49.140 --> 00:16:50.716 and with the incorporation
NOTE Confidence: 0.92876816
00:16:50.716 --> 00:16:51.898 of technology based.
NOTE Confidence: 0.92876816
00:16:51.900 --> 00:16:53.972 It is it's we're now seeing close
NOTE Confidence: 0.92876816
00:16:53.972 --> 00:16:56.191 to the number of patients that we
NOTE Confidence: 0.92876816
00:16:56.191 --> 00:16:58.340 were seeing prior to cope with 19.
NOTE Confidence: 0.92876816
00:16:58.340 --> 00:16:59.228 Next slide, please.
NOTE Confidence: 0.9279647
00:17:01.610 --> 00:17:03.616 As we now have the
NOTE Confidence: 0.9279647
00:17:03.616 --> 00:17:05.224 opportunity to move forward,
NOTE Confidence: 0.9279647

00:17:05.230 --> 00:17:07.636 we have a central guiding principle.
NOTE Confidence: 0.9279647

00:17:07.640 --> 00:17:10.052 We need to keep our patients
NOTE Confidence: 0.9279647

00:17:10.052 --> 00:17:11.660 and our staff safe.
NOTE Confidence: 0.9279647

00:17:11.660 --> 00:17:13.838 We know that patient visits are
NOTE Confidence: 0.9279647

00:17:13.838 --> 00:17:16.480 going to increase as screening tests,
NOTE Confidence: 0.9279647

00:17:16.480 --> 00:17:18.898 procedures and surgeries come back online.
NOTE Confidence: 0.9279647

00:17:18.900 --> 00:17:21.306 We also know that in person,
NOTE Confidence: 0.9279647

00:17:21.310 --> 00:17:23.674 clinic and treatment visits are absolutely
NOTE Confidence: 0.9279647

00:17:23.674 --> 00:17:26.130 critical for many of our patients.
NOTE Confidence: 0.9279647

00:17:26.130 --> 00:17:28.804 And finally, we've adopted a number of
NOTE Confidence: 0.9279647

00:17:28.804 --> 00:17:31.170 strategies to achieve social distancing.
NOTE Confidence: 0.9279647

00:17:31.170 --> 00:17:32.666 Namely, minimizing physical contact
NOTE Confidence: 0.9279647

00:17:32.666 --> 00:17:34.536 between patients and staff and
NOTE Confidence: 0.9279647

00:17:34.536 --> 00:17:36.179 time spent in waiting rooms.
NOTE Confidence: 0.9279647

00:17:36.180 --> 00:17:38.118 We've extended clinic hours to reduce
NOTE Confidence: 0.9279647

00:17:38.118 --> 00:17:40.281 this patient traffic or cleaning and

NOTE Confidence: 0.9279647

00:17:40.281 --> 00:17:41.905 disinfecting after every patient.

NOTE Confidence: 0.9279647

00:17:41.910 --> 00:17:43.880 We have mandatory screening both

NOTE Confidence: 0.9279647

00:17:43.880 --> 00:17:46.822 on the phone the day before a visit

NOTE Confidence: 0.9279647

00:17:46.822 --> 00:17:49.430 and in at the time of the visit.

NOTE Confidence: 0.9279647

00:17:49.430 --> 00:17:51.960 Appan arriving to the building.

NOTE Confidence: 0.9279647

00:17:51.960 --> 00:17:54.347 All of our staff and patients are

NOTE Confidence: 0.9279647

00:17:54.347 --> 00:17:56.608 expected to wear face masks masks.

NOTE Confidence: 0.9279647

00:17:56.610 --> 00:17:59.312 And we have a separate treatment space

NOTE Confidence: 0.9279647

00:17:59.312 --> 00:18:01.737 for patients confirmed to help Cope in 19,

NOTE Confidence: 0.9279647

00:18:01.740 --> 00:18:03.792 so they're not being treated in

NOTE Confidence: 0.9279647

00:18:03.792 --> 00:18:05.160 the traditional clinic setting.

NOTE Confidence: 0.9279647

00:18:05.160 --> 00:18:06.189 Next slide, please.

NOTE Confidence: 0.913607

00:18:08.650 --> 00:18:10.243 We've developed a number of

NOTE Confidence: 0.913607

00:18:10.243 --> 00:18:11.848 guidelines to help us achieve

NOTE Confidence: 0.913607

00:18:11.848 --> 00:18:13.090 social distancing in clinic,

NOTE Confidence: 0.913607

00:18:13.090 --> 00:18:15.204 and I show you this schema just
NOTE Confidence: 0.913607

00:18:15.204 --> 00:18:16.834 to demonstrate the complexity and
NOTE Confidence: 0.913607

00:18:16.834 --> 00:18:19.123 the number of steps that a patient
NOTE Confidence: 0.913607

00:18:19.123 --> 00:18:21.330 must go through to see a physician.
NOTE Confidence: 0.913607

00:18:21.330 --> 00:18:23.226 To have lab work to receive
NOTE Confidence: 0.913607

00:18:23.226 --> 00:18:24.174 an infusion treatment,
NOTE Confidence: 0.913607

00:18:24.180 --> 00:18:26.460 and at each of these stops requires the
NOTE Confidence: 0.913607

00:18:26.460 --> 00:18:28.787 wait time it can result in patients
NOTE Confidence: 0.913607

00:18:28.787 --> 00:18:30.477 gathering together and we've put
NOTE Confidence: 0.913607

00:18:30.539 --> 00:18:32.744 in place a number of guidelines to
NOTE Confidence: 0.913607

00:18:32.744 --> 00:18:34.731 minimize wait times and to minimize
NOTE Confidence: 0.913607

00:18:34.731 --> 00:18:37.620 the number of patients in any waiting space.
NOTE Confidence: 0.913607

00:18:37.620 --> 00:18:38.694 So, for example,
NOTE Confidence: 0.913607

00:18:38.694 --> 00:18:41.200 fewer patients are being scheduled per hour.
NOTE Confidence: 0.913607

00:18:41.200 --> 00:18:43.155 We're continuing the robust talla
NOTE Confidence: 0.913607

00:18:43.155 --> 00:18:45.110 health practice that we've developed

NOTE Confidence: 0.913607

00:18:45.172 --> 00:18:46.567 over the last few months.

NOTE Confidence: 0.913607

00:18:46.570 --> 00:18:48.355 We've extended our clinic hours

NOTE Confidence: 0.913607

00:18:48.355 --> 00:18:49.783 from 7:30 to five,

NOTE Confidence: 0.913607

00:18:49.790 --> 00:18:51.074 including over lunch,

NOTE Confidence: 0.913607

00:18:51.074 --> 00:18:53.214 which we traditionally have have

NOTE Confidence: 0.913607

00:18:53.214 --> 00:18:55.938 kept as a break for our providers.

NOTE Confidence: 0.913607

00:18:55.940 --> 00:18:57.328 Um infusion treatments are

NOTE Confidence: 0.913607

00:18:57.328 --> 00:18:59.063 now scheduled across the day,

NOTE Confidence: 0.913607

00:18:59.070 --> 00:19:00.810 not rather than being primarily

NOTE Confidence: 0.913607

00:19:00.810 --> 00:19:01.854 in the morning.

NOTE Confidence: 0.913607

00:19:01.860 --> 00:19:03.672 We've asked patients to have their

NOTE Confidence: 0.913607

00:19:03.672 --> 00:19:05.678 labs drawn on an offsite location

NOTE Confidence: 0.913607

00:19:05.678 --> 00:19:07.880 at an offsite location prior to

NOTE Confidence: 0.913607

00:19:07.880 --> 00:19:09.510 treatments to avoid weights.

NOTE Confidence: 0.913607

00:19:09.510 --> 00:19:10.437 In the lab,

NOTE Confidence: 0.913607

00:19:10.437 --> 00:19:12.600 there are fewer staff on site in
NOTE Confidence: 0.913607

00:19:12.674 --> 00:19:15.327 clinic and we have a continued no
NOTE Confidence: 0.913607

00:19:15.327 --> 00:19:17.166 visitor policy with, of course,
NOTE Confidence: 0.913607

00:19:17.166 --> 00:19:18.906 a number of medical exceptions.
NOTE Confidence: 0.913607

00:19:18.910 --> 00:19:19.948 Next slide, please.
NOTE Confidence: 0.9205155

00:19:22.110 --> 00:19:24.388 I think with regards to tell a
NOTE Confidence: 0.9205155

00:19:24.388 --> 00:19:26.062 house at the use of technology
NOTE Confidence: 0.9205155

00:19:26.062 --> 00:19:27.960 has really become transformative.
NOTE Confidence: 0.9205155

00:19:27.960 --> 00:19:29.780 We now have this wonderful
NOTE Confidence: 0.9205155

00:19:29.780 --> 00:19:31.600 opportunity to redefine and optimize
NOTE Confidence: 0.9205155

00:19:31.665 --> 00:19:33.459 the way we deliver cancer care.
NOTE Confidence: 0.9205155

00:19:33.460 --> 00:19:35.530 It can be done from anywhere,
NOTE Confidence: 0.9205155

00:19:35.530 --> 00:19:37.250 and that's convenient for you,
NOTE Confidence: 0.9205155

00:19:37.250 --> 00:19:39.448 but it also limits the number of
NOTE Confidence: 0.9205155

00:19:39.448 --> 00:19:42.057 patients in it within a clinical space,
NOTE Confidence: 0.9205155

00:19:42.060 --> 00:19:44.489 it's going to become a critical component

NOTE Confidence: 0.9205155

00:19:44.489 --> 00:19:47.570 of the care plan for many of our patients.

NOTE Confidence: 0.9205155

00:19:47.570 --> 00:19:50.122 You should know that we're working to improve

NOTE Confidence: 0.9205155

00:19:50.122 --> 00:19:51.690 Telehealth Technical Support Resources,

NOTE Confidence: 0.9205155

00:19:51.690 --> 00:19:52.839 both for patients.

NOTE Confidence: 0.9205155

00:19:52.839 --> 00:19:55.137 An providers we're working to enhance

NOTE Confidence: 0.9205155

00:19:55.137 --> 00:19:57.383 the staff support during video visits

NOTE Confidence: 0.9205155

00:19:57.383 --> 00:20:00.200 and just a quick heads up a new video.

NOTE Confidence: 0.9205155

00:20:00.200 --> 00:20:02.350 Visit platform with more features

NOTE Confidence: 0.9205155

00:20:02.350 --> 00:20:04.896 and capabilities is coming in the

NOTE Confidence: 0.9205155

00:20:04.896 --> 00:20:06.828 next few weeks so stay tuned.

NOTE Confidence: 0.9205155

00:20:06.830 --> 00:20:09.518 Next slide, please.

NOTE Confidence: 0.9205155

00:20:09.520 --> 00:20:11.135 Anyone who is interested in

NOTE Confidence: 0.9205155

00:20:11.135 --> 00:20:12.750 having a video visit can.

NOTE Confidence: 0.9205155

00:20:12.750 --> 00:20:15.657 These are some of the things that you need.

NOTE Confidence: 0.9205155

00:20:15.660 --> 00:20:17.430 You need just to have a

NOTE Confidence: 0.9205155

00:20:17.430 --> 00:20:19.210 smart phone or a tablet.
NOTE Confidence: 0.9205155

00:20:19.210 --> 00:20:21.766 You need to have a my chart account with
NOTE Confidence: 0.9205155

00:20:21.766 --> 00:20:23.900 the log in information and you need
NOTE Confidence: 0.9205155

00:20:23.900 --> 00:20:26.295 to have the my chart app downloaded
NOTE Confidence: 0.9205155

00:20:26.295 --> 00:20:28.575 onto your smart phone or tablet.
NOTE Confidence: 0.9205155

00:20:28.580 --> 00:20:29.868 It's really quite easy.
NOTE Confidence: 0.9205155

00:20:29.868 --> 00:20:32.176 Even some of my most technologically unsavvy
NOTE Confidence: 0.9205155

00:20:32.176 --> 00:20:34.704 colleagues have been able to figure this out,
NOTE Confidence: 0.9205155

00:20:34.710 --> 00:20:37.086 so it's it's pretty simple and
NOTE Confidence: 0.9205155

00:20:37.086 --> 00:20:38.670 it works very well.
NOTE Confidence: 0.9205155

00:20:38.670 --> 00:20:40.668 Next slide, please.
NOTE Confidence: 0.9205155

00:20:40.670 --> 00:20:42.536 If you need any help there,
NOTE Confidence: 0.9205155

00:20:42.540 --> 00:20:45.580 a number of resources available for you to
NOTE Confidence: 0.9205155

00:20:45.580 --> 00:20:48.756 access to try and get this up and running.
NOTE Confidence: 0.9205155

00:20:48.760 --> 00:20:51.310 Next slide.
NOTE Confidence: 0.9205155

00:20:51.310 --> 00:20:53.598 I would be remiss if I didn't mention

NOTE Confidence: 0.9205155

00:20:53.598 --> 00:20:55.640 the patient family Advisory Council.

NOTE Confidence: 0.9205155

00:20:55.640 --> 00:20:58.160 These folks are involved in all of

NOTE Confidence: 0.9205155

00:20:58.160 --> 00:21:00.319 our major initiatives and really serve

NOTE Confidence: 0.9205155

00:21:00.319 --> 00:21:02.664 as the voice of patients and family

NOTE Confidence: 0.9205155

00:21:02.730 --> 00:21:05.050 members as we tried to roll out new

NOTE Confidence: 0.9205155

00:21:05.050 --> 00:21:07.290 things as we roll out new initiatives,

NOTE Confidence: 0.9205155

00:21:07.290 --> 00:21:10.800 new projects across the Cancer Center.

NOTE Confidence: 0.9205155

00:21:10.800 --> 00:21:12.705 And we couldn't legitimately could

NOTE Confidence: 0.9205155

00:21:12.705 --> 00:21:14.610 not do anything without them.

NOTE Confidence: 0.9205155

00:21:14.610 --> 00:21:16.520 So thank you very much.

NOTE Confidence: 0.9205155

00:21:16.520 --> 00:21:19.020 Next slide.

NOTE Confidence: 0.9205155

00:21:19.020 --> 00:21:22.140 So the take home messages are few.

NOTE Confidence: 0.9205155

00:21:22.140 --> 00:21:25.254 We've continued to see patients with only

NOTE Confidence: 0.9205155

00:21:25.254 --> 00:21:28.806 a small drop in the overall patient volume.

NOTE Confidence: 0.9205155

00:21:28.810 --> 00:21:31.426 We anticipate that visits are going

NOTE Confidence: 0.9205155

00:21:31.426 --> 00:21:34.828 to increase as things as surgeries and
NOTE Confidence: 0.9205155

00:21:34.828 --> 00:21:37.458 screening procedures come back online.
NOTE Confidence: 0.9205155

00:21:37.460 --> 00:21:39.938 And as we start to address the
NOTE Confidence: 0.9205155

00:21:39.938 --> 00:21:41.000 backlog of patience,
NOTE Confidence: 0.9205155

00:21:41.000 --> 00:21:42.770 those who had appointments who
NOTE Confidence: 0.9205155

00:21:42.770 --> 00:21:44.540 were delayed during Cove it,
NOTE Confidence: 0.9205155

00:21:44.540 --> 00:21:46.310 we're going to start slow.
NOTE Confidence: 0.9205155

00:21:46.310 --> 00:21:48.347 But we're going to build up very
NOTE Confidence: 0.9205155

00:21:48.347 --> 00:21:50.135 quickly and to support social
NOTE Confidence: 0.9205155

00:21:50.135 --> 00:21:51.823 distancing with measuring and
NOTE Confidence: 0.9205155

00:21:51.823 --> 00:21:54.581 assessing every step of the way we
NOTE Confidence: 0.9205155

00:21:54.581 --> 00:21:56.256 anticipate that will be adjusting
NOTE Confidence: 0.9205155

00:21:56.256 --> 00:21:59.048 things in real time from day to day,
NOTE Confidence: 0.9205155

00:21:59.050 --> 00:22:00.820 from one week to another.
NOTE Confidence: 0.9205155

00:22:00.820 --> 00:22:02.950 Talla health is not going anywhere,
NOTE Confidence: 0.9205155

00:22:02.950 --> 00:22:05.374 and I'm really excited to have

NOTE Confidence: 0.9205155

00:22:05.374 --> 00:22:07.957 this opportunity to bring that into

NOTE Confidence: 0.9205155

00:22:07.957 --> 00:22:09.298 cancer care delivery.

NOTE Confidence: 0.9205155

00:22:09.300 --> 00:22:11.720 And the collaboration of all of our staff.

NOTE Confidence: 0.9205155

00:22:11.720 --> 00:22:13.841 All of our patients is what makes

NOTE Confidence: 0.9205155

00:22:13.841 --> 00:22:14.447 Milo Smilow,

NOTE Confidence: 0.9205155

00:22:14.450 --> 00:22:17.131 which what makes us a very special

NOTE Confidence: 0.9205155

00:22:17.131 --> 00:22:19.860 place to receive treatment into work.

NOTE Confidence: 0.9205155

00:22:19.860 --> 00:22:22.450 Next slide.

NOTE Confidence: 0.9205155

00:22:22.450 --> 00:22:24.748 Just a quick thank you to everyone

NOTE Confidence: 0.9205155

00:22:24.748 --> 00:22:26.753 who's been involved in all of

NOTE Confidence: 0.9205155

00:22:26.753 --> 00:22:27.698 the moving pieces.

NOTE Confidence: 0.9205155

00:22:27.700 --> 00:22:29.335 All of the initiatives the

NOTE Confidence: 0.9205155

00:22:29.335 --> 00:22:30.316 moves over the

NOTE Confidence: 0.93495166

00:22:30.320 --> 00:22:32.243 last couple of weeks and months.

NOTE Confidence: 0.93495166

00:22:32.243 --> 00:22:34.109 We really could not have done

NOTE Confidence: 0.93495166

00:22:34.109 --> 00:22:37.799 it without you, so thank you.
NOTE Confidence: 0.93495166

00:22:37.800 --> 00:22:39.270 I'll turn it back over to Terra.
NOTE Confidence: 0.9293401

00:22:40.730 --> 00:22:42.640 Thanks Sarah, that was great.
NOTE Confidence: 0.9293401

00:22:42.640 --> 00:22:44.926 I'm very informative and you know,
NOTE Confidence: 0.9293401

00:22:44.930 --> 00:22:46.660 just your presence in the
NOTE Confidence: 0.9293401

00:22:46.660 --> 00:22:48.900 clinics has made our lives feel
NOTE Confidence: 0.9293401

00:22:48.900 --> 00:22:50.656 little less scary sometimes.
NOTE Confidence: 0.9293401

00:22:50.660 --> 00:22:54.098 So thank you for all of your hard work.
NOTE Confidence: 0.9293401

00:22:54.100 --> 00:22:56.380 Can you and Ann and Maureen
NOTE Confidence: 0.9293401

00:22:56.380 --> 00:22:58.341 your physical presence and your
NOTE Confidence: 0.9293401

00:22:58.341 --> 00:23:01.290 support has been really just.
NOTE Confidence: 0.9293401

00:23:01.290 --> 00:23:04.538 Very much appreciated during this time.
NOTE Confidence: 0.9293401

00:23:04.540 --> 00:23:06.574 So now we're going to move
NOTE Confidence: 0.9293401

00:23:06.574 --> 00:23:08.480 on to Lisa Barber Radha,
NOTE Confidence: 0.9293401

00:23:08.480 --> 00:23:11.081 who is going to take us through some of
NOTE Confidence: 0.9293401

00:23:11.081 --> 00:23:13.420 the additional safety measures that are

NOTE Confidence: 0.9293401

00:23:13.420 --> 00:23:16.350 in place for the Cancer Center lease.

NOTE Confidence: 0.9293401

00:23:16.350 --> 00:23:19.104 Is the program manager of oncology

NOTE Confidence: 0.9293401

00:23:19.104 --> 00:23:20.940 nursing education and practice.

NOTE Confidence: 0.9293401

00:23:20.940 --> 00:23:21.300 Good

NOTE Confidence: 0.9294673

00:23:21.300 --> 00:23:23.358 evening and thank you doctor Fuchs

NOTE Confidence: 0.9294673

00:23:23.358 --> 00:23:25.970 and doctor Sam for having me tonight.

NOTE Confidence: 0.9294673

00:23:25.970 --> 00:23:28.770 As Terra mention I am the manager for

NOTE Confidence: 0.9294673

00:23:28.770 --> 00:23:30.567 oncology nursing education and practice

NOTE Confidence: 0.9294673

00:23:30.567 --> 00:23:33.780 and my job is really to ensure that they

NOTE Confidence: 0.9294673

00:23:33.780 --> 00:23:35.994 care that patients and families receive

NOTE Confidence: 0.9294673

00:23:35.994 --> 00:23:38.530 is safe and of the highest quality.

NOTE Confidence: 0.9294673

00:23:38.530 --> 00:23:41.183 and I think throughout the last three

NOTE Confidence: 0.9294673

00:23:41.183 --> 00:23:43.743 weeks three months our goal has been

NOTE Confidence: 0.9294673

00:23:43.743 --> 00:23:45.771 to continue to provide that same

NOTE Confidence: 0.9294673

00:23:45.845 --> 00:23:48.260 level of high quality care but with

NOTE Confidence: 0.9294673

00:23:48.260 --> 00:23:50.383 really an added layer of safety.

NOTE Confidence: 0.9294673

00:23:50.383 --> 00:23:52.910 From every aspect and Doctor Magali and

NOTE Confidence: 0.9294673

00:23:52.980 --> 00:23:55.224 touched on several of these strategies

NOTE Confidence: 0.9294673

00:23:55.224 --> 00:23:57.854 that I'll spend the next few minutes

NOTE Confidence: 0.9294673

00:23:57.854 --> 00:24:00.339 going into a little more detail about.

NOTE Confidence: 0.9294673

00:24:00.340 --> 00:24:03.329 And so one of our primary strategies

NOTE Confidence: 0.9294673

00:24:03.329 --> 00:24:06.309 for ensuring safety as we increase the

NOTE Confidence: 0.9294673

00:24:06.309 --> 00:24:08.733 number of visits in our outpatient

NOTE Confidence: 0.9294673

00:24:08.817 --> 00:24:11.487 setting is really around screening.

NOTE Confidence: 0.9294673

00:24:11.490 --> 00:24:14.112 And we have three primary strategies

NOTE Confidence: 0.9294673

00:24:14.112 --> 00:24:16.400 to complete screening before visits.

NOTE Confidence: 0.9294673

00:24:16.400 --> 00:24:19.473 The first is a new strategy using

NOTE Confidence: 0.9294673

00:24:19.473 --> 00:24:23.136 my chart where a survey is sent out

NOTE Confidence: 0.9294673

00:24:23.136 --> 00:24:25.903 in advance of any outpatient visit

NOTE Confidence: 0.9294673

00:24:25.903 --> 00:24:28.913 for my chart users an the survey

NOTE Confidence: 0.9294673

00:24:28.913 --> 00:24:31.463 will ask questions about symptoms.

NOTE Confidence: 0.9294673

00:24:31.463 --> 00:24:34.829 As well as potential Coleman exposures.

NOTE Confidence: 0.9294673

00:24:34.830 --> 00:24:36.990 If a my chart questionnaire is

NOTE Confidence: 0.9294673

00:24:36.990 --> 00:24:39.656 completed in advance of your visit, um,

NOTE Confidence: 0.9294673

00:24:39.656 --> 00:24:42.638 somebody will be looking at those results

NOTE Confidence: 0.9294673

00:24:42.638 --> 00:24:45.740 and assessing their response to that survey.

NOTE Confidence: 0.9294673

00:24:45.740 --> 00:24:47.345 If the survey questions were

NOTE Confidence: 0.9294673

00:24:47.345 --> 00:24:49.550 answered and there are no concerns,

NOTE Confidence: 0.9294673

00:24:49.550 --> 00:24:51.452 you will be able to proceed

NOTE Confidence: 0.9294673

00:24:51.452 --> 00:24:53.350 with your visit as planned.

NOTE Confidence: 0.9294673

00:24:53.350 --> 00:24:55.902 If the my chart survey is not completed

NOTE Confidence: 0.9294673

00:24:55.902 --> 00:24:57.715 in advance or their additional

NOTE Confidence: 0.9294673

00:24:57.715 --> 00:24:59.929 questions that need to be asked,

NOTE Confidence: 0.9294673

00:24:59.930 --> 00:25:02.549 you'll get a call from one of our staff

NOTE Confidence: 0.9294673

00:25:02.549 --> 00:25:05.153 who will go through those same questions

NOTE Confidence: 0.9294673

00:25:05.153 --> 00:25:08.509 in more detail and then make a plan with

NOTE Confidence: 0.9294673

00:25:08.509 --> 00:25:11.693 your provider around the safety of the visit.

NOTE Confidence: 0.9294673

00:25:11.693 --> 00:25:14.459 Given any symptoms you might have.

NOTE Confidence: 0.9294673

00:25:14.460 --> 00:25:16.890 In addition to those two strategies,

NOTE Confidence: 0.9294673

00:25:16.890 --> 00:25:19.697 we also continue to do on-site screening

NOTE Confidence: 0.9294673

00:25:19.697 --> 00:25:22.557 on arrival into any of our facilities,

NOTE Confidence: 0.9294673

00:25:22.560 --> 00:25:23.380 be on-site.

NOTE Confidence: 0.9294673

00:25:23.380 --> 00:25:25.020 Screening includes temperature measurements

NOTE Confidence: 0.9294673

00:25:25.020 --> 00:25:27.420 of anyone who enters the building,

NOTE Confidence: 0.9294673

00:25:27.420 --> 00:25:29.850 as well as questions about symptoms.

NOTE Confidence: 0.9294673

00:25:29.850 --> 00:25:32.280 If you have what we would

NOTE Confidence: 0.9294673

00:25:32.280 --> 00:25:33.900 consider a positive screen,

NOTE Confidence: 0.9294673

00:25:33.900 --> 00:25:36.875 which would include a temperature over 100

NOTE Confidence: 0.9294673

00:25:36.875 --> 00:25:40.607 or yes to any of the symptom questions.

NOTE Confidence: 0.9294673

00:25:40.610 --> 00:25:42.920 I discussion really is had with

NOTE Confidence: 0.9294673

00:25:42.920 --> 00:25:44.864 your clinical team around what

NOTE Confidence: 0.9294673

00:25:44.864 --> 00:25:46.499 the safest next step is.

NOTE Confidence: 0.9294673

00:25:46.500 --> 00:25:49.116 The safest next step may be that your

NOTE Confidence: 0.9294673

00:25:49.116 --> 00:25:51.279 appointment is delayed or rescheduled.

NOTE Confidence: 0.9294673

00:25:51.280 --> 00:25:54.190 It might be that your appointment

NOTE Confidence: 0.9294673

00:25:54.190 --> 00:25:57.390 is changed to Atella health visit.

NOTE Confidence: 0.9294673

00:25:57.390 --> 00:25:58.292 Gillian outlined.

NOTE Confidence: 0.9294673

00:25:58.292 --> 00:26:01.900 Or you may be rescheduled for an appointment

NOTE Confidence: 0.9294673

00:26:01.980 --> 00:26:04.530 at one of our designated locations,

NOTE Confidence: 0.9294673

00:26:04.530 --> 00:26:07.740 which I'll talk more about shortly.

NOTE Confidence: 0.9294673

00:26:07.740 --> 00:26:09.426 If you have a positive screen,

NOTE Confidence: 0.9294673

00:26:09.430 --> 00:26:09.994 Colvin 19,

NOTE Confidence: 0.9294673

00:26:09.994 --> 00:26:11.404 testing may also be recommended,

NOTE Confidence: 0.9294673

00:26:11.410 --> 00:26:13.972 which I'll talk a little bit more

NOTE Confidence: 0.9294673

00:26:13.972 --> 00:26:15.790 about in few minutes.

NOTE Confidence: 0.9294673

00:26:15.790 --> 00:26:17.840 In addition to patient screening,

NOTE Confidence: 0.9294673

00:26:17.840 --> 00:26:20.648 we also continue to ask all of our

NOTE Confidence: 0.9294673

00:26:20.648 --> 00:26:23.111 employees to self screen and what that
NOTE Confidence: 0.9294673

00:26:23.111 --> 00:26:26.442 means is all of our employees are asked
NOTE Confidence: 0.9294673

00:26:26.442 --> 00:26:29.057 to continually monitor themselves for
NOTE Confidence: 0.9294673

00:26:29.057 --> 00:26:31.742 any symptoms of Kovid including fever,
NOTE Confidence: 0.9294673

00:26:31.742 --> 00:26:33.380 cough, shortness of breath,
NOTE Confidence: 0.9294673

00:26:33.380 --> 00:26:34.200 nausea, vomiting,
NOTE Confidence: 0.9294673

00:26:34.200 --> 00:26:34.608 headache,
NOTE Confidence: 0.9294673

00:26:34.608 --> 00:26:37.872 muscle aches and loss of taste or smell.
NOTE Confidence: 0.9294673

00:26:37.880 --> 00:26:40.115 We also ask that employees
NOTE Confidence: 0.9294673

00:26:40.115 --> 00:26:42.350 check their temperature twice a
NOTE Confidence: 0.93602204

00:26:42.434 --> 00:26:44.919 day and if they have a temperature
NOTE Confidence: 0.93602204

00:26:44.919 --> 00:26:47.758 over 100 or any symptoms of Kovid.
NOTE Confidence: 0.93602204

00:26:47.760 --> 00:26:50.184 They are asked not to report to work
NOTE Confidence: 0.93602204

00:26:50.184 --> 00:26:53.118 and to report to Occupational Health
NOTE Confidence: 0.93602204

00:26:53.118 --> 00:26:57.180 for additional assessment. Fantastic.
NOTE Confidence: 0.93602204

00:26:57.180 --> 00:26:59.406 So to talk a bit about testing,

NOTE Confidence: 0.93602204

00:26:59.410 --> 00:27:01.741 which is a an area of a lot of

NOTE Confidence: 0.93602204

00:27:01.741 --> 00:27:03.180 discussion employees with symptoms

NOTE Confidence: 0.93602204

00:27:03.180 --> 00:27:05.412 of COVID-19 will be tested for

NOTE Confidence: 0.93602204

00:27:05.412 --> 00:27:07.399 Cove it and they aren't allowed

NOTE Confidence: 0.93602204

00:27:07.399 --> 00:27:09.964 to turn return to work until their

NOTE Confidence: 0.93602204

00:27:09.964 --> 00:27:12.499 deemed safe by occupational health.

NOTE Confidence: 0.93602204

00:27:12.500 --> 00:27:14.978 Additionally, over the last two weeks,

NOTE Confidence: 0.93602204

00:27:14.980 --> 00:27:17.524 employees who do not have symptoms

NOTE Confidence: 0.93602204

00:27:17.524 --> 00:27:20.289 also now have access to COVID-19

NOTE Confidence: 0.93602204

00:27:20.289 --> 00:27:22.764 testing across the health system.

NOTE Confidence: 0.93602204

00:27:22.770 --> 00:27:25.180 As of Monday, over 1800,

NOTE Confidence: 0.93602204

00:27:25.180 --> 00:27:27.190 employees have been tested with

NOTE Confidence: 0.93602204

00:27:27.190 --> 00:27:29.905 a very small number of positive

NOTE Confidence: 0.93602204

00:27:29.905 --> 00:27:32.409 tests and asymptomatic employees.

NOTE Confidence: 0.93602204

00:27:32.410 --> 00:27:35.539 In fact, under 1% of staff or

NOTE Confidence: 0.93602204

00:27:35.539 --> 00:27:37.710 asymptomatic have tested positive.
NOTE Confidence: 0.93602204

00:27:37.710 --> 00:27:40.902 What that means is that all of the
NOTE Confidence: 0.93602204

00:27:40.902 --> 00:27:43.293 strategies that I'll be outlining
NOTE Confidence: 0.93602204

00:27:43.293 --> 00:27:45.808 specifically use of masks universally
NOTE Confidence: 0.93602204

00:27:45.808 --> 00:27:48.478 as well as social distancing
NOTE Confidence: 0.93602204

00:27:48.478 --> 00:27:51.113 have been extremely effective in
NOTE Confidence: 0.93602204

00:27:51.113 --> 00:27:54.543 limiting the number of cases.
NOTE Confidence: 0.93602204

00:27:54.543 --> 00:27:58.498 Of transmission across our locations.
NOTE Confidence: 0.93602204

00:27:58.500 --> 00:28:02.636 Patient testing, I'll touch on as well so.
NOTE Confidence: 0.93602204

00:28:02.640 --> 00:28:05.320 Smilow Cancer Hospital is not
NOTE Confidence: 0.93602204

00:28:05.320 --> 00:28:06.928 currently recommending routine
NOTE Confidence: 0.93602204

00:28:06.928 --> 00:28:09.740 testing of asymptomatic patients.
NOTE Confidence: 0.93602204

00:28:09.740 --> 00:28:11.875 This includes routine testing before
NOTE Confidence: 0.93602204

00:28:11.875 --> 00:28:15.440 treatment in any of our ambulatory setting.
NOTE Confidence: 0.93602204

00:28:15.440 --> 00:28:17.470 We continue to closely monitor
NOTE Confidence: 0.93602204

00:28:17.470 --> 00:28:19.500 all of our testing data.

NOTE Confidence: 0.93602204

00:28:19.500 --> 00:28:21.120 The latest literature an

NOTE Confidence: 0.93602204

00:28:21.120 --> 00:28:22.335 recommendations from experts,

NOTE Confidence: 0.93602204

00:28:22.340 --> 00:28:24.734 and continue to discuss this regularly

NOTE Confidence: 0.93602204

00:28:24.734 --> 00:28:28.338 and use it to guide our decisions to

NOTE Confidence: 0.93602204

00:28:28.338 --> 00:28:31.236 ensure we're delivering the safest care.

NOTE Confidence: 0.93602204

00:28:31.240 --> 00:28:33.700 We're currently testing all patients

NOTE Confidence: 0.93602204

00:28:33.700 --> 00:28:36.160 before admission through either our

NOTE Confidence: 0.93602204

00:28:36.235 --> 00:28:38.779 emergency emergency room or any other

NOTE Confidence: 0.93602204

00:28:38.779 --> 00:28:41.620 method of admission were also testing

NOTE Confidence: 0.93602204

00:28:41.620 --> 00:28:44.305 before procedures that require anesthesia,

NOTE Confidence: 0.93602204

00:28:44.310 --> 00:28:46.830 including surgery and other

NOTE Confidence: 0.93602204

00:28:46.830 --> 00:28:48.720 high risk procedures.

NOTE Confidence: 0.93602204

00:28:48.720 --> 00:28:51.642 We're testing patients based on no

NOTE Confidence: 0.93602204

00:28:51.642 --> 00:28:54.645 on risk factors such as exposure

NOTE Confidence: 0.93602204

00:28:54.645 --> 00:28:57.050 and any symptoms of Cobit.

NOTE Confidence: 0.93602204

00:28:57.050 --> 00:28:59.190 Patients can currently be tested
NOTE Confidence: 0.93602204

00:28:59.190 --> 00:29:00.902 at designated ambulatory locations
NOTE Confidence: 0.93602204

00:29:00.902 --> 00:29:03.010 across the state and health system,
NOTE Confidence: 0.93602204

00:29:03.010 --> 00:29:05.495 and symptomatic patients can also
NOTE Confidence: 0.93602204

00:29:05.495 --> 00:29:08.609 be tested at the Smilow Rapid
NOTE Confidence: 0.93602204

00:29:08.609 --> 00:29:11.299 Evaluation Clinic in New Haven.
NOTE Confidence: 0.93602204

00:29:11.300 --> 00:29:13.760 We've implemented advanced cleaning and
NOTE Confidence: 0.93602204

00:29:13.760 --> 00:29:16.769 disinfection processes in all of our
NOTE Confidence: 0.93602204

00:29:16.769 --> 00:29:19.159 areas in our exceeding recommendations
NOTE Confidence: 0.93602204

00:29:19.159 --> 00:29:21.532 that are currently outlined by
NOTE Confidence: 0.93602204

00:29:21.532 --> 00:29:23.467 the Center for Disease Control.
NOTE Confidence: 0.93602204

00:29:23.470 --> 00:29:26.170 Hospital rooms are cleaned daily and
NOTE Confidence: 0.93602204

00:29:26.170 --> 00:29:28.760 deep cleaned after patient discharge.
NOTE Confidence: 0.93602204

00:29:28.760 --> 00:29:29.720 Exam rooms,
NOTE Confidence: 0.93602204

00:29:29.720 --> 00:29:32.120 an individual infusion spaces are
NOTE Confidence: 0.93602204

00:29:32.120 --> 00:29:34.300 disinfected after every patient and

NOTE Confidence: 0.93602204

00:29:34.300 --> 00:29:36.638 deep cleaned at the end of every

NOTE Confidence: 0.93602204

00:29:36.638 --> 00:29:39.058 day and throughout our locations.

NOTE Confidence: 0.93602204

00:29:39.060 --> 00:29:40.971 Additional hand sanitizing

NOTE Confidence: 0.93602204

00:29:40.971 --> 00:29:44.156 stations have also been installed.

NOTE Confidence: 0.93602204

00:29:44.160 --> 00:29:44.617 Additionally,

NOTE Confidence: 0.93602204

00:29:44.617 --> 00:29:47.359 we have designated patient care areas

NOTE Confidence: 0.93602204

00:29:47.359 --> 00:29:50.210 where patients with COVID-19 or cared for,

NOTE Confidence: 0.93602204

00:29:50.210 --> 00:29:52.635 and this strategy allows patients

NOTE Confidence: 0.93602204

00:29:52.635 --> 00:29:55.620 without COVID-19 to continue to receive

NOTE Confidence: 0.93602204

00:29:55.620 --> 00:29:58.530 safe care while minimizing their risk

NOTE Confidence: 0.93602204

00:29:58.530 --> 00:30:01.180 for covert exposure in our setting.

NOTE Confidence: 0.93602204

00:30:01.180 --> 00:30:03.215 We have dedicated inpatient units

NOTE Confidence: 0.93602204

00:30:03.215 --> 00:30:04.843 for patients with COVID-19,

NOTE Confidence: 0.93602204

00:30:04.850 --> 00:30:07.274 as well as a dedicated ambulatory

NOTE Confidence: 0.93602204

00:30:07.274 --> 00:30:09.366 location for smile locations which

NOTE Confidence: 0.93602204

00:30:09.366 --> 00:30:11.376 we've talked about here before,
NOTE Confidence: 0.93602204

00:30:11.380 --> 00:30:13.828 called the Smilow Rapid Evaluation Clinic.
NOTE Confidence: 0.93602204

00:30:13.830 --> 00:30:14.254 Here,
NOTE Confidence: 0.93602204

00:30:14.254 --> 00:30:16.798 patients that are Cove in positive
NOTE Confidence: 0.93602204

00:30:16.798 --> 00:30:19.105 can receive care as determine
NOTE Confidence: 0.93602204

00:30:19.105 --> 00:30:21.495 necessary by their medical team.
NOTE Confidence: 0.93602204

00:30:21.500 --> 00:30:24.916 In that clinic is staffed by oncology nurses,
NOTE Confidence: 0.93602204

00:30:24.920 --> 00:30:27.645 an advanced practice providers with
NOTE Confidence: 0.93602204

00:30:27.645 --> 00:30:30.370 specialized training in both oncology
NOTE Confidence: 0.93602204

00:30:30.454 --> 00:30:33.366 and the care of patients with COVID-19.
NOTE Confidence: 0.93602204

00:30:33.370 --> 00:30:33.871 Additionally,
NOTE Confidence: 0.93602204

00:30:33.871 --> 00:30:36.376 for our patients are smilow
NOTE Confidence: 0.93602204

00:30:36.376 --> 00:30:38.380 patients who have been
NOTE Confidence: 0.9099998

00:30:38.459 --> 00:30:40.259 infected with COVID-19,
NOTE Confidence: 0.9099998

00:30:40.260 --> 00:30:43.710 we implemented daily monitoring calls.
NOTE Confidence: 0.9099998

00:30:43.710 --> 00:30:46.245 To monitor patients for worsening

NOTE Confidence: 0.9099998

00:30:46.245 --> 00:30:48.780 symptoms an provide patient education

NOTE Confidence: 0.9099998

00:30:48.858 --> 00:30:50.963 an isolation and maintaining safety

NOTE Confidence: 0.9099998

00:30:50.963 --> 00:30:54.177 at home these calls are made by a

NOTE Confidence: 0.9099998

00:30:54.177 --> 00:30:56.235 group of oncology nurses who have

NOTE Confidence: 0.9099998

00:30:56.235 --> 00:30:59.148 made over 350 calls to our patients

NOTE Confidence: 0.9099998

00:30:59.148 --> 00:31:02.921 to keep them safe at home and also

NOTE Confidence: 0.9099998

00:31:02.921 --> 00:31:05.867 facilitate in person visits if needed.

NOTE Confidence: 0.9099998

00:31:05.870 --> 00:31:08.320 Over the next week we plan to

NOTE Confidence: 0.9099998

00:31:08.320 --> 00:31:09.805 incorporate self monitoring of

NOTE Confidence: 0.9099998

00:31:09.805 --> 00:31:11.650 oxygen saturation levels at home.

NOTE Confidence: 0.9099998

00:31:11.650 --> 00:31:14.899 As an added layer of safety to our patients.

NOTE Confidence: 0.9343953

00:31:17.220 --> 00:31:19.548 Visitors, we continue to restrict visitors

NOTE Confidence: 0.9343953

00:31:19.548 --> 00:31:22.500 in both the inpatient an ambulatory setting.

NOTE Confidence: 0.9343953

00:31:22.500 --> 00:31:24.930 While we don't like restricting visitors,

NOTE Confidence: 0.9343953

00:31:24.930 --> 00:31:27.324 an fully understand the impact of

NOTE Confidence: 0.9343953

00:31:27.324 --> 00:31:29.803 these restrictions on our patients and
NOTE Confidence: 0.9343953

00:31:29.803 --> 00:31:32.239 families and how difficult this is,
NOTE Confidence: 0.9343953

00:31:32.240 --> 00:31:36.176 it has really been a critical step in
NOTE Confidence: 0.9343953

00:31:36.176 --> 00:31:38.300 containing transmission of the virus.
NOTE Confidence: 0.9343953

00:31:38.300 --> 00:31:40.856 Request for exceptions to the visitor
NOTE Confidence: 0.9343953

00:31:40.856 --> 00:31:43.016 visitor Policia reviewed at the
NOTE Confidence: 0.9343953

00:31:43.016 --> 00:31:44.921 individual unit level and exceptions
NOTE Confidence: 0.9343953

00:31:44.921 --> 00:31:47.383 are made based on medical necessity
NOTE Confidence: 0.9343953

00:31:47.383 --> 00:31:50.550 and individual circumstances.
NOTE Confidence: 0.9343953

00:31:50.550 --> 00:31:51.933 Surgeries and procedures,
NOTE Confidence: 0.9343953

00:31:51.933 --> 00:31:54.238 like the other locations I've
NOTE Confidence: 0.9343953

00:31:54.238 --> 00:31:56.296 discussed are operating rooms
NOTE Confidence: 0.9343953

00:31:56.296 --> 00:31:58.966 and procedural areas have really
NOTE Confidence: 0.9343953

00:31:58.966 --> 00:32:01.188 implemented additional measures for
NOTE Confidence: 0.9343953

00:32:01.188 --> 00:32:03.380 stringent cleaning and sterilization.
NOTE Confidence: 0.9343953

00:32:03.380 --> 00:32:05.435 They've developed covert free surgical

NOTE Confidence: 0.9343953

00:32:05.435 --> 00:32:07.903 pathways to minimize risk and have

NOTE Confidence: 0.9343953

00:32:07.903 --> 00:32:09.973 added other strategies to limit the

NOTE Confidence: 0.9343953

00:32:09.973 --> 00:32:12.100 amount of people in waiting rooms,

NOTE Confidence: 0.9343953

00:32:12.100 --> 00:32:14.374 including use of mobile check in

NOTE Confidence: 0.9343953

00:32:14.374 --> 00:32:15.890 an reducing onsite paperwork.

NOTE Confidence: 0.93544763

00:32:18.410 --> 00:32:20.615 Social distancing isn't really one

NOTE Confidence: 0.93544763

00:32:20.615 --> 00:32:22.820 of the most important strategies

NOTE Confidence: 0.93544763

00:32:22.886 --> 00:32:24.860 that we used to minimize risk,

NOTE Confidence: 0.93544763

00:32:24.860 --> 00:32:26.345 along with masks,

NOTE Confidence: 0.93544763

00:32:26.345 --> 00:32:28.820 which I'll talk about shortly.

NOTE Confidence: 0.93544763

00:32:28.820 --> 00:32:30.870 We have several strategies in

NOTE Confidence: 0.93544763

00:32:30.870 --> 00:32:32.920 place to promote social distancing,

NOTE Confidence: 0.93544763

00:32:32.920 --> 00:32:34.560 including limiting the number

NOTE Confidence: 0.93544763

00:32:34.560 --> 00:32:36.610 of people allowed in elevators,

NOTE Confidence: 0.93544763

00:32:36.610 --> 00:32:38.660 and we've minimized that number

NOTE Confidence: 0.93544763

00:32:38.660 --> 00:32:40.710 to four people per elevator.

NOTE Confidence: 0.93544763

00:32:40.710 --> 00:32:43.468 We really rely on all employees to

NOTE Confidence: 0.93544763

00:32:43.468 --> 00:32:46.819 help enforce this to step off of the

NOTE Confidence: 0.93544763

00:32:46.819 --> 00:32:48.904 elevator to allow patients priority.

NOTE Confidence: 0.93544763

00:32:48.910 --> 00:32:51.886 If the elevators at capacity and

NOTE Confidence: 0.93544763

00:32:51.886 --> 00:32:53.870 elevators are cleaned regularly.

NOTE Confidence: 0.93544763

00:32:53.870 --> 00:32:56.410 Common areas like cafeterias have

NOTE Confidence: 0.93544763

00:32:56.410 --> 00:32:58.442 eliminated self-service stations and

NOTE Confidence: 0.93544763

00:32:58.442 --> 00:33:00.814 have implemented stickers on the

NOTE Confidence: 0.93544763

00:33:00.814 --> 00:33:03.049 floor to promote social distancing

NOTE Confidence: 0.93544763

00:33:03.049 --> 00:33:05.467 and use of the six feet barrier.

NOTE Confidence: 0.93544763

00:33:05.470 --> 00:33:07.222 Plexiglass barriers have been

NOTE Confidence: 0.93544763

00:33:07.222 --> 00:33:09.850 installed at most of our checkins.

NOTE Confidence: 0.93544763

00:33:09.850 --> 00:33:11.656 A man and a Sarah mentioned.

NOTE Confidence: 0.93544763

00:33:11.660 --> 00:33:13.620 We aim to minimize time in waiting

NOTE Confidence: 0.93544763

00:33:13.620 --> 00:33:15.951 rooms and while We want you to arrive

NOTE Confidence: 0.93544763

00:33:15.951 --> 00:33:18.000 early enough to complete your screening,

NOTE Confidence: 0.93544763

00:33:18.000 --> 00:33:20.324 we really don't want you arriving more

NOTE Confidence: 0.93544763

00:33:20.324 --> 00:33:22.443 than 15 minutes before your appointment

NOTE Confidence: 0.93544763

00:33:22.443 --> 00:33:25.266 time to keep the number of people in

NOTE Confidence: 0.93544763

00:33:25.266 --> 00:33:27.366 any given waiting room to a minimum.

NOTE Confidence: 0.93544763

00:33:27.370 --> 00:33:28.790 We've also made individual

NOTE Confidence: 0.93544763

00:33:28.790 --> 00:33:30.210 modifications to waiting rooms,

NOTE Confidence: 0.93544763

00:33:30.210 --> 00:33:31.990 decreasing the number of chairs,

NOTE Confidence: 0.93544763

00:33:31.990 --> 00:33:33.682 and increasing the amount

NOTE Confidence: 0.93544763

00:33:33.682 --> 00:33:35.797 of space in between chairs.

NOTE Confidence: 0.93544763

00:33:35.800 --> 00:33:36.614 As mentioned,

NOTE Confidence: 0.93544763

00:33:36.614 --> 00:33:38.649 some locations have also extended

NOTE Confidence: 0.93544763

00:33:38.649 --> 00:33:41.137 their hours of operation in order

NOTE Confidence: 0.93544763

00:33:41.137 --> 00:33:43.137 to decrease the overall number

NOTE Confidence: 0.93544763

00:33:43.137 --> 00:33:45.057 of patients seen in an hour.

NOTE Confidence: 0.93544763

00:33:45.060 --> 00:33:48.220 On next slide please.
NOTE Confidence: 0.93544763

00:33:48.220 --> 00:33:49.924 Personal protective equipment in
NOTE Confidence: 0.93544763

00:33:49.924 --> 00:33:51.628 conjunction with social distancing,
NOTE Confidence: 0.93544763

00:33:51.630 --> 00:33:55.798 is key to decrease the risk for transmission.
NOTE Confidence: 0.93544763

00:33:55.800 --> 00:33:57.404 Patience anybody entering the
NOTE Confidence: 0.93544763

00:33:57.404 --> 00:34:00.261 building is expected to wear a mask
NOTE Confidence: 0.93544763

00:34:00.261 --> 00:34:02.547 that includes staff patients in any
NOTE Confidence: 0.93544763

00:34:02.547 --> 00:34:05.027 visitors who may be in the building.
NOTE Confidence: 0.93544763

00:34:05.030 --> 00:34:06.720 Cloth masks are considered acceptable
NOTE Confidence: 0.93544763

00:34:06.720 --> 00:34:09.173 to be worn by both patients and
NOTE Confidence: 0.93544763

00:34:09.173 --> 00:34:11.623 visitors and are also supported by the
NOTE Confidence: 0.93544763

00:34:11.623 --> 00:34:13.969 Center for Disease Control and a cloth.
NOTE Confidence: 0.93544763

00:34:13.970 --> 00:34:15.690 Masks should cover both the
NOTE Confidence: 0.93544763

00:34:15.690 --> 00:34:17.066 nose and the mouth.
NOTE Confidence: 0.93544763

00:34:17.070 --> 00:34:19.170 If for any reason there's concern
NOTE Confidence: 0.93544763

00:34:19.170 --> 00:34:21.199 about the integrity of the mask,

NOTE Confidence: 0.93544763

00:34:21.200 --> 00:34:23.944 we will provide you a mask if needed,

NOTE Confidence: 0.93544763

00:34:23.950 --> 00:34:26.008 and if you don't have one,

NOTE Confidence: 0.93544763

00:34:26.010 --> 00:34:29.208 one will be provided to you.

NOTE Confidence: 0.93544763

00:34:29.210 --> 00:34:32.369 We will ask that you wear a mask throughout

NOTE Confidence: 0.93544763

00:34:32.369 --> 00:34:34.915 your time in the in our locations,

NOTE Confidence: 0.93544763

00:34:34.920 --> 00:34:37.410 especially when in close contact with

NOTE Confidence: 0.93544763

00:34:37.410 --> 00:34:40.186 your caregivers and you will may be

NOTE Confidence: 0.93544763

00:34:40.186 --> 00:34:42.615 asked to remove your mask for important

NOTE Confidence: 0.93544763

00:34:42.688 --> 00:34:44.798 elements of your physical exam.

NOTE Confidence: 0.93544763

00:34:44.800 --> 00:34:47.328 All staff will be wearing a mask at

NOTE Confidence: 0.93544763

00:34:47.328 --> 00:34:49.540 all times, even in our common areas,

NOTE Confidence: 0.93544763

00:34:49.540 --> 00:34:51.878 and you may see staff were additional

NOTE Confidence: 0.93544763

00:34:51.878 --> 00:34:53.650 types of protection like a gown,

NOTE Confidence: 0.93544763

00:34:53.650 --> 00:34:55.858 an eye protection which may be used

NOTE Confidence: 0.93544763

00:34:55.860 --> 00:34:59.170 for selected high risk activity.

NOTE Confidence: 0.93544763

00:34:59.170 --> 00:35:00.193 Email Tori considerations.
NOTE Confidence: 0.93544763

00:35:00.193 --> 00:35:01.216 I think Doctor,
NOTE Confidence: 0.93544763

00:35:01.220 --> 00:35:03.212 Mongolian and I covered the majority
NOTE Confidence: 0.93544763

00:35:03.212 --> 00:35:05.298 of the strategies used apply also
NOTE Confidence: 0.93544763

00:35:05.298 --> 00:35:06.686 to our ambulatory setting.
NOTE Confidence: 0.93544763

00:35:06.690 --> 00:35:08.400 Exam rooms are thoroughly cleaned.
NOTE Confidence: 0.93544763

00:35:08.400 --> 00:35:10.794 Radiology equipment is also clean in between.
NOTE Confidence: 0.93544763

00:35:10.800 --> 00:35:12.510 Patients are vital sign machines.
NOTE Confidence: 0.93544763

00:35:12.510 --> 00:35:14.190 Any equipment that's in contact
NOTE Confidence: 0.93544763

00:35:14.190 --> 00:35:16.242 with patients is wiped down in
NOTE Confidence: 0.93544763

00:35:16.242 --> 00:35:18.120 between the patient and then the
NOTE Confidence: 0.93544763

00:35:18.120 --> 00:35:19.879 last strategy which doctor McGillion
NOTE Confidence: 0.93544763

00:35:19.879 --> 00:35:21.395 reviewed and the panel.
NOTE Confidence: 0.93544763

00:35:21.400 --> 00:35:23.824 I think they touch on a bit more
NOTE Confidence: 0.93544763

00:35:23.824 --> 00:35:26.801 as the use of Talla Health which we
NOTE Confidence: 0.93544763

00:35:26.801 --> 00:35:29.499 will continue to use as a strategy.

NOTE Confidence: 0.9151287

00:35:29.500 --> 00:35:32.116 Decrease the overall number

NOTE Confidence: 0.9151287

00:35:32.116 --> 00:35:35.386 of patients in anyone setting.

NOTE Confidence: 0.9151287

00:35:35.390 --> 00:35:38.828 So In summary, I've talked a bit about our

NOTE Confidence: 0.9151287

00:35:38.828 --> 00:35:40.763 comprehensive strategy to keep patients

NOTE Confidence: 0.9151287

00:35:40.763 --> 00:35:43.390 safe while they are here for care,

NOTE Confidence: 0.9151287

00:35:43.390 --> 00:35:45.736 while also continuing to provide high

NOTE Confidence: 0.9151287

00:35:45.736 --> 00:35:48.340 quality expert cancer care to our patients.

NOTE Confidence: 0.9151287

00:35:48.340 --> 00:35:50.070 All of these strategies have

NOTE Confidence: 0.9151287

00:35:50.070 --> 00:35:51.800 also taken a tremendous amount

NOTE Confidence: 0.9151287

00:35:51.861 --> 00:35:53.677 of communication and education,

NOTE Confidence: 0.9151287

00:35:53.680 --> 00:35:56.221 and I just want to acknowledge the

NOTE Confidence: 0.9151287

00:35:56.221 --> 00:35:59.569 efforts of the team on the call as well

NOTE Confidence: 0.9151287

00:35:59.569 --> 00:36:02.302 as our nursing educators and our other

NOTE Confidence: 0.9151287

00:36:02.302 --> 00:36:04.702 nurse and provider leaders in helping

NOTE Confidence: 0.9151287

00:36:04.702 --> 00:36:07.070 to continue to spread these messages.

NOTE Confidence: 0.9151287

00:36:07.070 --> 00:36:10.110 To ensure that all of our staff are
NOTE Confidence: 0.9151287

00:36:10.110 --> 00:36:12.737 well prepared to keep you all safe
NOTE Confidence: 0.9151287

00:36:12.737 --> 00:36:14.990 when you're coming in for care.
NOTE Confidence: 0.9151287

00:36:14.990 --> 00:36:15.970 Thank you.
NOTE Confidence: 0.92320216

00:36:18.030 --> 00:36:20.494 Lisa, thank you. Wow that was a packed
NOTE Confidence: 0.92320216

00:36:20.494 --> 00:36:23.266 full of information and I know that you're
NOTE Confidence: 0.92320216

00:36:23.266 --> 00:36:25.913 you and your team are always updating
NOTE Confidence: 0.92320216

00:36:25.913 --> 00:36:28.678 based on the most recent CDC guidelines
NOTE Confidence: 0.92320216

00:36:28.680 --> 00:36:31.011 and the newest research coming out about
NOTE Confidence: 0.92320216

00:36:31.011 --> 00:36:33.649 covert as we learn about this disease,
NOTE Confidence: 0.92320216

00:36:33.650 --> 00:36:35.582 so I know you're on meetings
NOTE Confidence: 0.92320216

00:36:35.582 --> 00:36:37.560 from 7:00 AM until midnight.
NOTE Confidence: 0.92320216

00:36:37.560 --> 00:36:39.786 Probably so thank you for giving us
NOTE Confidence: 0.92320216

00:36:39.786 --> 00:36:42.527 all of those key pieces of information,
NOTE Confidence: 0.92320216

00:36:42.530 --> 00:36:44.302 and I'm sure patients really
NOTE Confidence: 0.92320216

00:36:44.302 --> 00:36:46.610 found that helpful.

NOTE Confidence: 0.92320216

00:36:46.610 --> 00:36:47.910 I'm our last, uh,

NOTE Confidence: 0.92320216

00:36:47.910 --> 00:36:50.346 speaker before we open it up to

NOTE Confidence: 0.92320216

00:36:50.346 --> 00:36:52.830 questions and answers is Connie Smith.

NOTE Confidence: 0.92320216

00:36:52.830 --> 00:36:55.385 She is our knew, head of oncology,

NOTE Confidence: 0.92320216

00:36:55.390 --> 00:36:56.142 social work.

NOTE Confidence: 0.92320216

00:36:56.142 --> 00:36:58.398 Bonnie Indec has retired many of

NOTE Confidence: 0.92320216

00:36:58.398 --> 00:37:00.963 the people on the call may remember

NOTE Confidence: 0.92320216

00:37:00.963 --> 00:37:03.442 her were excited for Bonnie to move

NOTE Confidence: 0.92320216

00:37:03.442 --> 00:37:05.640 on to her grandchildren and we're

NOTE Confidence: 0.92320216

00:37:05.640 --> 00:37:07.840 really excited to have Connie here.

NOTE Confidence: 0.92320216

00:37:07.840 --> 00:37:08.938 So welcome Connie.

NOTE Confidence: 0.9169288

00:37:10.850 --> 00:37:12.670 Thank you very much Terra.

NOTE Confidence: 0.9169288

00:37:12.670 --> 00:37:15.770 I'm very happy to be here and I want to

NOTE Confidence: 0.9169288

00:37:15.855 --> 00:37:19.199 thank you and Doctor Fuchs for the invite.

NOTE Confidence: 0.9169288

00:37:19.200 --> 00:37:21.312 I just want to kind of

NOTE Confidence: 0.9169288

00:37:21.312 --> 00:37:23.190 quickly share that you know,
NOTE Confidence: 0.9169288

00:37:23.190 --> 00:37:26.439 part of the benefits of being part of a
NOTE Confidence: 0.9169288

00:37:26.439 --> 00:37:28.242 comprehensive Cancer Center is having
NOTE Confidence: 0.9169288

00:37:28.242 --> 00:37:31.179 for the best care that you can receive.
NOTE Confidence: 0.9169288

00:37:31.180 --> 00:37:32.990 And certainly we treat our
NOTE Confidence: 0.9169288

00:37:32.990 --> 00:37:34.076 patients holistic Lee,
NOTE Confidence: 0.9169288

00:37:34.080 --> 00:37:35.893 both medically and cycle socially.
NOTE Confidence: 0.9169288

00:37:35.893 --> 00:37:37.709 And that's where social work
NOTE Confidence: 0.9169288

00:37:37.709 --> 00:37:39.524 comes in and social worker,
NOTE Confidence: 0.9169288

00:37:39.530 --> 00:37:41.960 the social worker that smile oh.
NOTE Confidence: 0.9169288

00:37:41.960 --> 00:37:43.860 Our clinical licensed social workers,
NOTE Confidence: 0.9169288

00:37:43.860 --> 00:37:46.520 their clinicians, that are here to me,
NOTE Confidence: 0.9169288

00:37:46.520 --> 00:37:49.830 are patient Psycho social needs.
NOTE Confidence: 0.9169288

00:37:49.830 --> 00:37:51.936 Definitely during the Cove at pandemic.
NOTE Confidence: 0.9169288

00:37:51.940 --> 00:37:54.502 What we saw was a increase for
NOTE Confidence: 0.9169288

00:37:54.502 --> 00:37:56.396 psychosocial support to our patients

NOTE Confidence: 0.9169288

00:37:56.396 --> 00:37:58.556 and social work definitely was up

NOTE Confidence: 0.9169288

00:37:58.556 --> 00:38:01.217 to the task and we wanted to make

NOTE Confidence: 0.9169288

00:38:01.217 --> 00:38:03.122 sure just like they were still

NOTE Confidence: 0.9169288

00:38:03.122 --> 00:38:04.752 containing a being being treated

NOTE Confidence: 0.9169288

00:38:04.752 --> 00:38:06.330 by their medical providers.

NOTE Confidence: 0.9169288

00:38:06.330 --> 00:38:09.277 We wanted to make sure that we're

NOTE Confidence: 0.9169288

00:38:09.277 --> 00:38:11.447 meeting there cycle social needs

NOTE Confidence: 0.9169288

00:38:11.447 --> 00:38:14.338 and that they were going to be

NOTE Confidence: 0.9169288

00:38:14.338 --> 00:38:16.657 continue to be seen and treated.

NOTE Confidence: 0.9169288

00:38:16.660 --> 00:38:18.837 Provide IT support by the social worker,

NOTE Confidence: 0.9169288

00:38:18.840 --> 00:38:21.660 so don't got time.

NOTE Confidence: 0.9169288

00:38:21.660 --> 00:38:23.808 Social work was really busy providing

NOTE Confidence: 0.9169288

00:38:23.808 --> 00:38:25.600 what we consider remote care.

NOTE Confidence: 0.9169288

00:38:25.600 --> 00:38:27.749 A lot of our social workers were

NOTE Confidence: 0.9169288

00:38:27.749 --> 00:38:30.211 still in contact tact with our medical

NOTE Confidence: 0.9169288

00:38:30.211 --> 00:38:32.056 medical teams that were attacked
NOTE Confidence: 0.9169288

00:38:32.056 --> 00:38:34.189 with patients via the telephone.
NOTE Confidence: 0.9169288

00:38:34.190 --> 00:38:37.046 We actually, with the help of doctor Sam,
NOTE Confidence: 0.9169288

00:38:37.050 --> 00:38:39.348 implemented a program where we were
NOTE Confidence: 0.9169288

00:38:39.348 --> 00:38:41.614 actually making calls to our patients
NOTE Confidence: 0.9169288

00:38:41.614 --> 00:38:43.606 at Smilow and letting them know
NOTE Confidence: 0.9169288

00:38:43.606 --> 00:38:45.998 that we did not forget about that.
NOTE Confidence: 0.9169288

00:38:46.000 --> 00:38:48.884 We still immensely care about them and
NOTE Confidence: 0.9169288

00:38:48.884 --> 00:38:51.986 wanted to make sure that they were OK.
NOTE Confidence: 0.9169288

00:38:51.990 --> 00:38:54.530 Items are patients we realize.
NOTE Confidence: 0.9169288

00:38:54.530 --> 00:38:56.205 Being home during the pandemic
NOTE Confidence: 0.9169288

00:38:56.205 --> 00:38:57.545 could feel very isolated,
NOTE Confidence: 0.9169288

00:38:57.550 --> 00:38:59.888 like the vast majority of the population,
NOTE Confidence: 0.9169288

00:38:59.890 --> 00:39:02.123 but certainly you know some of our
NOTE Confidence: 0.9169288

00:39:02.123 --> 00:39:03.845 patients who are most vulnerable
NOTE Confidence: 0.9169288

00:39:03.845 --> 00:39:05.590 felt that they need it.

NOTE Confidence: 0.9169288

00:39:05.590 --> 00:39:07.795 Just having that someone to call and

NOTE Confidence: 0.9169288

00:39:07.795 --> 00:39:10.142 just check on them was beneficial and

NOTE Confidence: 0.9169288

00:39:10.142 --> 00:39:12.553 so many of our social workers make

NOTE Confidence: 0.9169288

00:39:12.553 --> 00:39:15.297 many calls and continue to make those calls.

NOTE Confidence: 0.9169288

00:39:15.300 --> 00:39:18.990 So you might be one of the people who go see,

NOTE Confidence: 0.9169288

00:39:18.990 --> 00:39:20.994 respond to you might actually receive

NOTE Confidence: 0.9169288

00:39:20.994 --> 00:39:23.423 a call if you have not already

NOTE Confidence: 0.9169288

00:39:23.423 --> 00:39:25.810 done so and the purpose just again.

NOTE Confidence: 0.9169288

00:39:25.810 --> 00:39:27.808 As a institutional let you know

NOTE Confidence: 0.9169288

00:39:27.808 --> 00:39:30.277 that we care about you and we care,

NOTE Confidence: 0.9169288

00:39:30.280 --> 00:39:30.918 care, care?

NOTE Confidence: 0.9169288

00:39:30.918 --> 00:39:34.100 We care to make sure you know that we want.

NOTE Confidence: 0.9169288

00:39:34.100 --> 00:39:36.660 We want to hear your concern running here.

NOTE Confidence: 0.9169288

00:39:36.660 --> 00:39:38.255 If you're anxious about coming

NOTE Confidence: 0.9169288

00:39:38.255 --> 00:39:39.850 back into the care center,

NOTE Confidence: 0.9169288

00:39:39.850 --> 00:39:42.111 certainly we want our patients to know
NOTE Confidence: 0.9169288

00:39:42.111 --> 00:39:44.477 that that's a real feeling an we want
NOTE Confidence: 0.9169288

00:39:44.477 --> 00:39:47.178 to work with you on getting through that.
NOTE Confidence: 0.9169288

00:39:47.180 --> 00:39:49.924 But certainly we want our patients to
NOTE Confidence: 0.9169288

00:39:49.924 --> 00:39:52.970 know that we want to back and we want
NOTE Confidence: 0.9169288

00:39:52.970 --> 00:39:56.434 to see you as much as we can face to face.
NOTE Confidence: 0.9169288

00:39:56.440 --> 00:39:58.515 The social workers are still
NOTE Confidence: 0.9169288

00:39:58.515 --> 00:40:01.140 going to continue to see peace.
NOTE Confidence: 0.9169288

00:40:01.140 --> 00:40:03.342 Hopefully weather is in our main
NOTE Confidence: 0.9169288

00:40:03.342 --> 00:40:05.733 campaign work street or at the
NOTE Confidence: 0.9169288

00:40:05.733 --> 00:40:07.437 care centers around Connecticut.
NOTE Confidence: 0.9169288

00:40:07.440 --> 00:40:10.030 We have social workers who are very
NOTE Confidence: 0.9169288

00:40:10.030 --> 00:40:12.957 much waiting to meet our patients needs,
NOTE Confidence: 0.8912639

00:40:12.960 --> 00:40:16.236 so one of the things I also quickly want
NOTE Confidence: 0.8912639

00:40:16.236 --> 00:40:19.660 to talk about is is our support group,
NOTE Confidence: 0.8912639

00:40:19.660 --> 00:40:20.842 groove social workers.

NOTE Confidence: 0.8912639

00:40:20.842 --> 00:40:24.090 We very much again try to meet the

NOTE Confidence: 0.8912639

00:40:24.090 --> 00:40:26.586 patients and to understand where the

NOTE Confidence: 0.8912639

00:40:26.586 --> 00:40:29.692 patients are so we do have quite in

NOTE Confidence: 0.8912639

00:40:29.692 --> 00:40:31.958 my group supposed to support groups.

NOTE Confidence: 0.8912639

00:40:31.958 --> 00:40:34.348 Um and not support group.

NOTE Confidence: 0.81878024

00:40:36.150 --> 00:40:38.880 Sorry, there's a little bit of a

NOTE Confidence: 0.81878024

00:40:38.880 --> 00:40:44.980 language I hear some. Feedback. Is.

NOTE Confidence: 0.7207664

00:40:47.630 --> 00:40:48.340 It's OK.

NOTE Confidence: 0.8185221

00:40:49.490 --> 00:40:51.345 You don't hear it on my phone,

NOTE Confidence: 0.8185221

00:40:51.350 --> 00:40:52.940 so I'm not too sure except.

NOTE Confidence: 0.8420679

00:40:54.500 --> 00:40:57.040 Maybe if you speak slowly, if you

NOTE Confidence: 0.8420679

00:40:57.040 --> 00:40:58.129 spend sleeping here.

NOTE Confidence: 0.77378887

00:40:59.980 --> 00:41:01.494 You're a sentence.

NOTE Confidence: 0.77378887

00:41:01.494 --> 00:41:03.276 Your full sentence.

NOTE Confidence: 0.77378887

00:41:03.276 --> 00:41:06.720 OK, um, so just want to quickly

NOTE Confidence: 0.77378887

00:41:06.720 --> 00:41:09.380 talk about the support groups.
NOTE Confidence: 0.77378887

00:41:09.380 --> 00:41:13.889 Many of any of our support groups are legal,
NOTE Confidence: 0.77378887

00:41:13.890 --> 00:41:16.500 which is great because patients
NOTE Confidence: 0.77378887

00:41:16.500 --> 00:41:19.110 can participate from the comfort
NOTE Confidence: 0.77378887

00:41:19.196 --> 00:41:20.908 over their own homes.
NOTE Confidence: 0.77378887

00:41:20.910 --> 00:41:24.410 And certainly we have many support groups.
NOTE Confidence: 0.77378887

00:41:24.410 --> 00:41:27.917 If people are interested in support groups,
NOTE Confidence: 0.77378887

00:41:27.920 --> 00:41:30.305 I would encourage you to
NOTE Confidence: 0.77378887

00:41:30.305 --> 00:41:33.520 reach out to the your clinic.
NOTE Confidence: 0.77378887

00:41:33.520 --> 00:41:35.370 Or provider that can direct
NOTE Confidence: 0.77378887

00:41:35.370 --> 00:41:37.220 you to the social worker.
NOTE Confidence: 0.77378887

00:41:37.220 --> 00:41:39.040 I also believe the support
NOTE Confidence: 0.77378887

00:41:39.040 --> 00:41:41.290 groups are on smiles web page,
NOTE Confidence: 0.77378887

00:41:41.290 --> 00:41:43.140 but certainly someone can always
NOTE Confidence: 0.77378887

00:41:43.140 --> 00:41:45.814 call me on more than happy as
NOTE Confidence: 0.77378887

00:41:45.814 --> 00:41:48.076 the manager to take those calls

NOTE Confidence: 0.77378887
00:41:48.076 --> 00:41:50.644 because again we want to make sure
NOTE Confidence: 0.77378887
00:41:50.644 --> 00:41:52.762 Peter kids are connected with all
NOTE Confidence: 0.77378887
00:41:52.762 --> 00:41:54.994 the services that they might need
NOTE Confidence: 0.77378887
00:41:54.994 --> 00:41:57.198 during their care here at Smilow.
NOTE Confidence: 0.77378887
00:41:57.200 --> 00:41:59.720 So I would just say to everyone
NOTE Confidence: 0.77378887
00:41:59.720 --> 00:42:01.270 social work is here.
NOTE Confidence: 0.77378887
00:42:01.270 --> 00:42:03.766 We want to work with you.
NOTE Confidence: 0.77378887
00:42:03.770 --> 00:42:06.140 Um and provide the psychosocial
NOTE Confidence: 0.77378887
00:42:06.140 --> 00:42:08.036 support that you need.
NOTE Confidence: 0.7512951
00:42:10.520 --> 00:42:13.968 Excellent, that was better.
NOTE Confidence: 0.7512951
00:42:13.970 --> 00:42:15.410 I don't know why I'm feeling
NOTE Confidence: 0.7512951
00:42:15.410 --> 00:42:16.620 like I have feedback now.
NOTE Confidence: 0.9039212
00:42:20.260 --> 00:42:22.720 So we're going to encourage
NOTE Confidence: 0.9039212
00:42:22.720 --> 00:42:24.688 the participants to submit
NOTE Confidence: 0.9039212
00:42:24.688 --> 00:42:27.469 any questions through the Q&A.
NOTE Confidence: 0.9039212

00:42:27.470 --> 00:42:30.580 To thank our panelists for coming.
NOTE Confidence: 0.9295795

00:42:32.990 --> 00:42:35.790 Let's see if we can get a question that um
NOTE Confidence: 0.9295795

00:42:35.858 --> 00:42:39.950 involves someone who hasn't talked yet, um.
NOTE Confidence: 0.9295795

00:42:39.950 --> 00:42:44.024 James you. You come from our Department
NOTE Confidence: 0.9295795

00:42:44.024 --> 00:42:46.680 of therapeutic radiation oncology.
NOTE Confidence: 0.9295795

00:42:46.680 --> 00:42:50.796 Here is a question from a patient.
NOTE Confidence: 0.9295795

00:42:50.800 --> 00:42:53.314 Some kind of talking in general
NOTE Confidence: 0.9295795

00:42:53.314 --> 00:42:54.990 about immuno suppression after
NOTE Confidence: 0.9295795

00:42:55.063 --> 00:42:57.158 radiation therapy so he writes.
NOTE Confidence: 0.9295795

00:42:57.160 --> 00:42:59.530 I have recently completed radiation therapy
NOTE Confidence: 0.9295795

00:42:59.530 --> 00:43:02.330 for recurrence of non Hodgkin's lymphoma.
NOTE Confidence: 0.9295795

00:43:02.330 --> 00:43:05.676 I'm currently working remotely in a bit
NOTE Confidence: 0.9295795

00:43:05.676 --> 00:43:08.844 concerned given my age that he's going
NOTE Confidence: 0.9295795

00:43:08.844 --> 00:43:11.980 to be 65 an compromised immune system.
NOTE Confidence: 0.9295795

00:43:11.980 --> 00:43:14.050 I'm about whether or not he
NOTE Confidence: 0.9295795

00:43:14.050 --> 00:43:16.010 should return to his office,

NOTE Confidence: 0.9295795

00:43:16.010 --> 00:43:18.200 so this is a tough question,

NOTE Confidence: 0.9295795

00:43:18.200 --> 00:43:21.116 but maybe you could speak a bit, too,

NOTE Confidence: 0.9295795

00:43:21.116 --> 00:43:23.608 um, your opinions on people who are

NOTE Confidence: 0.9295795

00:43:23.608 --> 00:43:25.889 having radiation and their immune status,

NOTE Confidence: 0.9295795

00:43:25.890 --> 00:43:26.722 and Anne.

NOTE Confidence: 0.9295795

00:43:26.722 --> 00:43:29.634 What have you been telling your patience?

NOTE Confidence: 0.9295795

00:43:29.640 --> 00:43:29.970 Sure,

NOTE Confidence: 0.8918401

00:43:29.970 --> 00:43:31.434 thanks for that question.

NOTE Confidence: 0.8918401

00:43:31.434 --> 00:43:34.574 I mean it's it's a question we get asked

NOTE Confidence: 0.8918401

00:43:34.574 --> 00:43:37.300 all the time even in Non Cove at times.

NOTE Confidence: 0.8918401

00:43:37.300 --> 00:43:39.631 What does radiation do to my my

NOTE Confidence: 0.8918401

00:43:39.631 --> 00:43:42.298 immune system? Can I get a flu shot?

NOTE Confidence: 0.8918401

00:43:42.300 --> 00:43:44.624 Can I be near other sick people?

NOTE Confidence: 0.8918401

00:43:44.630 --> 00:43:46.758 So in general radiation is a lot

NOTE Confidence: 0.8918401

00:43:46.758 --> 00:43:48.960 of things to the immune system,

NOTE Confidence: 0.8918401

00:43:48.960 --> 00:43:51.235 some of them beneficial and some of
NOTE Confidence: 0.8918401

00:43:51.235 --> 00:43:53.280 them were trying to harness here.
NOTE Confidence: 0.8918401

00:43:53.280 --> 00:43:54.640 It's Milo Cancer Hospital,
NOTE Confidence: 0.8918401

00:43:54.640 --> 00:43:56.000 but what radiation negatively
NOTE Confidence: 0.8918401

00:43:56.000 --> 00:43:57.688 does to the immune system?
NOTE Confidence: 0.8918401

00:43:57.690 --> 00:43:58.860 Uh, it doesn't.
NOTE Confidence: 0.8918401

00:43:58.860 --> 00:44:00.028 Two ways, uh,
NOTE Confidence: 0.8918401

00:44:00.028 --> 00:44:02.356 by directly killing beneficial immune cells,
NOTE Confidence: 0.8918401

00:44:02.360 --> 00:44:03.136 called lymphocytes,
NOTE Confidence: 0.8918401

00:44:03.136 --> 00:44:05.464 but also in the long term,
NOTE Confidence: 0.8918401

00:44:05.470 --> 00:44:08.186 suppressing the bone marrow of a site.
NOTE Confidence: 0.8918401

00:44:08.190 --> 00:44:10.518 If there's a lot of bone
NOTE Confidence: 0.8918401

00:44:10.518 --> 00:44:11.682 marrow being radiated,
NOTE Confidence: 0.8918401

00:44:11.690 --> 00:44:13.770 so radiation impacts your immune
NOTE Confidence: 0.8918401

00:44:13.770 --> 00:44:16.269 system directly in relation to how
NOTE Confidence: 0.8918401

00:44:16.269 --> 00:44:18.698 much of your body is getting radiated.

NOTE Confidence: 0.8918401

00:44:18.700 --> 00:44:20.640 So this person getting radiation

NOTE Confidence: 0.8918401

00:44:20.640 --> 00:44:21.804 for their lymphoma.

NOTE Confidence: 0.8918401

00:44:21.810 --> 00:44:24.526 If the lymphomas in their little pinky,

NOTE Confidence: 0.8918401

00:44:24.530 --> 00:44:27.197 the radiation is not going to do

NOTE Confidence: 0.8918401

00:44:27.197 --> 00:44:30.250 a whole lot to the immune system.

NOTE Confidence: 0.8918401

00:44:30.250 --> 00:44:33.040 But if it's in a large area on their

NOTE Confidence: 0.8918401

00:44:33.040 --> 00:44:35.399 body with a lot of bone marrow,

NOTE Confidence: 0.8918401

00:44:35.400 --> 00:44:36.688 then radiation could reduce

NOTE Confidence: 0.8918401

00:44:36.688 --> 00:44:38.298 the means of this system.

NOTE Confidence: 0.8918401

00:44:38.300 --> 00:44:40.407 But the advice I would give this

NOTE Confidence: 0.8918401

00:44:40.407 --> 00:44:42.303 person is there are other risk

NOTE Confidence: 0.8918401

00:44:42.303 --> 00:44:44.151 factors that you also have to

NOTE Confidence: 0.8918401

00:44:44.151 --> 00:44:46.030 take into account number one.

NOTE Confidence: 0.8918401

00:44:46.030 --> 00:44:47.956 They have lymphoma to begin with.

NOTE Confidence: 0.8918401

00:44:47.960 --> 00:44:50.456 There you know close to the

NOTE Confidence: 0.8918401

00:44:50.456 --> 00:44:52.850 age of 65 or older.

NOTE Confidence: 0.8918401

00:44:52.850 --> 00:44:55.522 And we know that cancer patients are at

NOTE Confidence: 0.8918401

00:44:55.522 --> 00:44:58.220 higher risk for having problems with Cove.

NOTE Confidence: 0.8918401

00:44:58.220 --> 00:44:58.494 It.

NOTE Confidence: 0.8918401

00:44:58.494 --> 00:45:00.138 So my advice would be doubled

NOTE Confidence: 0.8918401

00:45:00.138 --> 00:45:02.051 down on the CDC recommendations

NOTE Confidence: 0.8918401

00:45:02.051 --> 00:45:03.587 for social distancing.

NOTE Confidence: 0.8918401

00:45:03.590 --> 00:45:05.738 Be as clean as you can,

NOTE Confidence: 0.8918401

00:45:05.740 --> 00:45:07.888 you know no high fives anymore,

NOTE Confidence: 0.8918401

00:45:07.890 --> 00:45:09.138 that sort of thing,

NOTE Confidence: 0.8918401

00:45:09.138 --> 00:45:11.010 but also really talk to your

NOTE Confidence: 0.8918401

00:45:11.079 --> 00:45:13.159 employer about maybe working from

NOTE Confidence: 0.8918401

00:45:13.159 --> 00:45:15.239 home even longer because there

NOTE Confidence: 0.8918401

00:45:15.310 --> 00:45:17.302 are a couple of risk factors

NOTE Confidence: 0.8918401

00:45:17.302 --> 00:45:19.346 in their radiation one of them,

NOTE Confidence: 0.8918401

00:45:19.346 --> 00:45:22.560 but I would say in this case it's minor.

NOTE Confidence: 0.933845

00:45:25.060 --> 00:45:28.450 Thanks James, that was very helpful.

NOTE Confidence: 0.933845

00:45:28.450 --> 00:45:30.872 Um, a namika. You're in the Waterbury

NOTE Confidence: 0.933845

00:45:30.872 --> 00:45:33.209 care center and I know Sarah Anneliese

NOTE Confidence: 0.933845

00:45:33.209 --> 00:45:35.936 took us through a lot of the changes

NOTE Confidence: 0.933845

00:45:35.936 --> 00:45:38.384 that we've seen throughout the system.

NOTE Confidence: 0.933845

00:45:38.390 --> 00:45:40.520 Could you comment a little bit?

NOTE Confidence: 0.933845

00:45:40.520 --> 00:45:43.684 A patient Rd in our waiting rooms

NOTE Confidence: 0.933845

00:45:43.684 --> 00:45:46.679 different now in the care centers.

NOTE Confidence: 0.933845

00:45:46.680 --> 00:45:48.030 Why is social distancing enforced?

NOTE Confidence: 0.933845

00:45:48.030 --> 00:45:50.151 So maybe you could tell us a

NOTE Confidence: 0.933845

00:45:50.151 --> 00:45:52.145 little bit about how things are

NOTE Confidence: 0.933845

00:45:52.145 --> 00:45:54.167 for you guys out in Waterbury.

NOTE Confidence: 0.933845

00:45:54.170 --> 00:45:54.570 Absolutely,

NOTE Confidence: 0.8511279

00:45:54.570 --> 00:45:57.603 and that is a very good question and a

NOTE Confidence: 0.8511279

00:45:57.603 --> 00:46:00.996 lot of patience are concerned about that.

NOTE Confidence: 0.8511279

00:46:01.000 --> 00:46:04.216 So as we saw in Sarah already said,
NOTE Confidence: 0.8511279

00:46:04.220 --> 00:46:05.828 those are exactly right.
NOTE Confidence: 0.8511279

00:46:05.828 --> 00:46:07.436 Lines appear following all
NOTE Confidence: 0.8511279

00:46:07.440 --> 00:46:09.848 patients who come to the center
NOTE Confidence: 0.8511279

00:46:09.848 --> 00:46:12.260 are first screened at the door.
NOTE Confidence: 0.8511279

00:46:12.260 --> 00:46:17.430 We have masks to hand out to them and.
NOTE Confidence: 0.8511279

00:46:17.430 --> 00:46:19.262 Chairs are all interconnected,
NOTE Confidence: 0.8511279

00:46:19.262 --> 00:46:22.010 so we sort of coverage chairs
NOTE Confidence: 0.8511279

00:46:22.090 --> 00:46:24.886 so that people cannot sit there
NOTE Confidence: 0.8511279

00:46:24.886 --> 00:46:26.750 and we've sagit appointments.
NOTE Confidence: 0.8511279

00:46:26.750 --> 00:46:29.955 Each position can see only
NOTE Confidence: 0.8511279

00:46:29.955 --> 00:46:32.519 two patients per hour.
NOTE Confidence: 0.8511279

00:46:32.520 --> 00:46:33.732 Because of that,
NOTE Confidence: 0.8511279

00:46:33.732 --> 00:46:36.558 you know we sort of decreased the
NOTE Confidence: 0.8511279

00:46:36.558 --> 00:46:39.386 inflow of patients at any given time,
NOTE Confidence: 0.8511279

00:46:39.390 --> 00:46:41.855 so their best to maintain

NOTE Confidence: 0.8511279

00:46:41.855 --> 00:46:45.440 and we are able to maintain.

NOTE Confidence: 0.8511279

00:46:45.440 --> 00:46:47.894 Official distance we make sure that

NOTE Confidence: 0.8511279

00:46:47.894 --> 00:46:50.702 our our wedding rings are not able

NOTE Confidence: 0.8511279

00:46:50.702 --> 00:46:52.898 crowded at anytime or even crowded

NOTE Confidence: 0.8511279

00:46:52.898 --> 00:46:55.347 any times and I have to say that

NOTE Confidence: 0.8511279

00:46:55.347 --> 00:46:57.290 it has been working very well.

NOTE Confidence: 0.846718993666667

00:47:01.250 --> 00:47:03.266 Excellent, thank you. Um?

NOTE Confidence: 0.846718993666667

00:47:03.266 --> 00:47:07.240 Let's see what what questions are coming in.

NOTE Confidence: 0.846718993666667

00:47:07.240 --> 00:47:08.564 Here's a good one.

NOTE Confidence: 0.846718993666667

00:47:08.564 --> 00:47:10.550 So with regard to parking fees,

NOTE Confidence: 0.846718993666667

00:47:10.550 --> 00:47:12.867 I think either more re nor Kim.

NOTE Confidence: 0.846718993666667

00:47:12.870 --> 00:47:15.150 Um Slessor might be able

NOTE Confidence: 0.846718993666667

00:47:15.150 --> 00:47:17.940 to help us with this one.

NOTE Confidence: 0.846718993666667

00:47:17.940 --> 00:47:19.908 With regard to parking fees for

NOTE Confidence: 0.846718993666667

00:47:19.908 --> 00:47:21.975 smilow patients who are dropped off

NOTE Confidence: 0.846718993666667

00:47:21.975 --> 00:47:24.033 at the air rights garage entrance,
NOTE Confidence: 0.846718993666667

00:47:24.040 --> 00:47:26.592 how can the driver avoid a \$25 charge
NOTE Confidence: 0.846718993666667

00:47:26.592 --> 00:47:28.519 since the parking ticket cannot
NOTE Confidence: 0.846718993666667

00:47:28.519 --> 00:47:30.554 be validated until the patient
NOTE Confidence: 0.846718993666667

00:47:30.554 --> 00:47:32.999 gets to his or her appointment.
NOTE Confidence: 0.846718993666667

00:47:33.000 --> 00:47:35.028 So there I think they're asking
NOTE Confidence: 0.846718993666667

00:47:35.028 --> 00:47:36.380 about like parking procedures
NOTE Confidence: 0.846718993666667

00:47:36.441 --> 00:47:38.235 that might be have changed now
NOTE Confidence: 0.846718993666667

00:47:38.235 --> 00:47:39.660 because they can't park in.
NOTE Confidence: 0.846718993666667

00:47:39.660 --> 00:47:40.162 In Smile,
NOTE Confidence: 0.846718993666667

00:47:40.162 --> 00:47:41.668 Oh and then walk the patient
NOTE Confidence: 0.846718993666667

00:47:41.668 --> 00:47:43.659 in to get the ticket validated.
NOTE Confidence: 0.8396768

00:47:47.350 --> 00:47:49.371 More rain, did you want to take that
NOTE Confidence: 0.8396768

00:47:49.371 --> 00:47:51.150 or I'm happy to take it? That's
NOTE Confidence: 0.8396768

00:47:51.150 --> 00:47:52.656 OK, you can. You got it.
NOTE Confidence: 0.910966930000001

00:47:53.850 --> 00:47:56.394 OK, so that is a really great question

NOTE Confidence: 0.9109669300000001

00:47:56.394 --> 00:47:59.097 'cause I know a lot of our patients

NOTE Confidence: 0.9109669300000001

00:47:59.097 --> 00:48:01.470 and family members are used to going

NOTE Confidence: 0.9109669300000001

00:48:01.470 --> 00:48:03.745 to the to the appointment with the

NOTE Confidence: 0.9109669300000001

00:48:03.750 --> 00:48:05.730 patient and because of our visitor

NOTE Confidence: 0.9109669300000001

00:48:05.730 --> 00:48:07.050 restrictions that has changed.

NOTE Confidence: 0.9109669300000001

00:48:07.050 --> 00:48:09.311 But yet our our families are used

NOTE Confidence: 0.9109669300000001

00:48:09.311 --> 00:48:11.298 to driving into the garage and

NOTE Confidence: 0.9109669300000001

00:48:11.298 --> 00:48:13.510 then you know and then wanting to

NOTE Confidence: 0.9109669300000001

00:48:13.584 --> 00:48:15.630 drop them off at that entrance.

NOTE Confidence: 0.9109669300000001

00:48:15.630 --> 00:48:18.174 I just want to remind all the patients

NOTE Confidence: 0.9109669300000001

00:48:18.174 --> 00:48:20.466 and families we do have the main

NOTE Confidence: 0.9109669300000001

00:48:20.466 --> 00:48:22.560 entrance still available in our circle.

NOTE Confidence: 0.9109669300000001

00:48:22.560 --> 00:48:24.970 Ann. I would really recommend.

NOTE Confidence: 0.9109669300000001

00:48:24.970 --> 00:48:26.426 Family members dropping their

NOTE Confidence: 0.9109669300000001

00:48:26.426 --> 00:48:28.610 patients off there because there are

NOTE Confidence: 0.9109669300000001

00:48:28.665 --> 00:48:30.429 are also people there to assess,
NOTE Confidence: 0.9109669300000001

00:48:30.430 --> 00:48:32.712 and the elevators are right there that
NOTE Confidence: 0.9109669300000001

00:48:32.712 --> 00:48:35.200 can bring you straight to the clinic.
NOTE Confidence: 0.9109669300000001

00:48:35.200 --> 00:48:38.980 So that's what I would recommend.
NOTE Confidence: 0.9109669300000001

00:48:38.980 --> 00:48:41.740 If you do have to accompany your your
NOTE Confidence: 0.9109669300000001

00:48:41.740 --> 00:48:43.918 family member to their appointment,
NOTE Confidence: 0.9109669300000001

00:48:43.920 --> 00:48:46.531 we do have some exceptions and that
NOTE Confidence: 0.9109669300000001

00:48:46.531 --> 00:48:48.506 happens really when we're doing
NOTE Confidence: 0.9109669300000001

00:48:48.506 --> 00:48:50.864 our pre screening phone calls to
NOTE Confidence: 0.9109669300000001

00:48:50.864 --> 00:48:53.160 determine and then you're able to
NOTE Confidence: 0.9109669300000001

00:48:53.160 --> 00:48:55.314 accompany your loved one to their
NOTE Confidence: 0.9109669300000001

00:48:55.320 --> 00:48:56.824 to their appointment again.
NOTE Confidence: 0.9109669300000001

00:48:56.824 --> 00:48:59.541 All of our entrances have the screening
NOTE Confidence: 0.9109669300000001

00:48:59.541 --> 00:49:01.911 so patients and visitors are screened
NOTE Confidence: 0.9109669300000001

00:49:01.911 --> 00:49:04.816 in no matter what entrance you go too,
NOTE Confidence: 0.9109669300000001

00:49:04.820 --> 00:49:07.389 so you don't have to enter through

NOTE Confidence: 0.9109669300000001
00:49:07.389 --> 00:49:09.090 the air rights garage.
NOTE Confidence: 0.9109669300000001
00:49:09.090 --> 00:49:11.058 To have the appropriate screening done
NOTE Confidence: 0.9109669300000001
00:49:11.058 --> 00:49:13.025 so that would be my recommendation
NOTE Confidence: 0.9109669300000001
00:49:13.025 --> 00:49:15.409 so that you don't have to put in
NOTE Confidence: 0.9109669300000001
00:49:15.470 --> 00:49:17.402 the parking garage until your loved
NOTE Confidence: 0.9109669300000001
00:49:17.402 --> 00:49:19.326 one comes out from their appointment
NOTE Confidence: 0.9109669300000001
00:49:19.326 --> 00:49:21.552 that you're able to to drop them
NOTE Confidence: 0.9109669300000001
00:49:21.552 --> 00:49:23.168 off at the main entrance.
NOTE Confidence: 0.9109669300000001
00:49:23.170 --> 00:49:25.594 Maybe run a couple errands or go home
NOTE Confidence: 0.9109669300000001
00:49:25.594 --> 00:49:28.610 for a short period of time and come up,
NOTE Confidence: 0.9109669300000001
00:49:28.610 --> 00:49:30.210 but that's what I want.
NOTE Confidence: 0.9429877
00:49:32.820 --> 00:49:35.628 Thank you Kim. Thanks so much.
NOTE Confidence: 0.9429877
00:49:35.630 --> 00:49:38.528 I thought I saw a question here and maybe
NOTE Confidence: 0.9429877
00:49:38.528 --> 00:49:41.610 an chain you can help us with this. Uhm
NOTE Confidence: 0.8784581
00:49:41.610 --> 00:49:42.930 I can find it.
NOTE Confidence: 0.9285239

00:49:44.610 --> 00:49:47.698 It had to do with how our patients
NOTE Confidence: 0.9285239

00:49:47.698 --> 00:49:50.170 receiving the telemedicine visits.
NOTE Confidence: 0.9285239

00:49:50.170 --> 00:49:51.735 And you know what's the
NOTE Confidence: 0.9285239

00:49:51.735 --> 00:49:53.604 feedback Ben and have they, uhm?
NOTE Confidence: 0.9285239

00:49:53.604 --> 00:49:55.124 You know what's your sense
NOTE Confidence: 0.9285239

00:49:55.124 --> 00:49:56.720 about how all of this,
NOTE Confidence: 0.9285239

00:49:56.720 --> 00:49:58.288 how they're doing with all of this,
NOTE Confidence: 0.9285239

00:49:58.290 --> 00:50:00.470 of course. Now.
NOTE Confidence: 0.9285239

00:50:00.470 --> 00:50:01.870 I under these circumstances,
NOTE Confidence: 0.9285239

00:50:01.870 --> 00:50:04.138 maybe you could comment on any
NOTE Confidence: 0.9285239

00:50:04.138 --> 00:50:05.920 feedback you've gotten from our
NOTE Confidence: 0.895905108333333

00:50:05.920 --> 00:50:09.665 patients. Sure, I think this is an
NOTE Confidence: 0.895905108333333

00:50:09.665 --> 00:50:13.230 example. As I said in my um response
NOTE Confidence: 0.88980025

00:50:13.230 --> 00:50:16.360 to the The Great question where where.
NOTE Confidence: 0.9276505

00:50:18.440 --> 00:50:20.648 The opportunity to wear this pandemic
NOTE Confidence: 0.9276505

00:50:20.648 --> 00:50:22.820 is really transforming our healthcare.

NOTE Confidence: 0.9276505

00:50:22.820 --> 00:50:27.590 So what we're learning is that now

NOTE Confidence: 0.9276505

00:50:25.600 --> 00:50:27.590 through tell health we can

NOTE Confidence: 0.9276505

00:50:27.590 --> 00:50:29.978 connect with our patients at home

NOTE Confidence: 0.9276505

00:50:29.980 --> 00:50:33.170 at a time when it's been very hard

NOTE Confidence: 0.9276505

00:50:33.170 --> 00:50:35.546 for people to leave, leave their

NOTE Confidence: 0.9276505

00:50:35.550 --> 00:50:37.145 house and feel comfortable

NOTE Confidence: 0.9276505

00:50:37.145 --> 00:50:38.740 doing that. We have

NOTE Confidence: 0.9276505

00:50:38.740 --> 00:50:40.730 seen patient since Milo who've

NOTE Confidence: 0.9276505

00:50:40.730 --> 00:50:42.720 come in for their treatments,

NOTE Confidence: 0.9276505

00:50:42.720 --> 00:50:45.106 but we've really been able to

NOTE Confidence: 0.9276505

00:50:45.106 --> 00:50:47.869 see about 50% of our patients.

NOTE Confidence: 0.9276505

00:50:47.870 --> 00:50:49.964 Um, in their home surroundings and

NOTE Confidence: 0.9276505

00:50:49.964 --> 00:50:52.052 the feedback from patients and from

NOTE Confidence: 0.9276505

00:50:52.060 --> 00:50:54.496 doctors and staff has been really great.

NOTE Confidence: 0.9276505

00:50:54.496 --> 00:50:56.932 I've been able to see my patience.

NOTE Confidence: 0.9276505

00:50:56.940 --> 00:50:58.340 What's on their walls?
NOTE Confidence: 0.9276505

00:50:58.340 --> 00:51:00.780 Ask them about it, see their pets,
NOTE Confidence: 0.9276505

00:51:00.780 --> 00:51:01.480 their families.
NOTE Confidence: 0.9276505

00:51:01.480 --> 00:51:03.576 It's kind of a zoo sometimes,
NOTE Confidence: 0.9276505

00:51:03.576 --> 00:51:05.670 and it's really and I'm able
NOTE Confidence: 0.9188443

00:51:05.670 --> 00:51:07.410 to also evaluate if they
NOTE Confidence: 0.9188443

00:51:07.410 --> 00:51:10.898 have a rash they want to ask about or or
NOTE Confidence: 0.9188443

00:51:10.900 --> 00:51:11.950 just to see
NOTE Confidence: 0.9188443

00:51:11.950 --> 00:51:13.696 how their feeling if there
NOTE Confidence: 0.9188443

00:51:13.696 --> 00:51:15.440 bright or if they're just
NOTE Confidence: 0.9188443

00:51:15.440 --> 00:51:16.840 not looking so good.
NOTE Confidence: 0.9362919

00:51:18.120 --> 00:51:19.128 But it goes
NOTE Confidence: 0.9362919

00:51:19.130 --> 00:51:21.140 both ways, but no patients are
NOTE Confidence: 0.9362919

00:51:21.140 --> 00:51:23.485 happy to see their docs to and
NOTE Confidence: 0.9362919

00:51:23.485 --> 00:51:25.830 say Gee how's it going for you?
NOTE Confidence: 0.9362919

00:51:25.830 --> 00:51:27.510 And we really appreciate your

NOTE Confidence: 0.9362919

00:51:27.510 --> 00:51:29.510 efforts and I think it's been

NOTE Confidence: 0.9362919

00:51:29.510 --> 00:51:31.522 away for UM patients to remain

NOTE Confidence: 0.9362919

00:51:31.522 --> 00:51:33.196 connected to their care team.

NOTE Confidence: 0.9362919

00:51:33.196 --> 00:51:34.540 But also for the

NOTE Confidence: 0.9362919

00:51:34.540 --> 00:51:35.880 care team to remain

NOTE Confidence: 0.9362919

00:51:35.880 --> 00:51:37.220 connected to patients because

NOTE Confidence: 0.9362919

00:51:37.220 --> 00:51:39.228 you guys are why we do

NOTE Confidence: 0.9362919

00:51:39.230 --> 00:51:41.575 what we do, and so it's really

NOTE Confidence: 0.9362919

00:51:41.575 --> 00:51:43.583 important for us to be able

NOTE Confidence: 0.9362919

00:51:43.583 --> 00:51:45.590 to see you during this time.

NOTE Confidence: 0.51871186

00:51:48.820 --> 00:51:53.718 Thanks Ann Uhm. Maureen, uhm, you know,

NOTE Confidence: 0.51871186

00:51:53.718 --> 00:51:57.403 tell us about how you see the the

NOTE Confidence: 0.51871186

00:51:57.403 --> 00:52:00.139 staff doing um during this time.

NOTE Confidence: 0.51871186

00:52:00.140 --> 00:52:03.010 An you know, especially the nurses and

NOTE Confidence: 0.51871186

00:52:03.010 --> 00:52:06.008 these are dedicated MA zan front desk staff.

NOTE Confidence: 0.51871186

00:52:06.010 --> 00:52:09.489 We've come in day after day regardless
NOTE Confidence: 0.51871186

00:52:09.489 --> 00:52:13.279 of what was going on in the world.
NOTE Confidence: 0.51871186

00:52:13.280 --> 00:52:14.936 Do you see them doing what?
NOTE Confidence: 0.51871186

00:52:14.940 --> 00:52:16.865 What's been the UM conversations with them.
NOTE Confidence: 0.93388414

00:52:18.870 --> 00:52:21.075 You know, I think that that is
NOTE Confidence: 0.93388414

00:52:21.075 --> 00:52:23.166 been the most remarkable part of
NOTE Confidence: 0.93388414

00:52:23.166 --> 00:52:25.672 this journey for me as a leader
NOTE Confidence: 0.93388414

00:52:25.744 --> 00:52:28.446 is working with the staff and and
NOTE Confidence: 0.93388414

00:52:28.446 --> 00:52:30.681 taking their through what was a
NOTE Confidence: 0.93388414

00:52:30.681 --> 00:52:32.823 very emotional time for the world.
NOTE Confidence: 0.89734995

00:52:37.460 --> 00:52:39.875 Internet patient care delivery and
NOTE Confidence: 0.89734995

00:52:39.875 --> 00:52:43.141 to run towards patients and help them
NOTE Confidence: 0.89734995

00:52:43.141 --> 00:52:45.433 an ease their worry with whether
NOTE Confidence: 0.89734995

00:52:45.433 --> 00:52:48.190 it was a smile or a thank you or
NOTE Confidence: 0.89734995

00:52:48.190 --> 00:52:51.332 how can I help or let me keep your
NOTE Confidence: 0.89734995

00:52:51.332 --> 00:52:53.331 next appointment or calling them

NOTE Confidence: 0.89734995

00:52:53.331 --> 00:52:55.935 on the phone and saying we're here.

NOTE Confidence: 0.89734995

00:52:55.940 --> 00:52:58.817 If you need something I think that

NOTE Confidence: 0.89734995

00:52:58.817 --> 00:53:01.822 was the most remarkable part of my

NOTE Confidence: 0.89734995

00:53:01.822 --> 00:53:04.854 journey with the staff I I think

NOTE Confidence: 0.89734995

00:53:04.854 --> 00:53:06.969 that most of the staff.

NOTE Confidence: 0.89734995

00:53:06.970 --> 00:53:09.539 All of the staff really felt that

NOTE Confidence: 0.89734995

00:53:09.539 --> 00:53:12.097 they were giving back to the world

NOTE Confidence: 0.89734995

00:53:12.097 --> 00:53:14.610 that that needed them at this time,

NOTE Confidence: 0.89734995

00:53:14.610 --> 00:53:17.410 and so I think it's been a really

NOTE Confidence: 0.89734995

00:53:17.410 --> 00:53:18.620 remarkable time there.

NOTE Confidence: 0.89734995

00:53:18.620 --> 00:53:20.108 There's been, you know,

NOTE Confidence: 0.89734995

00:53:20.108 --> 00:53:22.989 I think about the early days of Cove.

NOTE Confidence: 0.89734995

00:53:22.990 --> 00:53:24.805 If there was communication that

NOTE Confidence: 0.89734995

00:53:24.805 --> 00:53:25.894 was coming out,

NOTE Confidence: 0.89734995

00:53:25.900 --> 00:53:27.352 that could have counteracted

NOTE Confidence: 0.89734995

00:53:27.352 --> 00:53:28.804 each other very quickly.
NOTE Confidence: 0.89734995

00:53:28.810 --> 00:53:30.630 The staff is simulated themselves,
NOTE Confidence: 0.89734995

00:53:30.630 --> 00:53:32.968 and some of their peers came down
NOTE Confidence: 0.89734995

00:53:32.968 --> 00:53:35.000 with with Kovid and struggled,
NOTE Confidence: 0.89734995

00:53:35.000 --> 00:53:36.910 and they not only gave.
NOTE Confidence: 0.89734995

00:53:36.910 --> 00:53:37.564 Our patients,
NOTE Confidence: 0.89734995

00:53:37.564 --> 00:53:39.526 but they gave to their own
NOTE Confidence: 0.89734995

00:53:39.526 --> 00:53:41.230 community of of team members,
NOTE Confidence: 0.89734995

00:53:41.230 --> 00:53:42.638 so they reached out.
NOTE Confidence: 0.89734995

00:53:42.638 --> 00:53:44.398 They they created buddy programs
NOTE Confidence: 0.89734995

00:53:44.398 --> 00:53:46.453 and body systems where they would
NOTE Confidence: 0.89734995

00:53:46.453 --> 00:53:48.765 call each other to make sure that
NOTE Confidence: 0.89734995

00:53:48.765 --> 00:53:50.886 the that the disease or the illness
NOTE Confidence: 0.89734995

00:53:50.886 --> 00:53:53.374 was not getting worse and that they
NOTE Confidence: 0.89734995

00:53:53.374 --> 00:53:55.415 were making good sound judgment
NOTE Confidence: 0.89734995

00:53:55.415 --> 00:53:58.000 clinical decisions for themselves so.

NOTE Confidence: 0.89734995

00:53:58.000 --> 00:53:58.670 You know,

NOTE Confidence: 0.89734995

00:53:58.670 --> 00:54:01.015 I think it's been a remarkable journey.

NOTE Confidence: 0.89734995

00:54:01.020 --> 00:54:04.289 I think people are happy that it.

NOTE Confidence: 0.89734995

00:54:04.290 --> 00:54:06.035 The information in that things

NOTE Confidence: 0.89734995

00:54:06.035 --> 00:54:07.780 had quieted down a little,

NOTE Confidence: 0.89734995

00:54:07.780 --> 00:54:10.223 so that maybe we can get to

NOTE Confidence: 0.89734995

00:54:10.223 --> 00:54:11.270 this new transformation.

NOTE Confidence: 0.89734995

00:54:11.270 --> 00:54:13.706 This has to be all worth something.

NOTE Confidence: 0.89734995

00:54:13.710 --> 00:54:15.786 I think we're all putting our

NOTE Confidence: 0.89734995

00:54:15.786 --> 00:54:17.550 efforts and energies into that,

NOTE Confidence: 0.89734995

00:54:17.550 --> 00:54:19.306 including our frontline staff

NOTE Confidence: 0.89734995

00:54:19.306 --> 00:54:21.940 that are everyday asking how we

NOTE Confidence: 0.89734995

00:54:22.021 --> 00:54:23.677 can make things better.

NOTE Confidence: 0.89734995

00:54:23.680 --> 00:54:24.532 A great question,

NOTE Confidence: 0.89734995

00:54:24.532 --> 00:54:25.100 thank you.

NOTE Confidence: 0.88923734

00:54:25.900 --> 00:54:29.546 Thanks for that. And then you know,
NOTE Confidence: 0.88923734

00:54:29.546 --> 00:54:32.570 we're almost at the end of the hour here.
NOTE Confidence: 0.88923734

00:54:32.570 --> 00:54:34.404 There is one here that I think
NOTE Confidence: 0.88923734

00:54:34.404 --> 00:54:36.773 maybe an or Sarah could take as
NOTE Confidence: 0.88923734

00:54:36.773 --> 00:54:38.673 many smilow providers have been
NOTE Confidence: 0.88923734

00:54:38.673 --> 00:54:40.868 relocated to the North Haven facility.
NOTE Confidence: 0.88923734

00:54:40.870 --> 00:54:42.736 Please comment on how long that
NOTE Confidence: 0.88923734

00:54:42.736 --> 00:54:44.520 arrangement is expected to continue.
NOTE Confidence: 0.88923734

00:54:44.520 --> 00:54:46.440 So we heard about the services
NOTE Confidence: 0.88923734

00:54:46.440 --> 00:54:48.170 that have moved back there.
NOTE Confidence: 0.88923734

00:54:48.170 --> 00:54:50.282 Still some services who are displaced
NOTE Confidence: 0.88923734

00:54:50.282 --> 00:54:52.150 from their original home are we.
NOTE Confidence: 0.88923734

00:54:52.150 --> 00:54:54.028 Is this kind of what it's
NOTE Confidence: 0.88923734

00:54:54.028 --> 00:54:56.140 going to look like for awhile?
NOTE Confidence: 0.88923734

00:54:56.140 --> 00:54:59.294 Or what can you tell our patients about, uhm?
NOTE Confidence: 0.88923734

00:54:59.294 --> 00:55:03.326 The rest of the services who left smile,

NOTE Confidence: 0.88923734

00:55:03.330 --> 00:55:05.760 oan are in their various locations.

NOTE Confidence: 0.922728

00:55:08.770 --> 00:55:10.828 I'll go ahead and take that.

NOTE Confidence: 0.922728

00:55:10.830 --> 00:55:12.884 Uhm, you know this is it's

NOTE Confidence: 0.922728

00:55:12.884 --> 00:55:14.260 a really great question.

NOTE Confidence: 0.922728

00:55:14.260 --> 00:55:17.350 Um, an one that we would kind of like

NOTE Confidence: 0.922728

00:55:17.350 --> 00:55:19.396 to know the answer to ourselves.

NOTE Confidence: 0.922728

00:55:19.400 --> 00:55:21.804 The reason that we're in North Haven?

NOTE Confidence: 0.922728

00:55:21.804 --> 00:55:23.856 Um is due to some hospital

NOTE Confidence: 0.922728

00:55:23.856 --> 00:55:25.229 commitments for our space.

NOTE Confidence: 0.922728

00:55:25.230 --> 00:55:27.638 We don't know what the plan is.

NOTE Confidence: 0.922728

00:55:27.640 --> 00:55:30.223 Uhm, because we don't know how this

NOTE Confidence: 0.922728

00:55:30.223 --> 00:55:33.105 pandemic is going to play out over the

NOTE Confidence: 0.922728

00:55:33.105 --> 00:55:35.457 next several weeks to months and we

NOTE Confidence: 0.922728

00:55:35.457 --> 00:55:38.227 want to make sure that when we move back.

NOTE Confidence: 0.922728

00:55:38.227 --> 00:55:40.009 We are moved back for good.

NOTE Confidence: 0.922728

00:55:40.010 --> 00:55:41.678 Um, so we've made extensive plans,
NOTE Confidence: 0.922728

00:55:41.680 --> 00:55:43.110 put extensive plans into place
NOTE Confidence: 0.922728

00:55:43.110 --> 00:55:45.114 to make sure that we have all
NOTE Confidence: 0.922728

00:55:45.114 --> 00:55:46.394 the space that we need,
NOTE Confidence: 0.922728

00:55:46.400 --> 00:55:47.918 that we have all the resources
NOTE Confidence: 0.922728

00:55:47.918 --> 00:55:50.196 that we need to take care of our
NOTE Confidence: 0.922728

00:55:50.196 --> 00:55:51.404 patients in every location,
NOTE Confidence: 0.922728

00:55:51.410 --> 00:55:52.800 both North Haven and back
NOTE Confidence: 0.9311705

00:55:52.800 --> 00:55:55.020 at at Smilow in the North Pavilion. I
NOTE Confidence: 0.9311705

00:55:55.020 --> 00:55:56.959 wish that I could give you a
NOTE Confidence: 0.9311705

00:55:56.959 --> 00:55:58.637 definite answer. I can't right now,
NOTE Confidence: 0.9311705

00:55:58.637 --> 00:56:00.905 but as soon as we know will make
NOTE Confidence: 0.9311705

00:56:00.905 --> 00:56:02.800 sure that we communicate that to you.
NOTE Confidence: 0.88008726

00:56:06.290 --> 00:56:08.220 OK, thank you, um Charlie.
NOTE Confidence: 0.88008726

00:56:08.220 --> 00:56:11.334 We have two minutes left. Um, how?
NOTE Confidence: 0.88008726

00:56:11.334 --> 00:56:15.513 How should we closeout the the hour?

NOTE Confidence: 0.88008726

00:56:15.520 --> 00:56:16.960 You'll have to unmute yourself.

NOTE Confidence: 0.8812851

00:56:18.510 --> 00:56:20.766 Thank you I, I wonder if any of

NOTE Confidence: 0.8812851

00:56:20.766 --> 00:56:22.710 our panelists are speakers want it?

NOTE Confidence: 0.8812851

00:56:22.710 --> 00:56:24.678 You know, there's so many questions

NOTE Confidence: 0.8812851

00:56:24.678 --> 00:56:26.910 that we probably didn't get to is. Is

NOTE Confidence: 0.8812851

00:56:26.910 --> 00:56:27.810 there anything questions?

NOTE Confidence: 0.8812851

00:56:27.810 --> 00:56:29.610 I'm trying to keep track of?

NOTE Confidence: 0.8812851

00:56:29.610 --> 00:56:30.690 We could try it.

NOTE Confidence: 0.8812851

00:56:30.690 --> 00:56:32.310 We're going to try to copy

NOTE Confidence: 0.8812851

00:56:32.382 --> 00:56:34.158 and paste these and maybe we

NOTE Confidence: 0.8812851

00:56:34.158 --> 00:56:35.910 can answer them in writing.

NOTE Confidence: 0.8812851

00:56:35.910 --> 00:56:37.499 I was just going to ask if

NOTE Confidence: 0.8812851

00:56:37.499 --> 00:56:39.332 any of our panelists wanted to

NOTE Confidence: 0.8812851

00:56:39.332 --> 00:56:41.142 mention something that we didn't

NOTE Confidence: 0.8812851

00:56:41.142 --> 00:56:43.410 get to that you could think of.

NOTE Confidence: 0.8812851

00:56:43.410 --> 00:56:44.610 We wanted to cover.
NOTE Confidence: 0.9236198

00:56:46.180 --> 00:56:49.465 I I know with our positions on the line,
NOTE Confidence: 0.9236198

00:56:49.470 --> 00:56:50.926 there were several questions
NOTE Confidence: 0.9236198

00:56:50.926 --> 00:56:52.385 about a screening, particularly
NOTE Confidence: 0.9236198

00:56:52.385 --> 00:56:54.210 mammograms and things like that.
NOTE Confidence: 0.9236198

00:56:54.210 --> 00:56:56.604 If if one of our medical oncologist
NOTE Confidence: 0.9236198

00:56:56.604 --> 00:56:58.858 could talk a little bit about
NOTE Confidence: 0.9236198

00:56:58.858 --> 00:57:00.773 how we're doing with that.
NOTE Confidence: 0.92380685

00:57:03.420 --> 00:57:05.008 Sarah, did you want
NOTE Confidence: 0.92380685

00:57:05.010 --> 00:57:06.602 to take that? Sure,
NOTE Confidence: 0.92380685

00:57:06.602 --> 00:57:08.194 screening mammograms are restarting.
NOTE Confidence: 0.92380685

00:57:08.200 --> 00:57:10.930 Um, all patients that had rescheduled
NOTE Confidence: 0.92380685

00:57:10.930 --> 00:57:13.149 or cancelled screening mammograms from
NOTE Confidence: 0.92380685

00:57:13.149 --> 00:57:15.438 March onward or being contacted kind of
NOTE Confidence: 0.92380685

00:57:15.438 --> 00:57:18.150 in the order that they were cancelled.
NOTE Confidence: 0.92380685

00:57:18.150 --> 00:57:20.488 So you should be getting a phone

NOTE Confidence: 0.92380685

00:57:20.488 --> 00:57:23.476 call in the next few weeks to

NOTE Confidence: 0.92380685

00:57:23.476 --> 00:57:24.907 reschedule that mammogram.

NOTE Confidence: 0.92380685

00:57:24.910 --> 00:57:27.292 If you have a specific concern

NOTE Confidence: 0.92380685

00:57:27.292 --> 00:57:28.483 or specific date,

NOTE Confidence: 0.92380685

00:57:28.490 --> 00:57:30.716 feel free to call the radiology

NOTE Confidence: 0.92380685

00:57:30.716 --> 00:57:32.870 Department to reschedule your mammogram.

NOTE Confidence: 0.92380685

00:57:32.870 --> 00:57:34.990 But screening mammograms are happening.

NOTE Confidence: 0.92380685

00:57:34.990 --> 00:57:37.400 Now. Um along

NOTE Confidence: 0.9218097

00:57:37.400 --> 00:57:39.856 that line, uh, should patients be calling to

NOTE Confidence: 0.9218097

00:57:39.856 --> 00:57:41.430 reschedule appointments that were cancelled?

NOTE Confidence: 0.9218097

00:57:41.430 --> 00:57:43.600 Or will someone call them to reschedule?

NOTE Confidence: 0.9218097

00:57:43.600 --> 00:57:45.721 I was in the middle of answering

NOTE Confidence: 0.9218097

00:57:45.721 --> 00:57:47.010 that question on line,

NOTE Confidence: 0.9218097

00:57:47.010 --> 00:57:49.138 but all of our teams have been keeping

NOTE Confidence: 0.9218097

00:57:49.138 --> 00:57:51.312 lists of of patients that have been

NOTE Confidence: 0.9218097

00:57:51.312 --> 00:57:53.520 rescheduled or that have been cancelled,
NOTE Confidence: 0.9218097

00:57:53.520 --> 00:57:55.380 so you should be contacted to
NOTE Confidence: 0.9218097

00:57:55.380 --> 00:57:56.310 reschedule your appointment.
NOTE Confidence: 0.9218097

00:57:56.310 --> 00:57:58.461 If you have a specific concern or
NOTE Confidence: 0.9218097

00:57:58.461 --> 00:58:00.498 a specific date or a specific issue
NOTE Confidence: 0.9218097

00:58:00.498 --> 00:58:02.510 that you need to discuss again,
NOTE Confidence: 0.9218097

00:58:02.510 --> 00:58:04.519 feel free to call your provider's care
NOTE Confidence: 0.9218097

00:58:04.519 --> 00:58:06.422 team and will get that appointment
NOTE Confidence: 0.9218097

00:58:06.422 --> 00:58:08.704 scheduled for you as soon as possible.
NOTE Confidence: 0.3397716

00:58:12.120 --> 00:58:16.739 OK. Well, I thought we heard some really
NOTE Confidence: 0.3397716

00:58:16.739 --> 00:58:19.608 great um pieces of information tonight.
NOTE Confidence: 0.3397716

00:58:19.610 --> 00:58:22.994 It was really nice to see everyone's face.
NOTE Confidence: 0.3397716

00:58:23.000 --> 00:58:25.544 You know, I've heard words like
NOTE Confidence: 0.3397716

00:58:25.544 --> 00:58:26.816 transformation lessons learned,
NOTE Confidence: 0.3397716

00:58:26.820 --> 00:58:27.668 inspired opportunities.
NOTE Confidence: 0.3397716

00:58:27.668 --> 00:58:31.060 Uhm, you know, I think this is our

NOTE Confidence: 0.3397716

00:58:31.060 --> 00:58:33.180 third patient and family forum.

NOTE Confidence: 0.3397716

00:58:33.180 --> 00:58:35.508 We're going to continue to keep

NOTE Confidence: 0.3397716

00:58:35.508 --> 00:58:37.840 everyone abreast of the situation.

NOTE Confidence: 0.3397716

00:58:37.840 --> 00:58:42.355 And you know, we look forward to.

NOTE Confidence: 0.3397716

00:58:42.360 --> 00:58:44.453 Getting uhm, you know the best care

NOTE Confidence: 0.3397716

00:58:44.453 --> 00:58:47.008 that we can with these circumstances,

NOTE Confidence: 0.3397716

00:58:47.010 --> 00:58:48.996 which is world class care in

NOTE Confidence: 0.3397716

00:58:48.996 --> 00:58:50.950 a really Safeway so Charlie?

NOTE Confidence: 0.3397716

00:58:50.950 --> 00:58:52.740 Uhm, thanks again for letting

NOTE Confidence: 0.3397716

00:58:52.740 --> 00:58:53.814 me moderate tonight.

NOTE Confidence: 0.3397716

00:58:53.820 --> 00:58:56.676 Any other parting words before we sign up?

NOTE Confidence: 0.9199514

00:58:58.210 --> 00:58:59.614 Our panelists, outstanding work

NOTE Confidence: 0.9199514

00:58:59.614 --> 00:59:02.121 and once again thank you to our

NOTE Confidence: 0.9199514

00:59:02.121 --> 00:59:03.816 patients and the family members

NOTE Confidence: 0.9199514

00:59:03.816 --> 00:59:05.889 that they continue to inspire us.

NOTE Confidence: 0.9199514

00:59:05.890 --> 00:59:08.730 This form for those for your friends who

NOTE Confidence: 0.9199514

00:59:08.730 --> 00:59:11.116 weren't able to join us this evening.

NOTE Confidence: 0.9199514

00:59:11.120 --> 00:59:12.185 It'll be available.

NOTE Confidence: 0.9199514

00:59:12.185 --> 00:59:14.315 It's available for viewing on video

NOTE Confidence: 0.9199514

00:59:14.315 --> 00:59:16.360 on Facebook and on our website,

NOTE Confidence: 0.9199514

00:59:16.360 --> 00:59:18.798 and I know what the last forum.

NOTE Confidence: 0.9199514

00:59:18.800 --> 00:59:20.780 I think over 1000 or more

NOTE Confidence: 0.9199514

00:59:20.780 --> 00:59:22.640 of you did online after.

NOTE Confidence: 0.9199514

00:59:22.640 --> 00:59:25.772 So for those who weren't able to make it,

NOTE Confidence: 0.9199514

00:59:25.780 --> 00:59:27.224 please tell your friends

NOTE Confidence: 0.9199514

00:59:27.224 --> 00:59:28.668 colleagues that it's available.

NOTE Confidence: 0.9199514

00:59:28.670 --> 00:59:29.898 For viewing after tonight.

NOTE Confidence: 0.89417017

00:59:32.950 --> 00:59:34.218 Thanks so much everyone.

NOTE Confidence: 0.90711987

00:59:35.550 --> 00:59:37.328 Aiden stay safe, stay well and we

NOTE Confidence: 0.90711987

00:59:37.328 --> 00:59:38.930 look forward to seeing you all.

NOTE Confidence: 0.860967

00:59:40.440 --> 00:59:41.397 Goodnight