

REGIONAL CENTRE ↔ CON PHYSICIAN COMMUNICATION

March 2025

Summary

Effective communication between BC Cancer physicians and Community Oncology Network (CON) site physicians is essential for ensuring seamless patient care and coordination. Clear, timely, and consistent communication helps facilitate treatment planning, reduce administrative burden, and improve patient outcomes.

This document outlines key practices and FAQs for best inter-site communication and navigating specific scenarios. By adopting these best practices, we can enhance collaboration, improve efficiency, and ultimately provide the best possible care for our patients.

Please review the policy and procedure:

- [III-10 Systemic Therapy Delivery Process Policy](#)
- [III-110 Community Oncology Network Referral Procedure](#)

FAQ and best practices:

- **Receiving CON site should communicate to MRP referral status and who the assigned GPO will be and their contact information (email and/or phone number).**
- **The MRP name and contact information needs to be properly adjusted to the correct MRP if a physician is filling out the CONRef on behalf of the MRP.**
- **MRPs will receive a dictated note from each GPO visit for a patient receiving treatment or prescription at a CON site.**
- **When to communicate with the CON site or your patient's GPO?**
 - If there is significant concern for patient care and outcome, communicate with the GPO by email or phone and ensure you have received the response you need. Common concerns such as patient progression or treatment intolerance should be discussed between CON site GPO and medical oncologist.
 - GPOs should feel support to stop the line, i.e. hold systemic therapy, until involved physicians are satisfied that the patient safety concern has been addressed.
- **When to request a patient to be referred back from their CON site?**
 - At completion of therapy, significant patient changes *or at medical requirement*.
 - This is a mandatory field in the referral form in CONRef
- **When to send a new CONRef referral?**
 - A change in patient's treatment protocol or substantive changes to an existing protocol.
 - *Dose adjustment according to existing protocol do not require a new CONRef referral.*

Clinical practice questions should be directed to your regional medical leadership.

Questions regarding the CONRef system can be sent to conref@bcancer.bc.ca.