

# Improving the Mental Health of Cancer Survivors: Care Coordination with Audio Descriptive Transcript

## Audio Descriptive Text

- Patient-Provider Communication: Improving the Mental Health of Cancer Survivors. National Association of Chronic Disease Directors. Centers for Disease Control and Prevention.
- Dr. Tanya Echols-Cole speaking.
- Amelia Ballard introduced.
- Dr. Tanya Echols-Cole continues speaking.
- Dr. Tanya Echols-Cole asking Amelia Ballard about her mental and physical health needs.
- Amelia Ballard discussing her mental and physical treatment and asking Dr. Tanya Echols-Cole about improving communications with multiple health care providers about follow-up care.
- Dr. Tanya Echols-Cole explaining the process of improving communications with multiple health care providers about follow-up care.
- Amelia Ballard affirming communications improving the lives of cancer survivors.
- Dr. Tanya Echols-Cole explaining health care coordination.
- Last slide showing the following links to the following websites–
  - CDC’s Cancer Prevention and Control at [www.cdc.gov/cancer](http://www.cdc.gov/cancer).
  - National Association of Chronic Disease Directors at [www.chronicdisease.org/](http://www.chronicdisease.org/).

## Video Summary

For a patient, having a care team that works in a coordinated, informed way is key to his or her treatment and follow-up care after treatment. Oncologist Dr. Tonya Echols Cole speaks with pediatric cancer survivor Amelia Ballard about the importance of her medical team’s coordinated follow up care.

## Audio Script

[Music]

[Dr. Tanya Echols-Cole] Hi, I’m Dr. Tanya Echols-Cole, and I’m an oncologist. Joining me today is Amelia Ballard, a childhood cancer survivor who is with me to talk about her experience with her care team.

For a patient, having a care team that works in a coordinated informed way is key to his or her treatment and follow-up care after treatment.

A coordinated care team can support a patient’s adherence to treatment and prevention regimens, ensuring that cancer survivors benefit from high quality care, and ongoing follow-up care, and clinical surveillance after treatment.

Care coordination helps providers identify needs for additional resources, treatment, or supportive services.

Amelia, what doctors do you see for your follow-care, or what healthcare providers do you see for your follow-up care; and how do they or they don’t work together to manager your mental and physical health needs?

[Amelia Ballard] I am followed by an oncologist, a cardiologist, and an endocrinologist. I see each of them either annually or semiannually, and then we also do lab work annually, as well as bone density tests, and other routine things just as needed.

Before I was followed by these three doctors, for 10 years, or maybe 10 plus years I had a primary doctor that kind of oversaw my overall healthcare. So, this transition has been a little different going from knowing her

almost like a family member that also was my healthcare provider, to having three different doctors that I don't really know that well; and they are all very nice and they help me with my care, but it's not that same personal intimacy that I have with my other doctors, it's been a little bit of a transition.

Dr. Cole, I have a question for you. I know that a lot of patients during and after treatment have multiple providers, and sometimes it gets overwhelming and confusing trying to keep up with everything; and seeing if each doctor is communicating with each other with the best care. How can we improve that communication and coordination of our care with our healthcare providers?

[Dr. Tanya Echols-Cole] For things to work best when you have multiple providers is to make sure that each of your providers are communicating with each other. Each provider has a different role, and it's really important for you as a patient to know what each provider's role is in your follow-up care.

When providers don't talk to one another or don't know what the other one is doing, sometimes things get done twice, or sometimes things get forgotten completely. So, it's important that they communicate with each other so that everyone's on the same page; and that can be simply by talking to each other if there's a multidisciplinary clinic where they all work together, or if they're in different institutions or institutions or different offices, it's important for them to get each other's notes so that they can see what's happening when you visit with that other physician.

So, if they're not getting the notes ahead of time by having the physician office fax them to them, it's important for you to request that your physicians make sure your other physicians get copies of your notes. That way, everything works together, all of your needs are being met, and nothing is forgotten.

[Amelia Ballard] You know, that's very good seeing it from the patient perspective, because sometimes it's a lot to remember; and so, it's really good to know that providers do have a way of communicating with each other, that's great.

Doctors and nurses have a real opportunity to reduce the impact of problems like these, and help cancer survivors just like me live happy, healthier lives.

[Dr. Tanya Echols-Cole] Care coordination can help to improve medical management, provide more detailed follow-up, and reveal the need for additional resources for cancer survivors.

Engaging mental health providers as a key part of the survivor's follow-up care team is important and it can assist in identifying mental health concerns, and referring patients to treatment and supportive surfaces when indicated.

For access to healthcare provider training resources and information about the topics discussed, please visit [cdc.gov/cancer](https://www.cdc.gov/cancer) and [chronicdisease.org](https://www.cdc.gov/chronicdisease.org).