The Symptom Management Clinic (SMC) at University Hospital in Cincinnati, OH, was established to meet identified needs of patients with cancer seen in an outpatient setting. The initial step in the formation of the SMC consisted of the development of a business plan and the presentation of that business plan to the hospital administration. The development of clinic procedures using the creation of a guideline for pain management as an example is presented, as are medication reconciliation and patient teaching. Implications for clinical practice include the essential nature of collaborative relationships among medical oncologists, nursing, pharmacy, and administrative staff members. Interdisciplinary collaboration among the staff of the SMC facilitated referral to appropriate services within the institution and community.

At a Glance

- Collaborative relationships among oncologists, nurses, and pharmacy and administrative staff led to the establishment of the Symptom Management Clinic (SMC) for patients with cancer treated in an outpatient setting.
- Staffing and monetary goals were set at SMC’s inception and met in the allotted time period.
- A focus of the SMC treatment plan was medication reconciliation, which improves patient safety by reducing medication discrepancies and possible drug-drug interactions.