

MSK Coordinate

Help patients find care closer to home

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Memorial Sloan Kettering Cancer Center strives to provide customized, convenient treatment plans and scheduling to match patients' preferences and location. As our oncology practices expand to locations throughout the region, we remain committed to the coordination of the patient journey, allowing patients to receive care at the location that is most convenient for them. Whether that care is near home, work or extended family, we ACT to improve the patient experience.



The All Care Together (ACT) principles are an initiative to support the patient and family experience at MSK. These 6 principles encourage and support care coordination at an enterprise wide level.

- Meet Individual Needs
- Coordinate the Journey
- Foster Warmth
- Restore Control
- Keep it Simple
- Minimize Uncertainty

MSK Coordinate was developed to empower staff to better coordinate care for our patients. Our platform serves easy access to scheduling and location information within a user-friendly centralized website.

Through iterative design and user feedback the site was developed and launched within 10 months.



<http://coordinate.mskcc.org/>

Search by:

- ✓ Site
- ✓ Specialty
- ✓ Modality
- ✓ Provider

Clinic days
Location
Phone #s



MD Profile



Site specific info
Staff info
Scheduling Instructions



A combination of data sources, automated and manual, keep MSK Coordinate up-to-date.

The application has quickly become a critical tool for all staff, with usage consistently increasing each month since the launch in Oct 2017.

