Strategy Analytics
MD Map

| Software Engineering	Business Intelligence
Operations Research	Data Science

Memorial Sloan Kettering
Cancer Center

The **Patient Access Service** (PAS) at Memorial Sloan Kettering is a call center staffed by 50+ specialists and nurses responsible for connecting patients with cancer to the appropriate oncologist. They handle over 60,000 calls per year. PAS's work includes not only the logistics of scheduling appointments and collecting medical records, but also providing information and support to patients and caregivers who have just learned that they or a loved one has been diagnosed with cancer.

MSK is a New York City based institution (with facilities in Manhattan, Brooklyn, Long Island, New Jersey, and Westchester County) but we receive calls from patients all across the United States and the world. Depending on a caller's particular circumstances, it is not always appropriate for them to travel from outside the NYC area for a consultation with one of our physicians. When that is the case, PAS staff are able to refer callers to a **trusted cancer care provider** closer to their home.

This list of trusted providers—which includes National Cancer Institute designated Comprehensive Cancer Centers, MSK trained oncologists, and specialists our physicians have close relationships with—was originally curated by PAS as a text document. The **Strategy Analytics** team collaborated with PAS to replace that document with a database-driven web interface. The new tool, called **MD Map**, was coded in .NET and leverages a SQL Server database of providers and a third-party API for mapping and driving distance calculations.
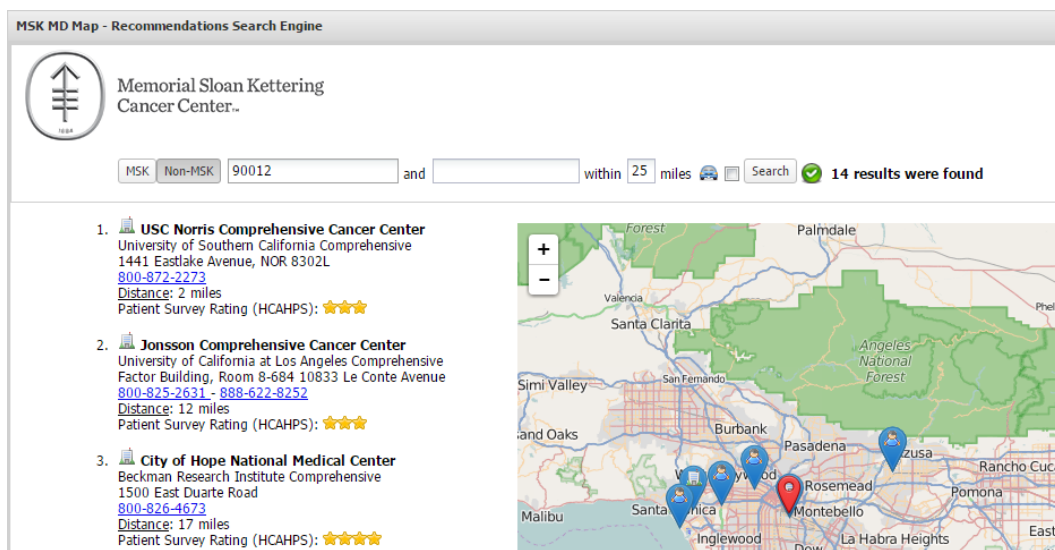
Now, PAS staff can type in a caller's zip code, as well as free-text terms such a type of cancer, and more quickly and accurately recommend a trusted provider that is close to a caller's home. The interface is accessible across multiple platforms including Windows, Mac OS X, and iOS mobile devices.