

Scheduling Procedure for breast cancer screening program

“Hello,

This is _____ from _____. I’m calling for _____.”

(If not available: ask for a good time to call her back, thank her for her time, hang up)

“Hello, I’m calling to follow up a post card or letter that was sent to you inviting you to schedule a routine screening visit at our breast cancer screening center. Do you have a couple minutes to talk?”

(If not: ask when would be a good time to call her back, thank her for her time, hang up)

“Did you receive the post card or letter?”

If not: verify address and read post card

“Your physician has asked us to contact you to encourage you to participate in the breast cancer screening program as part of your overall care at _____, unless you are pregnant or nursing at this time.

If pregnant: “Please ignore the postcard. If you nurse after your baby is born, you will want to wait six months after you stop nursing before you come in for your screening visit. Please schedule an appointment when you are ready, and until then, ignore any letters you might receive from the screening program asking you to schedule a routine visit. You will remain enrolled in our program, and after your screening visit you will receive your next letter of invitation starting at regular intervals. Thank you very much for your time. Good bye.”

If nursing: “Please ignore the postcard, and schedule a visit approximately six months after you stop nursing. Until then, please ignore any letters you might receive from the screening program asking you to schedule a routine visit. You will remain in our program, and after your visit, you will receive your next letter of invitation starting at regular intervals. Thank you very much for your time. Good bye.”

“The breast cancer screening program is important because having regular screening mammograms is one of the best ways you can take care of your health. Mammograms are one of the best ways to find breast cancer early, when it is likely to be easiest to treat and cure. Participation in the screening program is voluntary, however, and you may exclude yourself from the program if you wish.”

"If you like, I can schedule an appointment for you right now. Are you interested in scheduling at this time?"

*If **YES**--schedule. Include the following instructions:*

- "Please do not use any perfume, deodorant, or body powder the day of your appointment. They contain substances which may show up on your mammogram."
- "You may prefer to wear a 2-piece outfit to the appointment because you will need to partly disrobe to slip into a gown."
- "If you have received a mammogram from a facility other than _____, please complete the card that you received with your letter of invitation that requested that your mammogram be sent to _____. If you no longer have this card, I will connect you to the _____ at the end of this call, and they will send the card to you."

*If **NO**--*

"Would you like a call back? Is there a good time for me to call back?"

or

"Would you prefer to call on your own? If you would like the number, I can give it to you."

*If **WOMAN WANTS TO EXCLUDE FROM PROGRAM**--*

"I will mark you down as excluded. You will not be receiving any more invitations or reminders from the program. You will need to discuss scheduling future mammograms with your primary-care provider, or call the cancer screening information line to be re-included in the breast cancer screening program."

*If **WOMAN REPORTS A SYMPTOM**--*

IT IS NOT THE RESPONSIBILITY OF THE CALLER TO ASK IF THE WOMAN HAS SYMPTOMS.

If the woman volunteers that she has a symptom, advise her to contact her primary-care provider.

"Thank you very much for your time. Good Bye."

Clinical Questions? Call Provider

“That is a very good point to bring up. I think it is really important to talk to your primary-care provider about this. I encourage you to call him/her, or if you like, I could connect you to your provider’s office at the end of our conversation.”

Examples are questions or concerns about

- *risk factors, including family history (to simply report a new or changed risk factor, contact _____)*
- *results of previous mammograms*
- *absence or presence of symptoms*
- *concerns about radiation*
- *fears or embarrassment about the procedure*
- *causes of breast cancer and treatments*
- *other possibly overriding medical problems*
- *other screening methods*

Appointment/Procedure Questions? Call Screening Center

“That is a very good point to bring up. The Screening Center will be able to help you with that. I encourage you to call them, or if you like, I can connect you to them at the end of our conversation.”

Examples are questions or concerns about

- *location of facilities*
- *directions*
- *what to expect during the procedure*
- *results of previous mammograms that were a result of a letter of invitation from the breast cancer screening program.*

BCSP Program Questions? Call _____

“That is a very good point to bring up. The _____ will be able to help you with that. I encourage you to call them, or if you like, I can connect you to them at the end of our conversation.”

- Their number is _____
- Examples are questions or concerns about
 - *wanting to report a change in a risk factor*
 - *how the screening program works*
 - *when their last mammogram was*

- *how often they are invited in for a comprehensive breast care visit*
- *questions about something from their letter or postcard*
- *questions about excluding from the program*

The breast cancer screening program

The breast cancer screening program is part of _____'s emphasis on prevention and early detection of breast cancer.

Mammography is recommended every _____.

Knowledge of Program by Physician

Your doctor is familiar with our program and relies upon us to contact you at the appropriate time. The results of your visit will be included in your medical chart and any follow-up work will be coordinated by the appropriate medical personnel.

Apology to women who have requested exclusion

I apologize for calling you when you had already excluded from our program. It takes a few weeks for the information to filter through our system. I will mark on my form that you had already requested exclusion. Thank you for your time.

Key Points

- It is not necessary to have symptoms to come in for a screening visit. In the past, mammograms were used primarily to help identify causes of known breast problems. Today, a common use of mammograms is to screen women who are not having noticeable breast problems.
- Although mammography has limitations, a mammogram may detect a finding that is too small to feel during a breast examination. Similarly, a breast physical examination can find cancers that are difficult for a

mammogram to capture.

- Mammograms are not advised for pregnant women because radiation is used.
- Women who are nursing should wait six months after breast-feeding has stopped unless a physician recommends otherwise. The wait is because nursing causes breast tissue to become denser, and cancers are harder to detect in denser tissue.

Risks

- _____ recommends mammography every _____.
- The likelihood of developing breast cancer increases with age.

