

Colorectal Cancer Screening Follow Up — Member Telephone Outreach

Transcript of telephone message members receive via TeleVox, Kaiser Permanente's automated member communication system

ENGLISH (Initial Call)

Good Day. This is an important health care reminder from Kaiser Permanente for XXXX. If you would like to hear this message in English press 1. Si habla espanol press 2.

Kaiser Permanente recommends regular colon cancer screenings for all adults ages 50 to 80. Colon cancer is the third most common form of cancer in men and women in the United States, and the risk increases with age. With proper screening, colon cancer can be detected early when treatment is the most effective. While there are several methods for screening for colon cancer, we have the best medical evidence to support routine, annual stool blood testing. You should be receiving yearly checks for hidden blood in the stool by using stool cards available through your clinician. These cards will pick up small amounts of blood not seen with the eye. And it is both convenient and not invasive.

If you want this screening press 1 and we will mail you the stool cards with instructions for collection. Thank you!

SPANISH (Initial Call)

Good Day. This is an important health care reminder from Kaiser Permanente for XXXX. If you would like to hear this message in English press 1. Si habla espanol oprima 2.

Kaiser Permanente recomienda el exámen para cancer colorectal regularmente para todos los adultos de 50 a 80 años de edad. El cancer del colon ocupa el tercer lugar como la forma más común de cancer en los hombres y en las mujeres en los Estados Unidos, y el riesgo aumenta con la edad. Con exámenes adecuados, el cancer del colon se puede encontrar pronto cuando el tratamiento es más eficaz. Aunque hay varios métodos para explorar para cancer del colon, tenemos la mejor evidencia médica que apoya un exámen anual de sangre en la materia fecal rutinario. Ud. debería hacerse un examen anual de sangre fecal oculta utilizando las tarjetas para la materia fecal que se puede conseguir de su clínico. Estas tarjetas descubren pequeñas cantidades de sangre que no se pueden ver con el ojo. Y es conveniente y no invasivo.

Si desea hacerse este exámen, oprima 1 y le mandaremos las tarjetas para la material fecal con las instrucciones para usarlas. Gracias!

ANSWERING MACHINE (Initial Call)

Good Day. This is an important health care reminder from Kaiser Permanente for XXXX.

Kaiser Permanente recommends regular colon cancer screenings for all adults ages 50 to 80. Colon cancer is the third most common form of cancer in men and women in the United States, and the risk increases with age. With proper screening, colon cancer can be detected early when treatment is the most effective. While there are several methods for screening for colon cancer, we have the best medical evidence to support routine, annual stool blood testing. You should be receiving yearly checks for hidden blood in the stool by using stool cards available through your clinician. These cards will pick up small amounts of blood that is not seen with the eye. And it is both convenient and not invasive. Please call 503-813-4141 if you would like to have a test mailed to you. Thank you!

Colorectal Cancer Screening Follow Up — Member Telephone Outreach

Transcript of telephone message members receive via TeleVox, Kaiser Permanente's automated member communication system

ENGLISH (3 Month Follow-up Call)

Good Day. This is an important health care reminder from Kaiser Permanente for [Member Name]. If you would like to hear this message in English press 1. Si habla espanol oprima dos.

To Opt out of this and future health related messages, please press 9.

We are following up on a previous call encouraging you to get screened for colon cancer. We recommend all adults aged 50-80 receive colon cancer screening. One type of screening we recommend uses a card to check for small amounts of blood in stool. This call is to remind you to mail back, or drop off at any Kaiser laboratory, your stool kit cards, as soon as you can.

If you need another stool card kit, press one and we will mail you the cards, with instructions for collection. Colon cancer is a common form of cancer in men and women in the United States, and the risk increases with age. With proper screening, colon cancer can be detected early, when treatment is most effective. We have excellent medical evidence that using stool cards for routine, annual stool blood testing can help detect colon cancer. The stool card test can pick up visually undetectable amounts of blood, and is convenient, easy to use, and not invasive.

Thank You.

Colorectal Cancer Screening Follow Up — Member Telephone Outreach

Transcript of telephone message members receive via TeleVox, Kaiser Permanente's automated member communication system

SPANISH (3 Month Follow-up Call)

Good Day. This is an important health care reminder from Kaiser Permanente for [Member Name]. If you would like to hear this message in English press 1. Si habla español oprima dos.

To Opt out of this and future health related messages, please press 9.

Estamos dándole seguimiento a una llamada que le hicimos anteriormente para que usted se haga un examen preventivo del cáncer de colon. Nosotros recomendamos que todos las personas adultas de 50 a 80 años de edad reciban un examen preventivo del cáncer de colon. Un tipo de examen preventivo es el examen de sangre en materia fecal rutinario. Este examen utiliza las tarjetas para materia fecal. El objetivo de esta llamada es el de recordarle que debe enviar por correo o dejar las tarjetas para el material fecal que le enviamos en cualquier laboratorio de Kaiser tan pronto como pueda. Si usted necesita otras tarjetas de material fecal oprima uno y le enviaremos las tarjetas por correo con instrucciones de como usarlas. El cáncer de colon es un cáncer común en los hombres y mujeres de los Estados Unidos, y su riesgo aumenta con la edad. Con exámenes adecuados, el cáncer de colon se puede detectar a tiempo cuando el tratamiento es más eficaz. Nosotros tenemos muy buena experiencia médica, que apoya un examen anual de sangre en la materia fecal rutinario. Estas tarjetas descubren pequeñas cantidades de sangre que no pueden ser detectadas a simple vista. Las tarjetas son convenientes y no son invasivas.

Gracias.

Colorectal Cancer Screening Follow Up — Member Telephone Outreach

Transcript of telephone message members receive via TeleVox, Kaiser Permanente's automated member communication system

ANSWERING MACHINE (3 Month Follow-up Call)

Good Day. This is an important health care reminder from Kaiser Permanente for [Member Name].

We are following up on a previous call encouraging you to get screened for colon cancer. We recommend all adults aged 50-80 receive colon cancer screening. One type of screening we recommend uses a card to check for small amounts of blood in stool. This call is to remind you to mail back, or drop off at any Kaiser laboratory, your stool kit cards, as soon as you can.

If you need another stool card kit, please call 503-813-4141 and we will mail you the cards, with instructions for collection. Colon cancer is a common form of cancer in men and women in the United States, and the risk increases with age. With proper screening, colon cancer can be detected early, when treatment is most effective. We have excellent medical evidence that using stool cards for routine, annual stool blood testing can help detect colon cancer. The stool card test can pick up visually undetectable amounts of blood, and is convenient, easy to use, and not invasive. Please call 503-813-4141 if you would like to have a test mailed to you.

Thank you!