

## Mammogram Tracking Policy and Procedure

**Policy:** It is goal of the clinic to assure that all of the referrals for mammograms and all of the completed mammograms are accounted for and that the patients are advised of the appropriate follow-up plan. Primary emphasis is placed on those patients who have had an abnormal clinical breast examination or have had previous abnormal mammograms or other breast procedures.

**Procedure:** The Provider will generate a referral for the patient ideally utilizing the RCIS referral system which tracks referrals given (opened) and completed (closed). If the clinical breast examination is abnormal the Provider alerts the Mammogram/Breast Care Nurse Case Manager (MCM). The MCM (or in case of absence, the Patient Educator/Women's Health Care Coordinator) enters abnormal CBE's, all breast procedure results, dates completed and plans for future breast procedures into the RPMS/Women's Health System. They oversee those entries into the Health Maintenance Reminder section of the Health Summary. The mammogram referral is then closed in RCIS. This completes the tracking cycle. The details are as follows:

### The Provider will:

- ✓ order a mammogram or other breast procedure through the RCIS referral system.
- ✓ document those patients who are declining to have mammograms for entry in the Health Summary.
- ✓ notify the MCM if the breast exam is abnormal utilizing the Abnormal CBE form or a copy of the PCC+.
- ✓ review the RCIS list of open referrals to determine if patient notification should occur and arrange for that if necessary
- ✓ review the completed mammogram or other breast procedure and indicate next step needed. If immediate follow-up is recommended, Radiology will generally indicate that they will or have notified the patient and arranged for care.
- ✓ add the abnormal findings to the Health Summary problem list.
- ✓ place the breast procedure report in the MCM's folder for further tracking review.

### The Mammogram/Breast Care Nurse Case Manager will:

- ✓ initiate reminders/queries to patients who have been referred for screening mammograms but haven't completed exams
- ✓ phone all patients with mammogram appointments prior to the exam to remind of the date and time
- ✓ schedule transportation if needed
- ✓ receive all mammograms and breast procedures from the provider.
- ✓ enter the data into RPMS/WH.
- ✓ prepare a list of breast procedures completed that includes patient's record number, date of procedure and the ordering Provider.
- ✓ queue a reminder letter for the next mammogram if known.
- ✓ make "tickler appointments" if the patient needs closer surveillance, which includes short term follow-ups, and known high risk patients.
- ✓ make a final review of the procedure in conjunction with RPMS/WH to assure that all the data is current in RPMS/WH.
- ✓ sign off on the report after all information and follow-up tracking is in place. The report is then routed to the referral tray in the Chart Room for HIM staff to collect and close the referral and have it filed in the patients chart.
- ✓ generate non-routine letters regarding follow-up and routes them to the ordering Provider for signature
- ✓ will keep the abnormal breast exam or other procedure in need of diagnostic evaluation "open" until the follow-up is completed. If this is not done within a month or another date that she enters, this procedure shows as "delinquent" in the WH/RPMS system.
- ✓ generate a list of "delinquent" procedures approximately every 4-6 weeks to see what procedures have not been completed or "closed". She may then send a letter to the patient, contact the Provider and/or the patient, or call the referral facility to determine what has occurred.
- ✓ utilize certified letters, the Public Health Nurse and/or the CHR to assist in contacting the patient for important follow-up care if other attempts have not been successful.