



Adherence Policy to Ensure Completed Screens and Follow-up

Effective November 2021

This policy ensures that every woman who enrolls/re-enrolls* in *Women's Way* will get the breast or cervical cancer screening and diagnostic services that she needs.

*This includes women who are enrolled or re-enrolled for Patient Navigation Only.

Process for adherence to complete screen(s)

- When sending the thank you for enrolling/re-enrolling letter, include which screening(s) are needed and when due.
 - Inform the client that she needs to contact you after she has made an appointment.
 - Offer to assist the client in scheduling an appointment if she is not comfortable making an appointment.
 - Inform the client that she will be eligible for a \$25 Walmart card if she follows through with getting a breast or cervical cancer screening (mammogram, CBE, or Pap test).
- If the client does not make an appointment **within one month**, contact the client via phone. If no answer, leave a voice message to contact you.
 - If unable to leave a voice message, send an adherence letter.
 - If able to contact the client, confirm that she will make an appointment and inform you of the appointment date and place of service.
- If the client does not contact you **within a week** of the phone call or voice message, send an adherence letter encouraging the client to make an appointment for screening(s). Remind the client that she will be eligible for a \$25 Walmart card if she follows through with getting a breast or cervical cancer screening.
- If the client does not make an appointment for screening(s) **within one month**, repeat the adherence process from above. Ensure at least three attempts to contact the client occur by phone or by sending adherence letters. Document all attempts to contact.

Process for adherence for follow-up of abnormal result

- Contact the client about the needed follow-up and include which diagnostic test(s) should be completed.
 - Inform the client that she needs to contact you after she has made an appointment.
 - Offer to assist the client in scheduling an appointment if she is not comfortable making an appointment.
- The CDC core indicator standards require follow-up for abnormal screening results as follows:
 - Abnormal breast or cervical results must have completed follow-up within **60 days**.
- If the client does not make an appointment **within one week**, contact the client via phone. If no answer, leave a voice message to contact you.

- If the client does not contact you **within a week** of the phone call or voice message, send an adherence letter encouraging the client to make an appointment.
- The Local Coordinator will document **two attempts to contact the client within one month** – by letter and phone call.
- If these two attempts are unsuccessful, the Local Coordinator will send a certified letter requesting a return receipt. Include a self-addressed envelope for the client's convenience. The letter should include an Informed Refusal form. The certified letter should state that if the Local Coordinator does not hear from the client within 14 calendar days, her non-response will be interpreted as a refusal. If the client does not contact the Local Coordinator, mark "refused" on her Diagnostic form. The date noted on the return receipt attached to the certified letter would be used to close the cycle. The signed Informed Refusal form must be in the client's chart.
- If the client does not receive the certified letter, the woman should be considered "lost to follow-up." The date the certified letter returns to the Local Coordinator should be used to close out the cycle.
- Documentation must be in the client's chart with dates, times, and attempted contact methods. The Local Coordinator must retain a copy of the certified letter and returned receipt in the client's chart.

Short-Term Follow-Up

- The Local Coordinator is responsible for assisting the health care provider in notifying the client when screening or diagnostic results indicate that a client should return sooner than her regular screening appointment.
- Initial contact: Call or send a letter of notification that a short-term follow-up is due.
- If the client does not make an appointment, follow the adherence process for abnormal results as listed above.

No show or canceled appointments for screenings

- Follow the adherence process to complete screens as listed above.

No show or canceled appointments for follow-up of abnormal result

- Follow the adherence process for follow-up of abnormal results as listed above.

Last review date	
11/23/2021	smm