



Adherence Policy to Ensure Completed Screens and Follow-up

Effective July 2023

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

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 they are 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 uncomfortable making an appointment.
- If the client does not make an appointment **within one month**, contact the client via phone. If there is 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).
- 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 by phone or 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 there is 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 *Women's Way* staff will document **two attempts to contact the client by letter and phone within one month**.
- If these two attempts are unsuccessful, the local *Women's Way* staff will send an Informed Refusal Form and a certified letter requesting a return receipt. The Informed Refusal form with instructions on completing the form and the Informed Refusal Policy

are available on the *Women's Way* website in the Local Coordinating Units section. Go to: www.hhs.nd.gov/health/women/womens-way/local-coordinating-unit.

Short-Term Follow-Up

- The local *Women's Way* staff is responsible for assisting the healthcare 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	
07/21/2023	bas
11/23/2021	smm