MAMMOGRAPHY REMINDER SCRIPT

Introduction:

“Hello, this is _______________ (callers name) from _______________ (name of physicians office or clinic). May I speak to Ms. _______________ (name of patient/client)?”

If patient/client is not available:

Ask: “When would be a good time to reach her?” [Record the date and time.] Then say, “Thank you for this information. I will try to call back to talk to her at this time.”

Terminate the call.

If patient/client is home:

Say: “Ms. _______________ (name of patient/client), I am calling to remind you to get a mammogram to check for breast cancer. A mammogram is an x-ray to help the doctor look for early signs of breast cancer. Have you had a mammogram in the past 1 to 2 years?”

If YES, say: “That’s great because it is important for you to have a mammogram every 1 to 2 years. The chance of getting breast cancer increases with age, so getting a mammogram every 1 to 2 years is important, especially for women 50 and older. Can you tell me approximately what month and year you had your last mammogram?” _______________ (month) _______________ (year)

“Thank you for talking to me. Have a nice day/evening.”

Terminate the call.

If NO, ask: “Do you currently have an appointment for a mammogram?”

If YES, say: “That’s great because it is important for you to have a mammogram every 1 to 2 years. The chance of getting breast cancer increases with age, so getting a mammogram every 1 to 2 years is important, especially for women 50 and older. Can you tell me when your appointment is?” _______________ (month) _______________ (year)

“Thank you for talking to me. Have a nice day/evening.”

Terminate the call.

(over)
If NO, say: “Thank you for taking the time to talk with me. I would like to encourage you to call ________________ (name of mammography center) at ________________ (phone number of mammography center) to make an appointment for a mammogram. Have a nice day/ evening.”

Terminate the call.

OR

If NO, say: “I can call and make an appointment for you today. Can I go ahead and do that for you?”

If YES: Refer to the “Script to Setup a Mammography Appointment”

If NO, say: “Thank you for taking the time to talk with me. I would like to encourage you to think about what we talked about today and call for an appointment to have a mammogram soon. Have a nice day/ evening.”

Terminate the call.