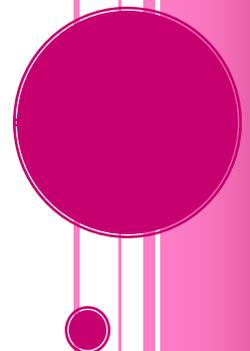


# **ONBOARDING NEW ABCSP SCREENING MAMMOGRAPHY CLINICS**

01/22/2018



## ONBOARDING NEW ABCSP SCREENING MAMMOGRAPHY CLINICS

In order to provide clinics with letterhead, envelopes, program information, and list sites appropriately on the ABCSP Facility List and program website, clinics are required to complete an onboarding process. This protocol outlines the steps for onboarding a new mammography clinic as a partner with the ABCSP.



### STEP 1: NOTIFICATION & CONFIRMATION

When a new screening mammography clinic opens, the ABCSP receives notification in the form of the New Clinic Information (Appendix A) from:

- A) The clinic, or
- B) The Alberta Society of Radiologists (ASR)

Receiving notification from either avenue will start the on-boarding process. If the program receives information from the clinic, it will advise the ASR to ensure that clinics are appropriately recorded at the ASR.

### OPTION AVAILABLE: USE OF PROGRAM LOGOS

As a partner of the provincial screening program, clinics have the opportunity to display the partner logos on their websites.



Alberta Breast Cancer  
Screening Program



PROUD PARTNER

Clinics can request logos by filling out the New Clinic Information Form (Appendix A) or by emailing the ASR. To receive authorization for the use of logos, the clinic must ensure that any messaging to the public is consistent and accurate, mainly:

- Age range recommended for screening (50 – 74)
- Screening intervals (two years for average risk as designated by the Alberta TOP Guidelines)
- Information about the ABCSP (e.g., correct name and acronym)

## STEP 2: PRINTING

Once the clinic information has been received by the ABCSP, letterhead and envelope proof design can begin. The DATA Group of Companies is the current vendor used by Screening Programs for design, proof and warehousing of all ABCSP materials.

Final proofs provided by Data Group will be sent to the clinic for final approval. Once final approval is received, Data Group can then print and send the clinic the pre-determined startup volume for clinic use.

**Note: All designs must adhere to Alberta Health Services Visual Identity Standards. All clinic communications will be copied to the ASR.**

The steps in the printing process are:

- 1) The ABCSP will forward clinic information to Data Group to request:
  - a. Envelope and letterhead proofs
  - b. New item numbers for the letterhead and envelopes
  - c. A new “ship to location” number
- 2) The ABCSP will obtain the proofs from Data Group and forward them to the clinic for approval
- 3) Once approved, the ABCSP will submit an order for the new clinic’s letterhead and envelopes. It is recommended that all new clinics initially be set up with “on demand” printing and be sent a pre-determined volume of letterhead and envelopes (i.e. 1,000 each) until a baseline of regular usage can be determined in order to minimize waste.
- 4) Data Group will print and ship letterhead and envelopes to clinic.

**Note: Please allow 30 days for the order to be processed, printed, and shipped. If a situation arises where screening services have commenced before letterhead is received, the clinic should advise the ABCSP immediately so as to prevent any gap in sending Women’s Result Letters. The ABCSP will courier a package of program letterhead to use in the interim. Once the clinic letterhead has been received from the DATAGroup, the clinic will destroy remaining copies of the unused program letterhead.**

In some cases, destruction of materials may be required. For example, a clinic changes its name or location or redesigns its logo. **Clinics must advise the ABCSP immediately or as soon as possible** prior to material becoming outdated. Clinics are also encouraged to use existing stock before requesting destruction of materials. Decisions will be made on a case-by-case basis. All clinic communications will be copied to the ASR.

Subsequent orders can be placed by the clinic submitting its requests to the ABCSP by one of the following methods:

- 1) Fax the ABCSP: 403-355-3289
- 2) Email the ABCSP: [ABCSP@ahs.ca](mailto:ABCSP@ahs.ca)
- 3) Email the ASR: [execdir@radiologists.ab.ca](mailto:execdir@radiologists.ab.ca)

### STEP 3: NEW CLINIC INFORMATION PACKAGE

After the envelope and letterhead order is complete, the ABCSP will send all new screening mammography clinics an information package containing the following:

- Welcome letter
- Onboarding New ABCSP Screening Mammography Clinics
- Brochures
- ABCSP Poster
- Resource Order Form
- Stationary Order Form
- ABCSP Exclusion at Source Document
- Exclusion Form
- Radiological Technologist Audit Package
- TOP Breast Cancer Screening Summary of the Clinical Practice Guideline

### STEP 4: UPDATING SCREENINGFORLIFE.CA

The ABCSP is also responsible for ensuring that the screeningforlife.ca website is updated with the new clinic information. This is done in coordination with the ASR and includes:

- A) Adding the clinic's information to the clinic locator tool under the "How to book a mammogram" tab.
- B) Updating the PDF version of the facilities list for the annual cycle re-printing (ensuring that the version number is also updated).

---

### FREQUENTLY ASKED QUESTIONS

1. **A client is concerned about having her information sent to the ABCSP. What is the clinic's role?**

The program offers the following participation options:

1. **Full Participation:** collect women's information in the ABCSP's information system and women will receive program correspondence including result and reminder letters.
2. **No Letter Option:** collect women's information in the ABCSP's information system. However, women will not receive any program correspondence.
3. **Exclusion:** no collection of women's information in the ABCSP's information system. Women will not receive any program correspondence. Information collected up to the point of exclusion will remain in the information system. It is the woman's responsibility to inform the ABCSP if she requests exclusion from the program.

If a client is concerned about her information or participation in the program, encourage her to contact the program directly at **1-866-727-3926**. If she refuses to contact the program and requests exclusion, fill out the Exclusion Form and send it to the program by mail or fax. The full exclusion process and related forms can be found in Appendix B.

## **2. What happens to Screen Test mobile clinics in the area after a new community clinic opens?**

Alberta Health Services Screen Test offers screening mammography to women in Alberta. Screen Test operates two fixed sites—one in Calgary and one in Edmonton—and two mobile units that visit over 110 rural communities. When a new community clinic opens in an area that is also serviced by Screen Test, communication and coordination of care is essential. Mobile clinics are planned and booked months in advance and women rely on these important services. To ensure a continuum of care and support women's preferences, Screen Test will monitor each situation closely for a period of time. If you have any questions or concerns, please contact the ABCSP's Implementation Specialist, Bonnie Chiang at 403-355-3268 or the ASR.

## **3. What happens when a community clinic closes or changes ownership?**

When a community radiology clinic closes or changes ownership, **it is important to ensure all relevant details are communicated to the ABCSP (1-866-727-3926 OR [abcsp@ahs.ca](mailto:abcsp@ahs.ca)) and the ASR.** As a provincial program, we all have a responsibility to ensure that care is properly coordinated. It is also crucial that women have access to the most up to date information about screening and they know where to get their next mammogram.

**APPENDIX A – NEW CLINIC INFORMATION**

**ALBERTA BREAST CANCER SCREENING PROGRAM (ABCSP)**

Clinic Information			
<b>Clinic Name:</b>			<b>Date:</b> <a href="#">Click to Enter Date</a>
<b>Phone:</b>			
<b>Website URL:</b>			
<b>Partner Logos:</b>	Would you like to display the partner logos on the clinic website? <span style="float: right;">Yes <input type="checkbox"/> No <input type="checkbox"/></span>		
<b>Contact Person:</b>			
<b>Opening Date:</b>			
<b>Initial stationary order amount:</b>	<b>Letterhead:</b> (1000)	<b>Envelopes:</b> (1000)	
<b>Address</b> as you would like it to appear on our website:	<i>Street Address</i>		<i>Suite #</i>
	<i>City</i>	<i>Province</i>	<i>Postal Code</i>
<b>Return Address</b> as you would like it to appear on your envelopes (if different from above):	<i>Street Address</i>		<i>Suite #</i>
	<i>City</i>	<i>Province</i>	<i>Postal Code</i>
<p><b>Please send this completed form to the ABCSP Program Assistant along with a high resolution logo to be used on your letterhead and envelopes.</b></p> <p style="text-align: center;"> <b>Alberta Breast Cancer Screening Program</b>            2210 2nd Street SW, Calgary, Alberta T2S 3C3            Ph: 1-866-727-3926 Fax: 1-888-355-3289            www.screeningforlife.ca <a href="mailto:ABCSP@ahs.ca">ABCSP@ahs.ca</a> </p>			



**Alberta Health  
Services**

**Alberta Breast Cancer  
Screening Program**

**APPENDIX B – ABCSP EXCLUSION  
PROCESS**

# **ABCSP Exclusion at Source**

Revised 20 September 2016

## TABLE OF CONTENTS

### Contents

Introduction .....	4
Exclusion at Source Option #1 .....	5
Exclusion at Source Option #2 .....	6
Appendix B1.....	7
Appendix B2.....	9
Appendix B3.....	11

# Introduction

The Alberta Breast Cancer Screening Program (ABCSP) is a collaborative program coordinated by Alberta Health Services (AHS) Screening Programs involving mammography providers, primary healthcare providers, and other key stakeholders. The primary goal of the ABCSP is to reduce the mortality rate of women in Alberta from breast cancer through a population-based early detection program.

The target population includes all women in Alberta within the screening age range (40+). The program offers the following participation options:

1. **Full Participation:** collect women's information in the ABCSP's information system and women will receive program correspondence including result and reminder letters.
2. **No Letter Option:** collect women's information in the ABCSP's information system. However, women will not receive any program correspondence.
3. **Exclusion:** no collection of women's information in the ABCSP's information system. Women will not receive any program correspondence. Information collected up to the point of exclusion will remain in the information system. It is the woman's responsibility to inform the ABCSP if she requests exclusion from the program.

## Exclusion at Source

There are two options under the category of "Exclusion" for women who wish to decline participation in the program at a mammography facility. This document defines these options and provides relevant information regarding participation.

# **Exclusion at Source Option #1**

## **Screening Mammogram Client Contacts the ABCSP to Decline Participation**

- 1) Women should be encouraged by the mammography facility staff to contact the ABCSP directly if they request exclusion to ensure that they receive information about the benefits of participating in the program
- 2) When the woman contacts the ABCSP requesting exclusion from the program, ABCSP staff will:
  - Confirm woman's "name", "PHN", "address", "date of birth" and "phone number".
  - Provide program information, advantages of participating and answer questions.
  - Advise the woman that data currently in the ABCSP database will remain.
  - If the woman still requests exclusion after discussion, the ABCSP staff will complete an exclusion form (see appendix B1) and send it to the woman for signature. The woman will return the signed form to the program.
  - Advise that it is her responsibility to inform any future mammography facility that she does not participate in the ABCSP.
- 3) Upon receipt of the signed form, program staff will verify the information and record it in the ABCSP database. Information that is already in the ABCSP database at the time of exclusion from the program will remain in the database.
- 4) Program staff will notify the ASR Datacentre who will notify the designated contact person at the woman's mammography facility of the exclusion for their records.
- 5) The ABCSP will maintain a record of communication\* between AHS and the mammography facilities regarding exclusions for audit purposes.

\* The ABCSP conducts an audit process on a quarterly basis.

See Appendix B3 for exclusion flow chart.

## **Exclusion at Source Option #2**

### **Screening Mammogram Client Declines at Source of Service**

Women will be encouraged by the mammography facility staff to contact the program directly if they request exclusion to ensure that they receive information about the benefits of participating in the ABCSP. If the woman contacts the ABCSP directly then Option #1 process is followed.

If a woman refuses to contact the program directly then:

- 1) The radiologist/technologist will inform the woman that there are significant benefits of participating in the program exclusion form (see Appendix B2). The woman's signature is required on the hold data/exclusion form, providing legal consent.
- 2) The radiologist/technologist submits two copies from the hold data/exclusion form: one to the ASR Datacentre and one to the ABCSP. A third copy will be held at the point of service in the patient's medical record for legal purposes. The program will maintain a record of communication\* between AHS and the mammography facility regarding exclusions for audit purposes.
- 3) The ASR Datacentre will continue to collect mammography data for quality assurance purposes, but it will not be forwarded to the ABCSP database.
- 4) On receipt of the confirmation of exclusion letter, ABCSP staff will record the exclusion in the ABCSP database. No future mammography data on this woman is collected from the ASR.
- 5) Exclusion information will be held for 90 days or until the mammography facility receives confirmation that a woman has been excluded from the ABCSP (whichever is sooner).

\* The ABCSP conducts an audit process on a quarterly basis.

See Appendix B3 for exclusion flow chart.

# **Appendix B1**

## **ABCSP Exclusion Form**

To be mailed by ABCSP staff when a woman calls to request exclusion.

## Alberta Breast Cancer Screening Program Exclusion Form

Please read the following information before completing this form:

**Withdrawing from any portion of the program will not affect your ability to obtain your screening mammogram (breast x-ray) and a copy of your result will be sent to your referring physician.**

The Alberta Breast Cancer Screening Program (ABCSP) is run by Alberta Health Services, in partnership with mammography providers, primary healthcare providers, and other key stakeholders. Our mission is to reduce breast cancer mortality for women in Alberta through early detection. For women aged 50-74 with no signs or symptoms of the disease or other risk factors, it is recommended to screen every two years with mammography, or as decided by you and your healthcare provider. Getting routine screening mammograms is the best way to find breast cancer early, when treatment may work best.

Participation in the program can provide you with the following benefits:

- All women who turn 50 receive a letter of invitation to participate in the program.
- After your screening mammogram, you will receive a letter notifying you of the results.
- You will also receive a letter reminding you if your next screening mammogram is overdue.
- The program collects your mammography information to improve breast cancer service and care for Alberta women.

If you decide not to take part in the program, fill in, sign and date this form and return it to the ABCSP in the provided return envelope. This will show that you understand exclusion from the program. Without signature, the ABCSP will continue to include your mammography screening results in the program.

If you change your mind, you may rejoin the program by calling **1-866-727-3926**.

**IMPORTANT: If you change mammography facilities for your screening mammogram, you are responsible for informing them that you do not participate in the ABCSP.**

The collection of information on this form by the ABCSP is for Alberta Health Services under section 20(b) of the Health Information Act. Protecting your privacy is important to us.

I have read the above information. I do not wish to participate in the Alberta Breast Cancer Screening Program. I am aware that my mammography information will be held for 90 days or until the mammography facility receives confirmation that I have been excluded from the ABCSP (whichever is sooner). If this signed form is not received by the ABCSP, the mammography facility will continue to provide my mammography information to the ABCSP.

<b>Name:</b>	<b>Personal Health Number:</b>
<b>Address:</b>	
<b>Date of Birth:</b>	<b>Phone Number:</b>
<b>Date Signed:</b> _____	<b>Signature:</b> _____

## **Appendix B2**

### **ABCSP Exclusion at Source Form**

To be used at the radiology clinic and sent to the ABCSP when a woman requests exclusion at point of service

## ABCSP Exclusion at Source Form

The Alberta Breast Cancer Screening Program (ABCSP) is run by Alberta Health Services, in partnership with mammography providers, primary healthcare providers, and other key stakeholders. Our mission is to reduce breast cancer mortality for women in Alberta through early detection. For women aged 50-74 with no signs or symptoms of the disease or other risk factors, it is recommended to screen every two years with mammography, or as decided by you and your healthcare provider. Getting routine screening mammograms is the best way to find breast cancer early.

If you decide not to take part in the program, **the easiest way to withdraw from the ABCSP or get more information is to call the ABCSP at 1-866-727-3926.** Otherwise, this form may be completed and faxed as instructed below. Please note that without your signature, the ABCSP will continue to include you in the program.

### Please check each box to show that you have read and understood the following information:

- I understand that participation in the program can provide me with the following benefits:
  - After my screening mammogram, I will receive a letter notifying me of the results.
  - I will also receive a letter reminding me if my next screening mammogram is overdue.
  - The ABCSP collects my screening mammography information to improve services & care for Alberta women.
- I understand that withdrawing from any portion of the program will not affect my ability to obtain screening mammogram (breast x-ray) and a copy of my result will be sent to my listed primary care physician.
- I understand that withdrawing from the ABCSP does not affect my participation in the provincial cervical or colorectal cancer screening programs. In order to be excluded from those programs, I must call 1-866-727-3926.
- I understand that if I change my mind, I can rejoin the ABCSP at any time by calling **1-866-727-3926.**
- I understand that if I change mammography facilities for my screening mammogram, I am responsible for informing them that I do not participate in the ABCSP.
- I understand that it will usually take up to 10 business days to complete the exclusion process; however, depending on when you make this request (i.e., 1 month after your mammogram), it can take longer.

The collection of information on this form by the ABCSP is for Alberta Health Services under section 20(b) of the Health Information Act. Protecting your health information is important to us.

<b>Name:</b>	<b>Personal Health Number:</b>
<b>Address:</b>	
<b>Date of Birth:</b> (Day/Month/Year)	<b>Phone Number:</b>
<b>Date Signed:</b> _____ <b>Signature:</b> _____ <span style="font-size: small; margin-left: 100px;">Day/Month/Year</span>	

<b>1.</b>	--- Clinic Use Only ---				
	<b>Clinic staff initials</b> to indicate that you've verified the information & answered any questions for patient: _____				
<b>2.</b>	Please fax a copy to each of the below numbers, make a photocopy for your records, and <b>give the original to the patient.</b>				
	<table style="width: 100%; border: none;"> <tr> <td style="border: none; text-align: right; font-size: small;">Alberta Society of Radiologists (ASR)</td> <td style="border: none; text-align: left; font-size: small;">Fax: 780-443-0687</td> </tr> <tr> <td style="border: none; text-align: right; font-size: small;">Alberta Breast Cancer Screening Program (ABCSP)</td> <td style="border: none; text-align: left; font-size: small;">Fax: 403-355-3289</td> </tr> </table>	Alberta Society of Radiologists (ASR)	Fax: 780-443-0687	Alberta Breast Cancer Screening Program (ABCSP)	Fax: 403-355-3289
Alberta Society of Radiologists (ASR)	Fax: 780-443-0687				
Alberta Breast Cancer Screening Program (ABCSP)	Fax: 403-355-3289				

# Appendix B3 ABCSP Exclusion Process Map

