

Alberta Breast Cancer Screening Program

# Onboarding

## New ABCSP Screening Mammography Clinics

January 2024

# Table of contents

Table of contents.....	2
Contact.....	3
Introduction .....	4
Onboarding New ABCSP Screening Mammography Clinic.....	5
Step 1: Notification & Confirmation.....	5
Use of Program Logos .....	6
Step 2: Printing.....	6
Step 3: New Clinic Information Package .....	8
Step 4: Updating ScreeningForLife.ca.....	8
Frequently Asked Questions .....	9
Appendix A: New Clinic Information .....	11
Appendix A1: Adding Clinic to an Existing Group / Updating Clinic Information .....	13
Appendix B: ABCSP Exclusion Process.....	15
Appendix B1: Screening Programs Initiation of Exclusion Form .....	19
Appendix B2: ABCSP Exclusion Process Map.....	21

January 2024

This document has been prepared by Alberta Breast Cancer Screening Program.

## Contact

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## Introduction

The Alberta Breast Cancer Screening Program (ABCSP) is dedicated to reducing the burden of breast cancer in Alberta through women-centred, population and evidence based screening. The program works in collaboration with key stakeholder groups including Alberta Health, the Alberta Society of Radiologists (ASR), Diagnostic Imaging facilities, lab services, primary care providers, specialist physicians, Health Zones, and client stakeholders. Radiology clinics offering screening mammography services and billing Alberta Health must submit data to support monitoring and evaluation, as well as align with ABCSP screening information and Alberta clinical practice guidelines.

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.

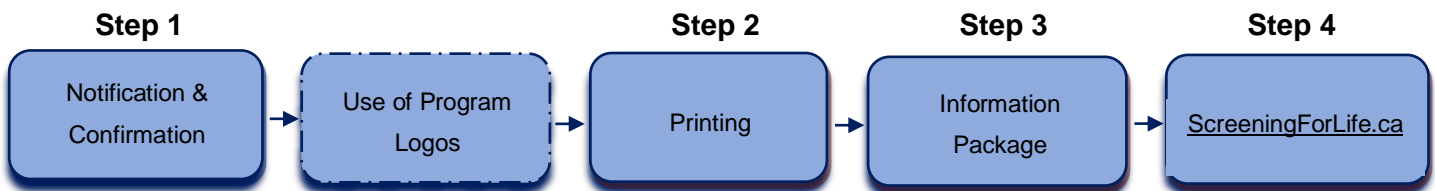
**Breast Cancer  
Screening for Life**

The mammography related data is used for the following purposes:

1. Send patient/client correspondence about when they are due for another screen or if they have not followed-up. The ABCSP has an overview of whether a patient/client has moved or utilized another clinic, hence, the ABCSP can more accurately send appropriate correspondence.
2. Send healthcare providers information about whether their panel of clients are up to date with screening or not.
3. Inform the Cancer Screening Status Report on Netcare about whether the patient/client is up to date with screening or not.
4. Provide mammographers in Alberta with annual quality indicator performance reports in comparison to their provincial peers.
5. Report Alberta breast screening performance to the national network, Canadian Partnership Against Cancer.

# Onboarding New ABCSP Screening Mammography Clinic

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 ABCSP receives information from the clinic, it will advise the ASR to ensure that clinics are appropriately recorded at the ASR and vice versa.

## Use of Program Logos

As partners of the provincial screening program, community clinics have the opportunity to display the partner logos on their websites if they provide consistent ABCSP information.



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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 about the ABCSP and screening mammography are consistent and accurate.

The main ABCSP information are:

- Age range recommended for screening (45 – 74)
- Screening intervals - two years for average risk as designated by the Alberta Breast Cancer Screening Clinical Practice 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. DATA Group is the current vendor used by Screening Programs for design, proof, and warehousing of all ABCSP materials. DATA Group will print and send the pre-determined startup volume directly to clinic.

**Note: All designs must adhere to Alberta Health Services' Visual Identity Standards.**

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 approve on behalf of the clinic.
- 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 to prevent any gap in sending Women’s Result Letters.**

In some cases, destruction of materials may be required. For example, if a clinic changes its name or location or redesigns its logo. **Clinics must advise the ABCSP immediately** 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.

Subsequent orders can be placed by the clinic submitting its requests to the ABCSP by submitting an online order: [Screeningforlife.ca/radiology-clinic-stationery-order-form/](https://screeningforlife.ca/radiology-clinic-stationery-order-form/)

## 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
- Stationery Order Form
- Screening Programs Initiation of Exclusion Form
- Radiological Technologist Audit Package
- Alberta Breast Cancer Screening 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

### Why does my clinic need to send breast imaging related data to the Alberta Breast Cancer Screening Program?

Alberta Medical Associations' billing for X27C, X27D, and X27E requires submission of data to the ABCSP. The data you send is stored in the Provincial Cancer Screening (PCS) database at AHS. The data is combined with other data such as Cancer Registry and Vital Statistics and used to determine appropriate communication with Albertans and to evaluate program effectiveness and outcomes.

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

The ABCSP offers the following participation options:

1. **Full Participation:** Screening mammogram result information is received into PCS, the client will receive letters of invitation, results of their recent mammogram from the radiology clinic, and reminder letters from the program. The client and their healthcare provider will also receive reminders when they are overdue for follow-up tests.
2. **No Letter Option:** Screening mammogram result information is received into PCS, the client will not receive any correspondence from the ABCSP, but the client's healthcare provider will continue to receive reminders when they are overdue for a follow-up tests.
3. **Exclusion:** Screening mammogram information is used at an aggregated level and neither the client nor their healthcare provider will receive any correspondence 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 Screening Programs Initiation of 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.

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

AHS 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 120 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 clients rely on these important services. To ensure a continuum of care and support client'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 Program Manager, Renee Quinn at 780-201-0560 or the ASR.

### 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 clients 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	
Clinic Group Name:	
Clinic Name:	
Contact Person:	Name: _____ Email: _____
Website URL:	
Would you like to display the partner logos on the clinic website? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Opening Date:	
Address:	
Client Phone Line:	
Date Clinic Added/Updated:	
Complete below only if you need a stationery order	
Will you be needing letterhead and/or envelopes at your location? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Letterhead: (1000)	Envelopes: (1000)
Return Address: (if different from above)	

**Please send this completed form to ABCSP along with a high resolution logo to be used on your letterhead and envelopes.**

ABCSP  
[ABCSP@ahs.ca](mailto:ABCSP@ahs.ca)

# Appendix A1: Adding Clinic to an Existing Group / Updating Clinic Information

## Alberta Breast Cancer Screening Program (ABCSP)

Clinic Information	
Proposed Change: Adding Clinic: <input type="checkbox"/> Removing Clinic: <input type="checkbox"/> Updating Clinic Information: <input type="checkbox"/>	
Clinic Group Name:	
Clinic Name:	
Contact Person:	Name: _____ Email: _____
Address:	
Client Phone Line:	
Date Clinic Added/Updated:	
Complete below only if you need a stationery order	
Will you be needing letterhead and/or envelopes at your location? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Letterhead: (1000)	Envelopes: (1000)
Return Address: (if different from above)	

**Please send this completed form to both ABCSP and ASR:**

ABCSP  
[ABCSP@ahs.ca](mailto:ABCSP@ahs.ca)

ASR Data Centre  
Fax: 1-780-443-0687

## Appendix B: ABCSP Exclusion Process

## TABLE OF CONTENTS

### Contents

<b>Introduction</b> .....	17
<b>EXCLUSION PROCESS</b> .....	18
Appendix B1: Screening Programs Initiation of Exclusion Form .....	19
Appendix B2: ABCSP Exclusion Process Map.....	21



## 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 mammography related data is used for the following purposes:

1. Send patient/client correspondence about when they are due for another screen or if they have not followed-up. The ABCSP has overview of if patient/client moves or utilizes another clinic, hence, the ABCSP can more accurately send appropriate correspondence.
2. Send healthcare providers information about whether their panel of clients are up to date with screening or not.
3. Inform the [Cancer Screening Status Report](#) on Netcare about whether the patient/client is up-to-date with screening or not.
4. Provide mammographers in Alberta with annual quality indicator performance reports in comparison to their provincial peers.
5. Report Alberta breast screening performance to the national network, [Canadian Partnership Against Cancer](#).

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

1. **Full Participation:** Screening mammogram result information is received into PCS, the client will receive letters of invitation, results of their recent mammogram from the radiology clinic, and reminder letters from the program. The client and their healthcare provider will also receive reminders when they are overdue for follow-up tests.
2. **No Letter Option:** Screening mammogram result information is received into PCS, the client will not receive any correspondence from the ABCSP, but the client's healthcare provider will continue to receive reminders when clients are overdue for a follow-up tests.
3. **Exclusion:** Screening mammogram information is used at an aggregated level and neither the client nor their healthcare provider will receive any correspondence from the program.

## EXCLUSION PROCESS

- 1) Clients 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. In addition, participation in other programs, such as colorectal or cervical cancer screening can also be addressed at once. Let her know that you will hold off sending the data, but that formal exclusion is completed at the ABCSP. Have the patient provide her contact information (see Appendix B1) and inform her the ABCSP will contact her to discuss her concerns.
- 2) When the AHS Screening Programs staff contacts patient, ABCSP staff will:
  - Confirm patient's "full name", "PHN", "address", and "date of birth".
  - Provide Screening Programs information, advantages of participating and answer questions.
  - Advise the patient about how her data is used and stored in AHS.
  - If the patient still requests exclusion after discussion, the ABCSP staff will activate the Screening Programs exclusion process.
  - Advise the patient that it is her responsibility to inform any future mammography facility that she does not participate in the ABCSP.
- 3) Upon return of the exclusion form, Screening Program staff will verify the information and record exclusion in the database.
- 4) Program staff will confirm the exclusion with the Radiology Clinic and the ASR Data Centre via fax.
- 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 B2 for exclusion flow chart.

# Appendix B1: Screening Programs Initiation of Exclusion Form



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FOR LIFE.CA

## Screening Programs Initiation of Exclusion Form

Name of radiology clinic: \_\_\_\_\_

Location of clinic: \_\_\_\_\_

I, (*print full name*) \_\_\_\_\_, would like to talk to an AHS Screening Programs staff member about exclusion from the programs.

Please contact me at (check one or all preferences):

Phone number: \_\_\_\_\_

(Please specify best time to call) \_\_\_\_\_

E-mail address: \_\_\_\_\_

(Please note AHS emails are encrypted and secure to protect private information.)

A Screening Programs staff member will be contacting you within 48 business hours of receiving this form from the Radiology Clinic. If you have not heard from us, please either call us at 1-877-727-3926 or email the ABCSP@ahs.ca

<b>Signature:</b> _____ <b>Date Signed:</b> _____
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Screening for Life is Alberta's most trusted source for cancer screening information  
www.screeningforlife.ca/breastcancer  
2210-2 Street SW | Calgary, AB T2S 3C3 | P.403.355.3260 | F. 403.355.3289 | Toll Free 1.866.727.3926

# Appendix B2: ABCSP Exclusion Process Map

## Alberta Breast Cancer Screening Program

