

**TELEPHONE COUNSELING PROTOCOL
BREAST CANCER SCREENING CONSORTIUM**

EDGE PROJECT VERSION

SUNY AT STONY BROOK

March 1996

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“Mrs./Ms. _____ How are you today? My name is _____ and I am calling on behalf of the (EDGE) Early Detection Guidelines Education Project at the medical school at Stony Brook to encourage more women to have regular mammograms.* Is it convenient for you to spare a few minutes to talk now? This call is a special service provided by the EDGE project and we want to make sure we answer your questions. (Sometime ago we sent you a personal health guide and coupon saver....Did you receive it?” (Reinforce questions about guide, etc. at closing of call).

If NO:	Refer to OUTCOME CODES SHEET pp. 57-58 and select the appropriate response.
If YES:	Continue. (Refer to p. 4).
If woman has <u>not</u> returned the reply form:	“Sometime ago we sent you a personal health guide about mammography. I’m calling now to address some of your concerns about mammograms. Please feel free to ask any questions you have.”
If woman says “I don’t want to answer anymore questions” respond with:	“This is a free service to give you some information about mammography. It should only take 5-10 minutes. I hope you will find the discussion useful, because we’ve prepared some information especially for you.” (If the woman really objects to talking, try to reschedule).
If woman <u>really</u> objects to talking:	Try to reschedule.
If woman says “I don’t want to get a mammogram”:	“My purpose is not to force you to get a mammogram. I’d just like to give you some information about breast cancer screening. That way, you can make up your own mind. It will only take 5-10 minutes.”
If woman refuses to talk:	GO TO CLOSING, p. 53.

NOTE: IF AT ANY TIME WOMAN SAYS SHE HAS SYMPTOMS TELL HER TO CALL HER HEALTH PROVIDER AS SOON AS POSSIBLE.

* Our goal is to decrease the number of women who lose their lives or quality of life to breast cancer by encouraging women over 50 to get regular mammograms.

STAGING AND BARRIER IDENTIFICATION

“Please understand that your answers are confidential and you do not need to answer any questions you do not care to answer. Before I begin I’d like to know if you ever had a mammogram and, if so, when your last one was.”

<p>“Have you ever had a mammogram?”</p> <p>If NO: (never had a mammogram)</p> <p>If YES: (had a mammogram)</p> <p> If last one was 1993 or earlier: (had one but overdue)</p> <p> If last one was 1994 or 1995: (is not overdue)</p> <p>“Was this your first mammogram?”</p> <p> If YES:</p> <p> If NO: (had at least 1 in last 2 years) we’re looking for regular use and planning to continue to go</p>	<p>Refer to Scenario #1 (p. 5).</p> <p>“When was your most recent mammogram?” (Enter year in Coding Box).</p> <p>Refer to Scenario #2 (p. 7).</p> <p>Refer to Scenario #3 (p. 9).</p> <p>Refer to Scenario #4 (p. 10).</p>
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