# **Cancer Institute NSW**



# Cancer screening recall and reminder workflow

It is important to decide on a workflow that will work for you practice. Review this workflow and decide how often you will send reminders, and the methods you will use to remind patients (e.g. SMS/letter/phone call). You may use different reminder methods for different types of patients. For example, SMS for patients who have previously screened and are due to return to screen and phone calls for overdue patients who are also eligible for a GPMP or health assessment.

Practice Administrator 'cleans' screening data every 12 months

Reception provides family history checklist/form

GP reviews
patient family
history checklist/
form and
enters relevant
information into
the patient's
record

Nurse requests patient's screening history from NCSR if required by GP

GP sets reminders

GP reviews result

GP sets
GP sets
recall
reminders

Patient correspondence managed as per practice recall policy

You can Utilise pencs or POLAR for extracting invitation, reminder and never/overdue patient lists

## **Invitation**

#### Who

Patients turning 50 who are eligible for the NBCSP and/or BreastScreen NSW.

Patients who turned 25 in the previous three months who are eligible for cervical screening.

# When

Every 3 months recommended

#### How

Your choice of letter, SMS or phone call; and point-of-care reminders

# Reminder

#### Who

Patients who have screened previously and are eligible and due to return to screening in the next three months.

#### When

Every 3 months is recommended

#### How

Your choice of letter, SMS or phone call; and point-of-care reminders

## Never/overdue

#### Who

Patients who are eligible for screening and are more than 4 months overdue for screening (including patients who have never screened).

#### When

Every 12 months is recommended

#### How

Your choice of letter, SMS or phone call; and point-of-care reminders

Filter patient lists to identify patients who are also eligible for a GPMP or Health Assessment

How (and how often) will your practice remind patient about cancer screening and set point of care prompts for patients who are due or overdue for screening and/or eligible for a GPMP or Health assessment?