

Salt Lake City, VAMC
Supply, Processing and Distribution Department
Standard Operating Procedure
2008

STANDARD OPERATING PROCEDURE

SCHEDULING & MANAGEMENT OF MAMMOGRAMS

PURPOSE: To establish operational procedure for scheduling the patient's mammogram in a timely manner, by following the proper guidelines.

POLICY: It is the policy of the VASLCHCS to provide comprehensive health care for all eligible women veterans. Women veterans will have access to breast care, gynecological care, and gender-specific health care services, as well as a full continuum of primary care. Women veterans will be given sufficient privacy during the administration of this care.

Diagnostic Services (Radiology and/or Laboratory) and the Women Veterans Health Program share a joint responsibility for tracking results of mammography and/or pathology procedures on women performed off-site, and ensuring the data is captured and entered into approved software; e. g., WHS, VistA and /or CPRS.

RESPONSIBILITY: Women's Veterans Program Manager

ADDITIONAL INFORMATION:

- | | |
|---------------------------|---|
| a. Breast examination | Annual |
| b. Screening Mammography* | |
| 35-40 years old | Baseline (optional or if positive family history) |
| 40+ years old | Annual |

*These guidelines should be adjusted if the veteran has a personal or family history of breast cancer or if clinically indicated.

- c. Both screening and diagnostic mammography services will be provided under fee-basis arrangements.
- d. Gynecological services and/or specialized mammography procedures which are not available through the Veterans Health Administration or other federal facilities in the geographic area will be accomplished under the Non VA Services program
- e. Timeline for normal results: 30 days. Suspicious or malignant: 5 days-verbal & 30 days-letter mailed. These must be recorded in CPRS!

PROCEDURE:

1. Mammogram consults are alerted to scheduler in the Computerized Patient Record System (CPRS).
 - a. Reason for referral.
 - b. Goals of treatment (Screening or Diagnostic)
 - c. Fill out mammogram information form
 - d. Date received
 - e. Date of last Mammogram
 - f. Diagnostic or Screening

- g. Referring Physician
 - h. Print out label with Name, Social Security Number, & Date of Birth
 - i. Attach form to Consult
2. Fill out list to fax to the Huntsman for scheduling SCREENING Mammograms
These are faxed to the Huntsman every 2 weeks, unless scheduled during their clinic appt.
- a. Name, Date of Birth, Social Security Number
 - b. Phone Number, (cell & home)
 - c. Referring Physician (Clinton, Summers, or Dr Carney)
 - d. Screening: Date of Last mammogram
 - e. If patient is new, mail them the request letter to make sure they take their past films & report (CD), from where they had their last mammogram. They must have them in order to be seen by the Huntsman.
 - f. The fax number to the Huntsman is 585-6045, attn: Carolyn (for questions call 581-5496.)
3. DIAGNOSTIC MAMMOGRAM'S (These are faxed to Huntsman the same day that they are received).
- a. Use the same format that is used for Screening Mammograms
 - b. DIAGNOSTIC: see Referring Phys notes. Enter for example: Palpable breast mass @ 3 o'clock on Right Breast.
 - c. When you receive the fax back with the appointment date & time. Call the patient To inform them of their appointment & mail them the appt letter, referral & map.
 - 4. Enter patient appt information in CPRS & EXCEL.