

Follow-up Phone Script for Individuals at Increased Risk

Introduction:

Good Morning/Afternoon. May I speak with _____ DOB: _____

(Full Name)

(Note: Due to HIPAA regulations, the conversation should not proceed unless speaking directly with the patient.)

My name is _____ and I am calling from _____.

You recently received a referral for a colonoscopy screening test for colon cancer.

Did you have any questions about the test?

We are calling to see if there is any way we can help you get screening for colorectal cancer.

1. "I see that on the form you filled out, you checked off:" (Confirm their response.)

– Family History of Colorectal Cancer or Polyps – Specify: _____

– Personal History of Colorectal Cancer or Polyps – Specify: _____

or *Inflammatory Bowel Disease – Specify: _____

2. "Can you tell me more about your history (family history) or symptoms?"

Assess the history or symptoms for significance. (Significant personal or family history is an adenomatous polyp or colorectal cancer in one first-order relative under age 60 or more than one first or second degree relative over age 60, or a personal history of inflammatory bowel disease such as Crohn's Disease or Ulcerative Colitis* for over 8 years.)

3. "Because of your history/family history/symptoms, we recommend that you have a colonoscopy for proper screening."

4. If the person needs more motivation, emphasize the benefits of screening.

"Colorectal Cancer can affect anyone – men and women alike – and risk increases with age. Colorectal Cancer is highly preventable, treatable, and often curable. Most colorectal cancers cause no symptoms in the early stages, which is why screening is so important. There are several screening tests for colorectal cancer. These tests not only detect colorectal cancer early but can also prevent colorectal cancer. Beginning at age 50, men and women should be screened regularly for colorectal cancer. If you have a personal or family history of colorectal cancer or colorectal polyps, or a personal history of an inflammatory bowel disease, you should begin screening earlier."

* Inflammatory Bowel Disease – Ulcerative Colitis, Crohn's Disease.

5. "Have you heard about the colonoscopy (or other procedures)?"

Discuss as appropriate.

If further assessment indicates that the individual is at increased risk or has significant symptoms, continue to encourage a colonoscopy:

6. "Do you have health insurance? Do you have a gastroenterologist or surgeon who does colonoscopy?"

Respond as appropriate with suggestions and problem solving.

If they are uninsured, explore alternative options that are available. The office should determine in advance what these options might be.

Mr./Ms. _____ Thank you for your time today.

Do you have any questions? If you need further assistance or have any questions, please give us a call at _____.