

Policy Title: Special Needs (Limited Mobility)	
Section: Eligibility	Reference No. SB 020
Effective: July 1996	Revision: November 2017

1. SCOPE

All Breast Screening Centre Staff
Client Services Centre Staff

2. POLICY

The program will make every effort to provide all breast screening examinations to all eligible women regardless of their special needs. However, if this is not possible due to physical limitations of the facility or concerns for client/staff safety, then the woman should request a referral to a diagnostic facility from her primary care provider (PCP).

Situations to consider:

Mobility

- Can she sit forward and grasp a metal bar with either hand while the mammograms are being taken?
- Can she stand briefly without support while moving onto the special mammography chair? If not, then her family doctor should refer her to a hospital setting with equipment designed for safe patient transfer and adequate support during examination.

Note: For mobile service there must be an attendant available to assist if needed or to hold the patient during the exam.

Type of Assistance Required (e.g. interpretation, positioning, supervision)

- Are centre staff members available to provide the required assistance?
- Can the woman bring someone to provide the required assistance?
- Can other help be arranged (e.g. PCP office, local Cancer Society or regional hospital volunteer)?
- If verbal communication is an issue, can eligibility, registration and background information be obtained over the phone with assistance of an interpreter, or in writing at the time of the appointment? (PHSA AL – 100)
- Unless safety is a serious concern, every effort should be made to accommodate the client (e.g. increase time allotment, solicit help from PCP office)

Special Assistance Dogs

‘Special Assistance Dogs’ are specially trained to assist persons with special needs. This includes persons with physical disabilities, the hearing impaired and the visually impaired. Screening centre staff will allow the assistance dogs in the examining room at the request of the client.

Special Service Transportation

- Does she need an appointment at a special time?
- How can the centre schedule be modified to accommodate?

The computerized scheduling system is sufficiently flexible to accommodate most scheduling requirements.

3. PROCEDURE

When a special need is identified:

1. Determine if physical limitation of the facility or patient/staff safety is an issue. If it is, then explain the reasons to the woman, and suggest she ask her PCP for a referral to a diagnostic facility that can provide the appropriate support that ensures her safety.
2. If the special need is identified at scheduling and it can be accommodated, then:
 - Ascertain eligibility
 - Complete registration information
 - Record special need and appropriate comments for future reference. Make note if extra time allotment or special assistance needs to be arranged for future examination
 - Schedule an appropriate appointment (e.g. extra time allotment, special time)
3. If the special need is not identified until the appointment time, then:
 - If accommodation will result in significant delay for the next appointment (e.g. more than 20 minutes), then explain the problem to the woman, document the event, and reschedule her appointment appropriately (as in the above step).
 - Otherwise, continue the examination as scheduled and record special need and appropriate comments in the screening computer system for future reference. Make note if extra time allotment or special assistance needs to be arranged for future examination

The “special need” code on the computer should only be used to indicate requirement for extra time allotment or special assistance.

4. RELATED POLICIES

[PHSA AL – 100: Language Access Policy](#)

5. RESPONSIBLE PARTY

Screening Operations Director