

Policy Title: Requests for Review of Breast Screening Program Records	
Section: Access to Information	Reference No. SI 020
Effective: December 2002	Revision: February 2018

1. SCOPE

Breast Screening Program Radiologists
Client Services Centre Staff

2. POLICY

Requests for review of the Breast Screening program records which are unrelated to current patient management will be undertaken at the discretion of the Chair of the Breast Screening Quality Management (QM) Committee, as part of the quality management process.

Reviews that are part of the quality management process are protected under Section 51 of the Evidence Act. Records under protection include review results and quality management information.

3. PROCEDURE

1. All requests for reviews will be forwarded to the QM Committee Chair.
2. The QM Committee Chair requires the requester to submit a written request for review.
3. The QM Committee Chair will include the case review within Breast Screening quality management activities.
4. The QM Committee Chair acknowledges the request for review by sending *review letter #1* (here included).
5. If a program radiologist screener or pathologist is involved, he/she will be notified immediately after receipt of the request for review. This individual will report the incident to the Canadian Medical Protection Association (CMPA) directly.
6. All pertinent images and records will be assembled for review within program quality management activities.
7. Additional information from primary health care providers and/or surgeons will be collected as required.

8. Upon conclusion of the review, the QM Committee Chair will send *review letter #2* (here included), to the requester on behalf of the QM Committee. The letter states, in general terms, that a review was conducted as part of the breast screening's quality management activities.
9. The QM Committee Chair reports the incident and findings to the QM Committee.
10. All records and correspondence will be kept on file at the program Central Office.

4. RELATED POLICIES

5. RESPONSIBLE PARTY

Screening Operations Director

PATIENT REQUEST FOR REVIEW – ACKNOWLEDGEMENT TO PATIENT

Date

Patient name

Address

Dear Ms.

Thank you for your [email/fax/ letter] dated _____.

We have received your request to review your screening mammogram done on [DATE], and have included this mammogram in the quality management review process of the Breast Screening Program at BC Cancer.

As with all medical tests, screening mammography is a procedure with potential for false negative and false positive results. Results of all reviews are monitored and analyzed in the context of the Quality Management program, which ensures that the Breast Screening Program maintains standards of practice that compare well with other jurisdictions, and remains committed to quality improvement. Further information on the review process as well as quality assurance in the Breast Screening Program can be found in the enclosed FAQ sheet.

As Chair of the Breast Screening Quality Management Committee, I am arranging for your review to be conducted as soon as possible. Please note that these reviews are covered by s.51 of the *Evidence Act*. The review process takes approximately six months time. We will only be in contact with you again if the review results would alter your care.

I am pleased to note that your treatment is underway and that arrangements have been made for its completion. Together with the Breast Screening Program's administrative staff, I wish you the very best for a prompt recovery.

Yours sincerely,

Dr. Colin Mar
Breast Screening Medical Director
Chair, Breast Screening Quality Management Committee
BC Cancer

cc: Janette Sam, Screening Operations Director

enclosures: SMP Fact Sheet

ADMINISTRATION OFFICE:

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RESULT OF REVIEW

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Dear Ms.,

Thank you for your letter dated _____. I can confirm that your screening mammograms done on _____ and _____ were included in our quality management review process. The results of all reviews are monitored and analyzed in the context of the Quality Management program which ensures that SMPBC maintains standards of practice. We remain committed to quality improvement.

The reviews are covered by s.51 of the *Evidence Act* and contact with patients is made only if the review results would alter your care. No change of current management is indicated on the basis of the review results. The review was conducted by an expert review panel under the auspices of the Quality Management Committee of the SMPBC.

We thank you for your inquiry. If you feel you need to discuss this matter further, please contact the Patient Care Quality office at 1-888-875-3256.

Yours sincerely,

Dr. Colin Mar, MD
Breast Screening Medical Director
Chair, Breast Screening Quality Management Committee

cc: Janette Sam, Screening Operations Leader