



Provincial Health Services Authority

# SCHEDULING & APPOINTMENT MANAGEMENT GUIDELINE: BREAST SCREENING

( S C H E D U L I N G – S C 0 0 1 )

## Summary of Changes

	NEW	Previous
BC Cancer	<ul style="list-style-type: none"><li>• Merged with SC 010 and SC 020</li><li>• Title change to “Scheduling and Appointment Management</li><li>• New Guideline template –Policy to Guideline</li></ul>	January 1995 SC 010 and SC 020 – archived

Last Revised:	14/SEPT/2023	Next Review:	14/SEPT/2026	
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# SCHEDULING & APPOINTMENT MANAGEMENT GUIDELINE

## (SCHEDULING – SC 001)

### 1. Introduction

#### 1.1. Focus

The focus of this guideline is to ensure the proper maintenance and handling of appointment calendars and appointment timeslots for breast screening exams.

#### 1.2. Health Organization Site Applicability

All BC Cancer Breast Screening Centres

#### 1.3. Practice Level

- All Breast Screening Clerical Staff
- Breast Screening Chief Technologist, Centre Manager and/or designate
- Breast Screening Client Services Scheduling Team or Client Services Coordinator

#### 1.4. Definitions

**CASCADE Appointment Booking Tool:** Tool used by screening program that publishes available time slots for screening participants to view and book available times and dates for exams.

#### 1.5. Need to Know

A screening centre appointment calendar displaying timeslots is established in the [CASCADE Appointment Booking Tool](#) and then published for screening participants to gain access to available dates and times for exams.

### 2. Practice Guidelines

#### 2.1. Establishing Appointment Calendars

Timeslot additions, deletions or changes are handled in the [CASCADE Appointment Booking Tool](#) as outlined in the CASCADE Calendar Management User Guide.

Calendars are managed by the designated scheduler at each screening centre or by the Screening Scheduling team as directed by the Centre Manager, Chief Technologist and/or their designate.

#### 2.2. Appointment Confirmation and Cancellations

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Automated text reminders are sent to participants who request them. When capacity allows, centre staff should confirm upcoming appointments with reminder calls as an additional tactic to keep “no shows” to a minimum.

### **Rescheduling Appointments:**

- Participants who fail to show up (no show) for their appointments must be contacted and re-scheduled by the centre staff.
- Centre clerical staff are responsible for rescheduling appointments resulting from changes to published appointment times.
- Client Services Centre staff support rescheduling of appointments for mobile, ancillary and designated low volume screening centres resulting from changes to their published appointment times.
- Client Services Centre staff must notify screening centres of same day or next day add-ons or cancellations in order for centres to be prepared to accept the last minute bookings.

### **Requirements when Faxing Appointment Scheduling: When it is Necessary to Fax Participant Information for Appointment Scheduling Reasons:**

- The amount of information faxed should be appropriate and limited
- Ensure fax is sent to the correct recipient; when possible the pre-programmed speed dial numbers on the fax should be used and kept up-to-date
- Cover sheets with BC Cancer’s standard confidentiality statement should be used

## **2.3. Walk-in Appointments**

Participants who wish to obtain a mammogram but do not have appointments (“walk-ins”) should be accommodated when possible.

Screening centre clerical staff should confer with the Chief Technologist regarding any unscheduled visits, prior to accommodating the walk-in appointment.

## **3. Related Document and References**

### **3.1. Related Documents**

CASCADE User Guide: Calendar Management

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	Mary Nagy	New Guideline template and updated to reflect current practice. Merged with SC010 and SC020	07-SEPT-2023