

## **Breast telephone clinic – SOP**

The breast telephone clinic is an integral part of the breast service. We do not have the staff to see all the follow-up patients in person. The telephone results and follow-up service (telephone clinic) are the only way the breast service can function.

Which patients are followed up in the telephone clinic?

1. All patients who had a breast biopsy
2. All patients who had a mammogram
3. All patients who had an ultrasound

The flow of patients through the clinic

- Patients are seen in the breast clinic.
- Most patients we see, except maybe patients referred with mastalgia as the only complaint or young patients referred with a lump not apparent on examination in the breast clinic, would have at least 1 of the 3 indications for a telephone clinic follow-up. Therefore, 90% plus of the patients we see as new patients are processed via the telephone clinic.
- The patients processed via the telephone clinic will receive a formal telephone clinic date when we will phone them.
- Please note that this date is usually on a Tuesday, and until we have our part-time MO appointment finalised (likely only in June 2023), patients need to be phoned on a Thursday and Friday afternoon.
- Rugayah Abrahams, our clinic's admin support, requests folders for a telephone clinic.
- Dr Roodt and Noor go through all the folders and make a formal management plan; all that is needed is to communicate the plan when patients are phoned.
- The management plan will be written on a sheet attached to the front of the patient's hospital folder.
- An intern can phone a discharged patient, but all the others need a registrar to phone them.
- The phones in the flamingo room and the consultant office on F17 can phone directly to cell phones by dialling 0, before the number.
- For patients who need to come for a follow-up to the breast clinic, OG 10 or C16, explain exactly when they must arrive and where.
- Patients that require an ultrasound-guided biopsy in the breast clinic can come to the Friday clinic at 10h30. They are unlikely to receive the biopsy before then because the ultrasound machine is usually used in the consulting rooms.
- After a patient has been contacted, sign and date it on the telephone clinic sheet.
- If you cannot get hold of a patient, try again at a later stage or different day and note when an attempt was made to phone the patient.
- After 3 failed attempts, an SMS can be sent via the VULA platform to all patients with benign pathology or those that were for discharge. (Ask Dr Malherbe how to send a VULA SMS)
- Patients with suspicious diagnoses need to be handed over to one of the consultants.
- Patients with confirmed breast cancer are not phoned via our telephone clinic. They need to be handed over to SR Murie, she will make contact with the patients.