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Subject: potential script
Date: November-01-05 11:04:57 AM
Attachments: [potential script.doc](#)

Hi,

Here's the script...we changed it abit to reflect our conversations.....call me if you need me....also make sure you have actually sent the sample prior to calling. I would recommend that someone with a clinical background make the calls

Heather

ER/PR Retesting
Sample Script

Hello,

May I speak to _____?

Note:

- ***We have not been leaving messages or voice mail. If we cannot speak with the individual, we just say we will call back later.***
- ***In certain circumstances we have had to disclose this information to a family member, but we've had to work through the individual circumstances to confirm it is appropriate***
- ***We have to call in the evenings and on the weekends to ensure we have made contact to the individual***

This is _____ calling from _____. Have you heard about the retesting of breast tissue for estrogen and progesterone that has been in the news lately?

Your previous test results indicated that you are negative for ER and as the presence of these receptors helps determine the most appropriate treatment of breast cancer, your previously collected tissue sample is being retested.

Although we are retesting your tissue sample, this does not mean your treatment will change at this time. We need to confirm the validity of your previous test results.

This is not a screening test. (Note: A lot of patients are getting this test confused with mammography.)

How did this happen?

Due to the discovery of inconsistent results, Eastern Health has begun retesting breast cancer patients whose results indicated that they were negative for estrogen receptors. As the results of the test influences treatment, we felt it was important to make sure all the test results were accurate. That's why we are retesting all people who tested negative for ER from 1997 to August 2005.