

LRMC Breast Cancer Screening Message

Introduction: Hello! We are calling from Landstuhl Medical Center. Our records indicate that you are overdue for a Breast Cancer screening test called mammogram. Landstuhl follows the “American College of Radiologists” and American Cancer Society recommendations that state all women 40 years and older should receive an annual mammogram.

If you've already had a mammogram completed by another provider, please bring a copy of the examination results to your local Tricare Service Center.

#1 Question

Would you like to be contacted to book an appointment?

Response: Press 1 for Yes (go to next statement), press 2 for No (go to next question)

Statement

Thank you for your interest in your health. We will be contacting you to book this appointment.

Go to Closing.

#2 Question

Do you have questions or need more information about mammograms?

Response: Press 1 for Yes (go to next statement), press 2 for No (go to next question)

Statement

Thank you for your interest in your health. A health professional will contact you to answer your questions and provide you with additional information.

Go to Closing.

#3 Question

Did you have this test within the last 12 months?

Response: Press 1 for Yes (go to next statement), press 2 for No (go to next question)

Statement

Thank you. Please bring a copy of the examination and results to your local Tricare Service Center.

Go to Closing.

#4 Question

If you do not wish to be contacted at this time,

Response: Press 1 for Yes (go to next statement), press 2 for No (go to closing)

Statement

Thank you for your time. If you change your mind, please contact your Primary Care Physician to schedule your exam.

Go to Closing.

Closing: Thank you for your time. Have a nice day

LRMC Cervical Cancer Screening Script

Introduction: Hello! We are calling from Landstuhl Medical Center. Our records indicate that you are overdue for a Cervical Cancer or PAP screening test. Landstuhl follows the American Cancer Society guidelines that recommend women receive cervical Cancer screening or a PAP exam every one to three years based on age, risk factors, type of test performed, and medical or family history. If you've already had a PAP exam completed by another provider, please bring a copy of the examination and results to your local Tricare Service Center.

#1 Question

Would you like to be contacted to book an appointment?

Response: Press 1 for Yes (go to next statement), press 2 for No (go to next question)

Statement

Thank you for your interest in your health. We will be contacting you to book this appointment.

Go to Closing.

#2 Question

Do you have questions or need more information about mammograms?

Response: Press 1 for Yes (go to next statement), press 2 for No (go to next question)

Statement

Thank you for your interest in your health. A health professional will contact you to answer your questions and provide you with additional information.

Go to Closing.

#3 Question

Did you have this test within the last 12 months?

Response: Press 1 for Yes (go to next statement), press 2 for No (go to next question)

Statement

Thank you. Please bring a copy of the examination and results to your local Tricare Service Center.

Go to Closing.

#4 Question

If you do not wish to be contacted at this time,

Response: Press 1 for Yes (go to next statement), press 2 for No (go to closing)

Statement

Thank you for your time. If you change your mind, please contact your Primary Care Physician to schedule your exam.

Go to Closing.

Closing: Thank you for your time. Have a nice day

LRMC Colorectal Cancer Screening Script

Introduction: Hello! We are calling from Landstuhl Medical Center. Our records indicate that you are overdue for a Colorectal Cancer screening test. Colorectal cancer is the third most common cancer for both men and women. Beginning at age 50, men and women should begin routine colorectal cancer screening. Screening is important because in the early stages of colorectal cancer, there may be no symptoms. Colorectal cancer screening can be accomplished through various methods with the best method being the colonoscopy procedure. If you've already had a Colorectal exam completed by another provider, please bring a copy of the examination and results to your local Tricare Service Center.

#1 Question

Would you like to be contacted to book an appointment?

Response: Press 1 for Yes (go to next statement), press 2 for No (go to next question)

Statement

Thank you for your interest in your health. We will be contacting you to book this appointment.

Go to Closing.

#2 Question

Do you have questions or need more information about mammograms?

Response: Press 1 for Yes (go to next statement), press 2 for No (go to next question)

Statement

Thank you for your interest in your health. A health professional will contact you to answer your questions and provide you with additional information.

Go to Closing.

#3 Question

Did you have this test within the last 12 months?

Response: Press 1 for Yes (go to next statement), press 2 for No (go to next question)

Statement

Thank you. Please bring a copy of the examination and results to your local Tricare Service Center.

Go to Closing.

#4 Question

If you do not wish to be contacted at this time,

Response: Press 1 for Yes (go to next statement), press 2 for No (go to closing)

Statement

Thank you for your time. If you change your mind, please contact your Primary Care Physician to schedule your exam.

Go to Closing.

Closing: Thank you for your time. Have a nice day

Diabetes Patients due Screening Labs Script

Introduction: Hello, you are being contacted by the Landstuhl Regional Medical Center. Our records show that you are either due or coming due soon for a fasting blood draw at the lab. The orders have been placed for these labs and you can walk in anytime Mon-Fri between the hours of 0630-1700 in Bldg 3711, 2nd floor of the Main Hospital.

Do not eat or drink anything for 10 hours prior and please complete these labs within the next 30 days.

Please schedule a follow up appointment with your provider after you have completed your labs. Have a nice day.

#1 Question

Do you have any questions or need more information regarding this message?

Response: Press 1 for Yes (go to next statement), press 2 for No (go to next question)

Statement

Thank you for your interest in your health. A health professional will contact you to answer your questions and provide you with additional information.

Go to Closing.

#2 Question

Did you have these tests done off base within the last 12 months?

Response: Press 1 for Yes (go to next statement), press 2 for No (go to closing)

Statement:

Thank you. Please bring a copy of the examination and results to your local Tricare Service Center.

Go to Closing.

Closing:

Thank you for your time. Have a nice day.