



MAMMOGRAPHY

Scheduler Script

Schedule the patient's mammogram for the first 30 minutes before the annual exam.

"Hi Ms. [Last Name], I see you are due for your annual mammogram. Great news! For your convenience, we offer 3D screening mammography within our office. Dr. _____ would like for you to have your mammogram performed while you are here. I've gone ahead and scheduled your mammogram for _____. Does this work for you?"

Common patient responses and suggested replies:

1

"I usually go to [Other Facility]"

"I completely understand. What's great about our setup is that you can now take care of everything in one place — no extra appointments or travel. We'll even request your prior images from [Other Facility] so our breast-specialized radiologists can compare and ensure accurate results."

2

"I'm not due until [Month]"

"Thanks for sharing that. I've added you to the schedule for now to keep things simple and coordinated with your annual visit. Next year, you can request both appointments on the same day again — it's a convenient way to stay on top of your care."

3

"I don't have time"

"We understand how busy things can get! The good news is that a 3D screening mammogram only takes about 15 minutes — and you'll already be here for your appointment, so it's a quick and efficient way to take care of your breast health."

4

"I don't have symptoms or feel the need"

"That's exactly why routine screenings are important — they can detect cancer early, even when you feel perfectly fine. The American Cancer Society recommends annual mammograms starting at age 40."

Thank you for being a hero and saving lives!

