

Patient Follow-Up and Compliance Process

Abnormal Patient Follow-Up Process

This outlines how Onsite Women's Health (OWH) manages follow-up for patients with an abnormal assessment to ensure timely care and communication.



1. Patient Communication

- The OWH technologist or coordinator contacts the patient by phone to provide an update of the original abnormal result
- After **three unsuccessful phone attempts**, a result letter is mailed to the patient
- A patient result letter is sent only after verbal contact is made or three attempts have been made to reach the patient
 - For B3, B4 or B5 patients, results are given by a Radiologist, Diagnostic Imaging Navig1ator (DIN), Nurse Navigator (practice dependent) or other designated practice personnel

2. Provider Communication

- Patient mammography results are received through OWH PACS and sent to the practice's EMR through various methods, i.e., a uni or bi-directional HL7 interface or electronic fax
 - Report is automatically transmitted into the patient's chart and accessible by the ordering provider as soon as the exam is processed if a bi-directional HL7 interface is in place

3. Follow-Up Scheduling

- OWH staff schedule diagnostic follow-up at the site where the screening was performed (if diagnostic services are offered), or at an alternate diagnostic site

4. Tracking and Documentation

- The exam remains open in OWH's Radiology Information System (RIS) until results are received and the patient has had recommended follow-up or been returned to screening
- OWH staff coordinate the collection of all follow-up reports, including:
 - Diagnostic imaging results
 - Biopsy and pathology reports, if applicable

5. Ongoing Follow-Up

- OWH monitors **all** patients through the entirety of their care journey to ensure completion of recommended follow-up
- If a patient does not comply with follow-up recommendations, OWH's **Non-Compliant Patient Policy** is initiated

Compliance Process

The following steps outline OWH's compliance tracking across all sites to ensure proper documentation and timely patient follow-up.



1. Weekly Oversight

- OWH staff (managed by the site's Area Manager), run the **Open Exam Report** weekly and monitor outstanding cases
- Notes are entered into OWH's RIS system

2. Compliance Department Review

- OWH's Compliance Department reviews the **Open Exam Report** every **4–6 weeks**, which includes:
 - Tracking of all BIRADS assessments
 - Identification of overdue or at-risk follow-up cases

3. No Results Tracking

- The **"No Results Entered" report** is tracked **twice per week** by the Compliance Department to ensure timely receipt and entry of results

4. Non-Compliance Monitoring

- OWH team, overseen by a Compliance Specialist, reviews patients approaching or exceeding **45 days** since initial contact
- Documentation is entered to ensure alignment with the **Non-Compliant Patient Policy**
 - If the patient is non-compliant, a certified letter is sent per policy guidelines

