

INFOBulletin

Keeping health care providers informed of payment, policy or program changes

To: General Practitioners

Published by: Negotiations Branch, Ministry of Health and Long-Term Care, on behalf of, Cancer Care Ontario

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Re: Canada Post Labour Disruption & Provincial Cancer Screening Programs

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In the event of a service disruption, **Canada Post will not operate**, meaning no mail or parcels will be delivered, and no new items will be accepted. Any mail or parcels in the mail system during the service disruption will be secured, and delivered after operations resume.

Correspondence Letters

Cancer Care Ontario will continue to process mail for the ColonCancerCheck program, Ontario Breast Screening Program and Ontario Cervical Screening Program during the service disruption. However, your patients may notice delays in their correspondence. If your patients know they are due for screening, they should contact your office or their nearest Ontario Breast Screening Program site to book an appointment.

Results Correspondence

- Ontario Breast Screening Program (OBSP) sites and Ontario community laboratories are responsible for notifying primary care providers of their patients' screening test results. You retain the responsibility for notifying your patients' laboratory screening test results.
- For people without a primary care provider who obtained a ColonCancerCheck fecal occult blood test (FOBT) kit from Telehealth Ontario, the North West mobile screening coach or a pharmacy, Cancer Care Ontario will courier result letters for people with

abnormal screening test results.

- OBSP sites will contact clients with abnormal results to arrange additional tests. Although OBSP sites ensure that women with abnormal screening results are followed up to diagnosis, you remain responsible for managing her throughout the screening and assessment process. This includes notification of assessment results.

ColonCancerCheck

FOBTs

As part of the regular ColonCancerCheck program, participants send in their completed FOBT kits via mail using the return-addressed envelope provided in the kit. This service will be unavailable in the event of a postal disruption.

What to do in the event of a postal service disruption:

- Advise your patients to drop off their completed FOBT kits at a specimen collection centre. A list of specimen collection centres can be found at http://www.oaml.com/res_scc.html

Alternatively, you can advise your patient to call Cancer Care Ontario toll free at 1-866-662-9233, Monday to Friday, 8:30 a.m. to 5:00 p.m. or email screenforlife@cancercare.on.ca to receive information about the closest drop-off location.

- Many providers will be able to return completed FOBT kits for processing via their regular community laboratory courier. If this service is available to you, you may wish to allow your patients to return their completed kits to you, so you can send their kits in for processing through this courier service, during the disruption.
- Patients in remote areas with no convenient drop-off location (either at a specimen collection centre or your office) should wait until the service disruption is resolved before completing the FOBT kit to reduce the risk of having to redo the test if it is received after the specimen has expired.

FOBT kits will continue to be processed when received by the laboratory; however, due to degradation of blood in the stool over time, if a test is negative when it is processed 21 days after the first stool sample was collected, it is classified as indeterminate by the laboratory and your patient must redo the test to reduce the risk of a false-negative result.

Questions? Please refer to the attached frequently asked questions document for more information or contact screenforlife@cancercare.on.ca for more information.

Provider Frequently Asked Questions (FAQs)

Canada Post Service Disruption

In the event of a Canada Post Service Disruption

How long will this service disruption last?

Unfortunately, we don't know how long the service disruption might last.

Where can I get the latest updates on the Canada Post service disruption?

Canada Post news releases regarding the issue can be found at www.canadapost.ca/updates. Canadian Union of Postal Workers news releases can be found at www.cupw.ca.

Ontario Cervical Screening Program

Will I be notified of my patients' results?

Ontario community laboratories are responsible for notifying primary care providers of their patients' screening test results. We expect these organizations to continue with their notification processes throughout the Canada Post service disruption.

How will my patients receive their Pap test results?

You retain the responsibility for notifying your patients of laboratory test results. Cancer Care Ontario will continue to process mail during the service disruption. However, your patients may notice delays in their correspondence.

Will patients eligible for screening receive a recall letter during the Canada Post service disruption?

Cancer Care Ontario will continue to process mail during the service disruption. However, your patients may notice delays in their correspondence. If you have patients who are coming due for screening during the service disruption, we encourage your office staff to contact them directly about scheduling an appointment.

Ontario Breast Screening Program (OBSP)

During the Canada Post service disruption, how will my patients receive their mammogram results?

You retain the responsibility for notifying your patients of test results. Ontario Breast Screening Program (OBSP) sites will contact patients with abnormal results to arrange additional tests. Although OBSP sites ensure that patients with abnormal screening results are followed up to diagnosis, you remain responsible for managing

your patients throughout the screening and assessment process. This includes notification of assessment results. Patients should contact their OBSP site or you to discuss the details of their mammogram or if they require a follow-up assessment.

Cancer Care Ontario will continue to process mail during the service disruption. However, your patients may notice delays in their correspondence of normal results.

ColonCancerCheck

In the event of Canada Post service disruption, what should I tell my patients about returning completed fecal occult blood test (FOBT) kits?

Advise your patients to drop off their completed FOBT kits at a specimen collection centre. A list of specimen collection centres can be found at http://www.oaml.com/res_scc.html.

Alternatively, you can advise your patient to call Cancer Care Ontario toll free at 1-866-662-9233, Monday to Friday 8:30 a.m. to 5:00 p.m. or email screenforlife@cancercare.on.ca to receive information about the closest drop-off location.

Many providers will be able to return completed FOBT kits for processing via their regular community laboratory courier. If this service is available to you, you may wish to allow your patients to return their completed kits to you, so you can send their kits in for processing through this courier service, during the disruption. Patients in remote areas with no convenient drop-off location (either at a specimen collection centre or your office) should wait until the service disruption is resolved before completing the FOBT kit to reduce the risk of having to redo the test if it is received after the specimen has expired.

During the Canada Post service disruption, how will my patients receive their fecal occult blood test (FOBT) results?

You retain the responsibility for notifying your patients of laboratory test results. Cancer Care Ontario will continue to process mail during the service disruption. However, your patients may notice delays in their correspondence.

Will I continue to receive my patients' fecal occult blood test kit results?

Ontario community laboratories are responsible for notifying primary care providers of their patients' results. We expect community laboratories will continue to follow their own processes for doing so throughout the Canada Post service disruption.

Are there any exceptions to the processing timeline for fecal occult blood test (FOBT) kits?

No, FOBT kits will continue to be processed when received by the laboratory; however, due to degradation of blood in the stool over time, if a test is negative

when it is processed 21 days after the first stool sample was collected, it is classified as indeterminate by the laboratory and your patient must redo the test to reduce the risk of a false-negative result.

Following the service disruption, if any of my patients receive a letter stating that they have to redo their fecal occult blood test (FOBT), what are the next steps?

You will need to provide those patients with new FOBT kits so they can redo the test.