FamilyCare Procedure

**Topic:** Pap Smears and Cervical Biopsies, Follow-up of Abnormals

*To assure the clients with abnormal Pap smears or after biopsy or treatment of an abnormal cervix are properly notified of the urgent need for follow-up within appropriate time frames.*

**Purpose:**

1. Clients with abnormal Pap smears shall receive a letter stating this with the recommended time frame for repeating the smear, or this shall be discussed with the client at a follow-up visit and documented in the chart.
2. Follow-up appointments needed more than one month in the future shall be listed in our current recall system as “Abnormal Pap”.
3. Clients with an abnormal Pap smear shall be sent a reminder notice during the month preceding their recall date to schedule an appointment. A second reminder notice, using abnormal Pap smear letter CFC-0104 shall be sent the month after the first reminder if the client has not yet returned. Enclosed with this reminder letter shall be a brochure on abnormal Pap smears.
4. If there is no response to this letter then the following month a third reminder notice using CFC-0105 shall be sent.
5. Those clients not responding after three recall notices shall receive a phone call from a staff member and the outcome of this phone call shall be documented in the chart.
6. If the client still doesn’t schedule an appointment for a repeat Pap smear, if she has not had a follow-up Pap smear done elsewhere, or is not contacted by phone within one more month she shall then be sent a final abnormal Pap notification letter CFC-0106 via return receipt registered mail.

All communication via mail, or phone, or in person is to be clearly documented in the client’s chart.

Laboratory listings of abnormal Pap smears shall be used for cross-referencing to assure that all clients have been placed on the follow-up schedule.