

ER/PR Retesting  
Confirmed Negative Script

Hello,  
May I speak to \_\_\_\_\_?

This is \_\_\_\_\_ calling from \_\_\_\_\_. Have you already heard about the retesting of breast tissue for estrogen and progesterone that was been in the news ?

Your previous test results indicated that you were negative for Estrogen and Progesterone. We are pleased to tell you that we have your retested results back and there is no change from what they were originally. Everything remained the same for you so no new treatment is necessary at this time; you just need to continue with your check-ups the same as you have been doing all along.

If you have any questions about this information later, don't hesitate to call me back. My number is \_\_256-5926\_\_\_\_\_.

**If a patient asks "How did this happen?":**

Due to the discovery of inconsistent results, Eastern Health has been retesting breast cancer patients whose results indicated that they were negative for estrogen receptors. As the results of the test influences treatment, they felt it was important to make sure all the test results were accurate. That's why they are retesting all people who tested negative for ER from 1997 to August 2005.

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**Note:**

- *We have not been leaving messages or voice mail. If we cannot speak with the individual, we just say we will call back later.*
- *In certain circumstances we have had to disclose this information to a family member, but we've had to work through the individual circumstances to confirm it is appropriate*
- *We have to call in the evenings and on the weekends to ensure we have made contact to the individual*

This is \_\_\_\_\_ calling from \_\_\_\_\_. Have you already heard about the retesting of breast tissue for estrogen and progesterone that has been in the news lately?

Your previous test results indicated that you are negative for ER and PR. We are pleased to tell you that we have your results back and there is no change from what they were originally. Everything remained the same for you so no new treatment is necessary at this time; you just need to continue with your check-ups the same as you have been doing all along.

If you have any questions about this information later, don't hesitate to call me back. My number is \_\_\_\_\_.

**If a patient asks "How did this happen?":**

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