

# Helping Your Clients Get Screened

Many issues or barriers can influence an individual’s decision to complete or not complete cancer screening. These issues and barriers can include (but are not limited to):

- lack of (or inaccurate) information about screening tests, risk factors and symptoms
- fear (of the test, test result, government involvement, etc.)
- payment issues
- time off work
- not having a regular doctor
- child care issues
- lack of transportation
- no family history or personal connection with cancer
- other pressing health issues

As a trusted service provider to individuals who may be reluctant or have barriers to cancer screening, you can play an important part in helping people get screened. This tool is meant to highlight some of the most common barriers people may face and provide suggestions or information on how to address them. You are the trusted entity to your clients, however, call on your local Cancer Services Program (CSP) if you need help resolving a client barrier.

Barrier	Solution or Response
<p><b>Unable to afford or doesn’t want to accept help with medical costs</b></p>	<ul style="list-style-type: none"> <li>• Screening through the CSP is free and there is no cost for further testing if needed. If treatment is needed, the client will be referred to the Medicaid Cancer Treatment Program (MCTP). If eligible, MCTP will cover the entire course of treatment.</li> <li>• The CSP is a publicly funded program and if people don’t use the program then it actually loses money and can’t help as many people.</li> </ul>
<p><b>Fear (general, of cancer diagnosis, cancer screening tests, government)</b></p>	<ul style="list-style-type: none"> <li>• The CSP may be able to help by linking your clients to CSP clients who have experienced the same fear but who did complete screening.</li> <li>• The earlier cancer is found, the easier and more effective the treatment.</li> <li>• Cervical and colon cancer can actually be <b><i>prevented</i></b> through screening.</li> <li>• Undocumented individuals are eligible and encouraged to receive cancer screening through the program. The CSP does not report immigration status to other government agencies.</li> <li>• The CSP will provide a case manager to help the client and can also link clients to support groups in their area, such as cancer support groups.</li> </ul>

<p><b>No family history or symptoms</b></p>	<ul style="list-style-type: none"> <li>• Cancer can happen to anybody at any time despite having no family history or symptoms. <ul style="list-style-type: none"> <li>○ 90-95% of all cancers are diagnosed in people with no family history.</li> <li>○ Early stage cancer may show no symptoms (such as pain, bleeding, fatigue, weight loss, fever and others).</li> </ul> </li> <li>• Aging is an unavoidable risk factor for cancer. <ul style="list-style-type: none"> <li>○ All women are at risk for breast cancer, but it is most often found in women age 50 and over.</li> <li>○ All women are at risk for cervical cancer, but the risk increases over the age of 30.</li> <li>○ Colorectal cancer is found most often in men and women age 50 and over.</li> </ul> </li> </ul> <p><i>See “Cancer Screening is Important to Your Population” fact sheet for more specific data.</i></p>
<p><b>No regular doctor</b></p>	<ul style="list-style-type: none"> <li>• CSP will help your client find a doctor in a convenient location.</li> </ul>
<p><b>Time off work</b></p>	<ul style="list-style-type: none"> <li>• CSP often has providers that can offer screening outside of regular work hours.</li> <li>• Program enrollment can happen over the phone.</li> </ul>
<p><b>Language, literacy, and culture</b></p>	<ul style="list-style-type: none"> <li>• CSP uses a professional language translation service.</li> <li>• CSPs do not discriminate on the basis of color, race, religion (creed), nationality, gender, gender expression, disability, sexual orientation, marital status, etc. and are sensitive to individual needs. <i>(Program eligibility based on age, income, insurance status, and NYS residency apply).</i></li> <li>• Community agencies can offer additional education to CSP staff regarding cultural needs and norms. The CSP respects cultural beliefs and needs.</li> <li>• CSP will take the time to ensure your client understands all testing procedures.</li> </ul>

<p><b>Other barriers:</b></p> <ul style="list-style-type: none"> <li>• <b>Transportation</b></li> <li>• <b>Child care</b></li> <li>• <b>Elder care</b></li> </ul>	<ul style="list-style-type: none"> <li>• CSP maintains a community resources guide that may be able to help with one or more of these barriers. If a client is willing to be screened, the CSP will do its best to assist the client with these barriers.</li> </ul>
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## Talking Points

In addition to these very real barriers, other factors such as level of knowledge or feelings and emotions can impact the motivation to be screened. These are some key talking points that can be shared with a client:

- Colon and cervical cancer can be **prevented** with routine screening.
- **Early detection of breast, cervical and colon cancer saves lives.** Treatment is more effective when cancer is found early.
- Cancer can happen to anybody at any time, even people with **no family history**. This is why regular screening is so important.
- Cancer can happen to anybody at any time, even people with **no symptoms**. When cancer is just beginning to grow, there may not be any signs or symptoms. This is why regular screening is so important.
- Think what **peace of mind** you will have when your screenings are done.
- **Your family depends on you to stay healthy.** Regular screening will help you catch any problems early, when treatment is most effective.
- There are **different testing options for colon cancer**, and some can be done at home so you wouldn't need to take time off of work.
- Screening for...(colon cancer, breast cancer, cervical cancer)...is probably not as bad as you think. **Would you like to talk to somebody** that has already done it?