



EUROPEAN COMMISSION
JOINT RESEARCH CENTRE

Directorate F - Health, Consumers & Reference Materials (Ispra)
Health in Society

European Commission Initiative on Breast Cancer (ECIBC): European guidelines on breast cancer screening and diagnosis Evidence profile

Healthcare question	Should a phone call vs. a letter be used for informing women who have a negative screening result?
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Authors	ECIBC Guidelines Development Group (GDG): Mariangela Autelitano, Bettina Borisch, Mireille Broeders, Xavier Castells, Edoardo Colzani, Jan Daneš, Stephen Duffy, Patricia Fitzpatrick, Markus Follmann, Livia Giordano, Paolo Giorgi Rossi, Axel Gräwingholt, Solveig Hofvind, Lydia Ioannidou-Mouzaka, Susan Knox, Miranda Langendam, Annette Lebeau, Helen McGarrigle, Lennarth Nyström, Elsa Pérez Gómez, Cecily Quinn, Holger Schünemann, Alberto Torresin, Ruben Van Engen, Cary Van Landsveld-Verhoeven, Sue Warman, Kenneth Young. Systematic Review team: Claudia Valli, Pablo Alonso-Coello, Ignacio Ricci Cabello. JRC Healthcare Quality team: Elena Parmelli, Zuleika Saz-Parkinson.
Abbreviations	CI: Confidence interval

Certainty assessment							Impact	Certainty	Importance
Nº of studies	Study design	Risk of bias	Inconsistency	Indirectness	Imprecision	Other considerations			
Satisfaction (several communication strategies)									
1	observational studies ¹	not serious	not serious	serious ^a	not serious	none	N=655. In terms of patient´s preferences, the first choice of different methods of communicating mammography normal results was for the physician to call the patient with the result (p<0.001). - 65% of women who received their results by regular mail were 'pleased' or 'very pleased' with the method of telling, as were 72% of those told by their physician in person, and 94% of those called by their physician (based on a 5-point scale: 1 - very displeased; 2 - displeased; 3 - neutral; 4 - pleased; 5 - very pleased)	⊕○○○ VERY LOW	CRITICAL

Certainty assessment							Impact	Certainty	Importance
Nº of studies	Study design	Risk of bias	Inconsistency	Indirectness	Imprecision	Other considerations			
Anxiety									
-	-	-	-	-	-	-	-	-	CRITICAL

Explanations

- a. Downgraded for indirectness because conducted outside Europe

References

1. Lind SE, Kopans D Good MJD. Patients' preferences for learning the results of mammographic examinations. Breast Cancer Research and Treatment; 1992.