

Proactive Care Coordination Assistant (PCCA)

REQUISITION PROTOCOL



After one year of implementing the PCCA Requisition Protocol at Ottewell Medical Clinic, Dr. Candy Marcet observed a **7% improvement** in colorectal cancer screening rates and an **8% improvement** in mammogram screening rates.



“The PCCA requisition protocol has been a slam dunk for the physicians as we can spend more time seeing patients instead of filling requisitions. Fewer patients are falling through the cracks, and they really appreciate the proactive reminders.”

-Dr. Candy Marcet



Your PCCA can offer requisitions to patients who are due for a Mammogram, FIT or diabetes/lipids bloodwork. This can contribute to increases in screening rates and keep appointments open for patients who need them the most.

How do you know my patient is due for screening?

The PCCA generates EMR reports to find patients who are due for screening according to the ASaP guidelines. Before calling, the PCCA checks Netcare to see if the patient has had the test completed elsewhere.

How will PCCAs assess if the test is appropriate for my patient?

PCCAs will only offer a screening requisition to your patient if they have had at least one result in the past and the most recent result was normal. PCCAs will also ask your patient if they have had any changes to their breasts or any bowels symptoms. If the patient has had changes, the PCCA will book an appointment for that patient to see you instead of giving the patient a screening requisition.

Who will follow up with these test results?

If the patient completes the test, the results will come into your EMR for you to review.

Source: [asap-maneuvers-menu.pdf \(albertadoctors.org\)](#)

PROCESS MAP OF PCCA REQUISITION PROTOCOL

