

Georgia Department of Public Health

BCCP Patient Navigation Program

**Questions to Ask Clients to Find Potential Barriers**

Removing barriers is one of the evidence-based interventions used to increase cancer screening. The BCCP Patient Navigation Program is implementing five evidence-based interventions to report to the enter for Disease Control (CDC). You must administer this assessment correctly and assist women in addressing their barriers.

Below there is a list of questions Patient Navigators can ask to complete the client barrier assessment during the client intake. It is important to ask open-ended questions as much as possible.

Cost	Do you have insurance? What is your household income? How many people in your family?
Family Issues	Who takes care of your children when you go to the doctor? Do you care for your parents or in-laws?
Fear	Are you afraid or concern about getting screened?
Homeless	Do you have a place to live?
Insurance Issues	Do you have insurance? Can you afford your insurance copays?
Lack of Information	Do you know where to get screened? Where do you regularly go for care?
Lack of Knowledge	Do you know when and how often you need to get screened? What do you know about breast cancer/cervical cancer?
Mental Issues	Are you feeling sad lately? Are you depressed or anxious? Do you have family near who support you?
Substance Abuse	Do you smoke? Do you use any illicit drugs? Do you drink alcohol?
Needs Interpreter	What is your native language? Do you speak English? Do you feel confident speaking to a provider in English? Would you like an interpreter on the day of your appointment?
Problem Scheduling Appointment	Can you call to make an appointment? Do you have language problems when calling to make an appointment?

Transportation	How would you get to the health department? Do you have someone that can bring you to the appointment? Do you know how to take the bus? How do you usually go to work or the supermarket?
Time Off	What day/time works best for you to schedule your appointment? Can you get time off to come during regular business hours?
Special Needs	Do you have any disabilities that we need to be aware of to better serve you? Do you require special accommodations?
Other	Is there any other reason that prevents you from getting screened? Do you know how to read and write in your language? Does your culture allow you to get routine screenings? Do you need to get permission from your husband to get the test done?

When holding conversations with your clients, please remember to listen. They sometimes give you clues as to what you should ask next. You can ask questions to open the conversation, such as "what's standing in your way to getting screened?" And to learn more, you can follow up with a question such as "can you tell me more?"

Here are a few samples of clarifying questions:

- Is this what you say...?
- Did I hear you say...?
- Did I paraphrase what you said?

To recap:

- Take time to reassure your client to build their confidence and facilitate full participation.
- Ask open-ended questions to identify potential barriers.
- Always ask for clarity. This will help you avoid misunderstanding and focus on the right priorities.