



GROOTE SCHUUR HOSPITAL

Outpatient Department

Breast Clinic

Information for patients



We aim to provide accessible, high quality service for the diagnosis and management of breast diseases

Information for patients referred to Groote Schuur Hospital Outpatient Department Breast Clinic.

If you have been referred to Groote Schuur Hospital Breast Clinic, then this information is for you. It is very important that you read this carefully, and that you follow the advice and instructions contained herein.

What do I need to bring to the Clinic?

- ❖ A referral letter.
- ❖ Green Identity book.
- ❖ Medical Aid card.
- ❖ All Pay card.
- ❖ Proof of employment or unemployment or tax certificates.

If you are not a resident of South Africa, you must bring:

- ❖ Proof of your refugee status.
- ❖ Permission from the Medical Superintendent before your consultation.
- ❖ Your passport or temporary passport papers.
- ❖ Your asylum seeker papers.

What to bring along:

- ❖ Any previous mammograms or breast ultrasounds done elsewhere (these will be used to compare with the radiological tests done at GSH)
- ❖ Any tests results or investigations already done at other health facility, e.g. in private or other hospitals.

How does the Breast Clinic Operate?

- ❖ The Friday Breast Clinic is for women and men who present with a new breast symptom or problem **AND** for those who require follow-up management of their breast problems.
- ❖ All new patients please to be early!! The cut-off time to accept **new patients is 09h00!!**
- ❖ All patients should report to the Out Patients Department OPD- E-Floor, Main Reception.
- ❖ The Breast clinic operates **ONLY** on a **FRIDAY** morning.
- ❖ If you have been to the Breast Clinic before, please inform the reception officer. We will need your previous notes before you see the doctor with your new breast complaint.
- ❖ The **first 80-100 patients** who present at the reception area will be given numbers. This depends on the number of Clinicians available on the day.
- ❖ The remaining patients will be **TRIAGED by a Registered Nurse** on the **OG-Floor, Room 14**, according to the guidelines set out by the Clinical Director of our Breast Services.

- ❖ Those patients that cannot be seen on the day will be given appointments to come back to the Breast Clinic to see the doctor within a reasonable time.

THE BREAST TRIAGE PROCESS WILL START AT 09H00

NO patients will be accepted after 09h00 unless they are COUNTRY CASES, using HEALTH-NET transport, are URGENT REFERRALS or if PRIOR arrangements have been made with referring doctors.

You will be seen on the same day if you:

- ❖ Are over 25-40 years old and have a breast lump.
- ❖ Have a blood-stained, clear or pussy nipple discharge.
- ❖ Have an obvious breast abscess or breast infection.
- ❖ Have sores or ulcerations not caused by injury
- ❖ Have dimpling, puckering, or pulling-in of the skin

You may be re-booked if you are:

- ❖ Under 25 years.
- ❖ 25-40 years old with Mastalgia (breast pain).
- ❖ Coming for breast screening only.



Your first appointment/visit to the Breast Clinic

- ❖ Your name will be called by one of the reception officers, where a new folder will be opened. If you were at the Breast Clinic before, please inform the officer.
- ❖ Please ensure that you provide your correct address and contactable telephone numbers (mobile number and landline number) If you do not have a telephone or cell phone, give contact details of a friend or neighbour where we can reach you. All your personal details will be kept confidential. After you have been processed by Reception, have your folder; proceed immediately to the OG Breast Clinic Reception Desk at the far end of the corridor on the OG floor. Hand the folder to the nurse and have a seat.
- ❖ You will be directed to a Doctor as soon as possible.
- ❖ All new patients will be seen by a doctor, who will take a medical history, carry out a clinical breast examination and if needed, will arrange for further tests.



The Breast Team

- ❖ The Breast Consultants and Doctors- these doctors have a special interest in diseases of the breast and Breast Surgery.
- ❖ The Radiologist- is a doctor who specialises in the reading and interpretation of mammograms and breast ultrasounds.
- ❖ The Mammographers- are skilled technicians who performs mammograms and ultrasounds
- ❖ The Nursing Staff- Navigation of all patients and coordinating the care pathway of the breast patients with the focus on patient centricity.
- ❖ The Oncologist- is a medical specialist who counsels and manages patients diagnosed with breast cancer
- ❖ The social worker- attends to the psycho-social needs of all newly diagnosed patients with breast cancer.

Possible Diagnostic Tests

- ❖ **Mammogram** - this is a low-dose X-Ray of your breast. This is the most common test requested by the doctor to view your breasts. During this procedure, the breast is compressed between two plastic plates for several minutes by the mammographer so that an accurate view can be obtained. Normally two views are taken. The compression of the breasts may be uncomfortable, but generally most women do not find it painful.

If it is not possible to have the mammogram on the same day, one will be booked for you. You must try to keep this appointment. If you are unable to attend, please call the Mammography unit at **(012) 404 4227** to re-schedule an appointment.

Please note that many breast conditions do not need mammography, and the procedure is done at the doctors' discretion.

❖ **Ultrasound** - this is alternative way to obtain an image of the breast especially if the breast tissue is dense. It may be useful in younger women, women on Hormone Replacement Therapy (HRT) or pregnant women.

❖ **The Needle Tests (Biopsy)**

Fine Needle Aspiration (FNA): this is a fast method using a thin needle and local anaesthetic to obtain a tissue diagnosis. This is looked at by the Cyto-Technologist in the procedure room.

You will have the results of the thin needle test before you leave the clinic.

The core or tissue biopsy requires a different method to obtain a tissue sample of the breast lump.

The final results of this test will be available in 5-14 days.

How long will I be at the Breast Clinic?

- ❖ The clinic time is an indication of when to be at the hospital, and does not indicate that you will be seen by the doctor at that specific time. As additional tests may be required, please put aside the whole morning to attend the Breast Clinic.
 - ❖ We cannot guarantee that you will in time to collect your children or be able to attend Friday prayers. It would be reasonable to make alternative arrangements.
 - ❖ We aim to perform all investigations on the same day of your visit, and where possible to give you the results without any delay. This means that when certain tests are needed, we expect you to wait until the doctors have looked at the results and reports and discuss it with you personally. If this is not possible you will be given a date to come back.
 - ❖ A medical certificate will be provided to you for absence from work.
- ❖ Please ask the doctor or nurse before you leave.**



How do I book my next visit?

- ❖ Return to the sister/nurse at the desk with your folder.
- ❖ A Mammogram or an Ultrasound booking will be made at the Breast Reception desk and noted on your card.
- ❖ Follow-up appointments must be booked at **F14**, unless otherwise advised. This is one floor down, **ROOM 14**
- ❖ If you must have a mammogram or ultrasound before you see the doctor on your next visit, please go to **C16 Mammography** unit, in the new hospital as soon as you arrive.
- ❖ If this arrangement has been made, your folder will be at C16.

For any further information, please do not hesitate ask the staff (medical, radiological and nursing).



General Information

- ❖ **Location:** The entrance to Groote Schuur Hospital Outpatient Department (GSH OPD) is close to the bus stop at the top of the road, next to the fruit stall. The Main Reception is on the E-Floor and the Breast Clinic is on the OG –Floor.
On arrival you must report to the **E-Floor Main Reception** to see the receptionists.
- ❖ **Buses:** There will only be certain buses travelling to the immediate entrance of the GSH OPD, at the top of the hill. Please enquire at the **Golden Arrow Customer Service Toll Free Number: 080065 64 63**
- ❖ **Taxis:** The Taxis are not allowed to travel further than the Security Boom gate down the road.
- ❖ The hospital provides a van as assistance to patients that have difficulty walking up the hill.
- ❖ This van is only operational as of 08h00 until 12h00.
- ❖ **Trains:** The railway station closest to the hospital is **Observatory Station**.

Please contact Metrorail Toll free at 0800 656 463 to enquire about their operating times.

- ❖ **Parking:** Parking is available at:
 - **P3 and P4 Parking Level-** as you come up Groote Schuur Drive to your left.

- Keep your parking stub safe. You must pay at the Points provided when you leave.
- If you park illegally, your wheels will be **clamped**.
- Patients who are in wheel chairs or who has difficulty with moving or walking can be dropped off at the OPD entrance. There will be porters to assist you.

❖ **Billing:**

At GSH we conform to the PMFA (Public Management Finance Act) as promulgated by the Treasury of the Western Cape Government. You will be assessed according to your income.

(See the table below)

You can pay at the reception. If you cannot pay on this day, you can make an arrangement with the fees officer at the Accounts Office located in the fore court (Palm Court) of the Old Hospital.

If you are on a Medical Aid, an account will be generated for you. It is your responsibility to submit it to your Medical Aid Scheme.








If you are not a citizen of South Africa, you may be asked to pay up front before any services will be provided, unless you have permission from the Medical Superintendent/Senior Breast Consultant.



Public Management Finance Act (PMFA)	
Without medical aid	
Income Category	Cost
H0- includes all services	R00.00
H1- includes all services	R65.00
H2- per clinic visit	R65.00 + additional services
H3- per clinic visit	R100.00 + additional services
Foreigners + asylum seekers	According to income, must obtain permission from Medical Superintendent
Foreign Visitors	R336.00 + additional services

Public Management Finance Act (PMFA)
All Medical Aids
R336+ additional services

USEFUL NUMBERS TO REMEMBER

<p>OPD</p> 	 <p>CONTACT NUMBER</p>	<p>CONTACT PERSON</p> 
<p>OG BREAST CLINIC OFFICE</p>	<p>(021) 404 5523</p>	
<p>C16 RECEPTION</p>	<p>(021) 404 4227</p>	
<p>SR FISH BREAST COORDINATOR</p>	<p>(021) 404 4353</p>	
<p>F14 APPOINTMENTS</p>	<p>(021) 404 5566</p>	

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Booklet compiled by:

Sister G. Fish (Mrs Gamieldien) 2012

Reviewed by Professor Panieri, Dr Cairncross, Mrs Jephtha, Mrs Lynch

2014, 2017, 2019



Breast Health Coordinator
Mrs G. Gamieldien (Sr Fish)
E-mail: Galima.Fish@westerncape.gov.za
Enquiries: (021) 404 -4353
Fax: 0866246567