

# CHART

## Barriers to Screening and Suggested Responses



|            | Specific Concern                                   |            | Specific Concern   |
|------------|--|------------|--|
| Barrier 1  | Abnormal mammogram                                 | Barrier 30 | Husband/partner doesn't want breasts exposed to doctor               |
| Barrier 2  | Afraid of finding breast cancer                    | Barrier 31 | Knows nothing about mammograms                                       |
| Barrier 3  | Anxious about mammograms                           | Barrier 32 | Mammograms cause cancer  |
| Barrier 4  | Breasts are too big                                | Barrier 33 | Mammograms don't work  |
| Barrier 5  | Breasts are too small                              | Barrier 34 | Never had a mammogram  |
| Barrier 6  | Care-giving duties interfere/no time               | Barrier 35 | Never thought about getting one                                      |
| Barrier 7  | Communication difficulties due to language barrier | Barrier 36 | No blows/injury to the breasts                                       |
| Barrier 8  | Confused about mammogram guidelines                | Barrier 37 | No doctor  |
| Barrier 9  | Cost   | Barrier 38 | No family history  |
| Barrier 10 | Denial she will ever get breast cancer             | Barrier 39 | No insurance   |
| Barrier 11 | Didn't get around to it                            | Barrier 40 | No time for a mammogram  |
| Barrier 12 | Dislikes doctor                                    | Barrier 41 | Not interested in getting a mammogram                                |
| Barrier 13 | Doctor does clinical breast exam                   | Barrier 42 | Not looking for trouble  |
| Barrier 14 | Doesn't want to/can't breastfeed                   | Barrier 43 | Not needed   |
| Barrier 15 | Doctor never recommended                           | Barrier 44 | Nothing is wrong now/ no symptoms                                    |
| Barrier 16 | Does own breast self-exam                          | Barrier 45 | One past mammogram is enough   |
| Barrier 17 | Doesn't know when to get a mammogram               | Barrier 46 | Pain/discomfort from mammograms                                      |
| Barrier 18 | Doesn't like to go to the doctor                   | Barrier 47 | Provider's office closed after work hours                            |
| Barrier 19 | Doesn't understand the importance of mammograms    | Barrier 48 | Social/emotional problems  |
| Barrier 20 | Doesn't want to know if something is wrong         | Barrier 49 | Something is wrong with my breast                                    |
| Barrier 21 | Doesn't like mammograms                            | Barrier 50 | Staff are mean   |
| Barrier 22 | Doesn't trust the health care system               | Barrier 51 | Transportation problems  |
| Barrier 23 | Embarrassed about mammograms                       | Barrier 52 | Uncomfortable asking my doctor for a referral                        |
| Barrier 24 | Faith that God will protect                        | Barrier 53 | Uncomfortable talking to doctor about risk factors or breast changes |
| Barrier 25 | Fear of cancer spreading when cut into             | Barrier 54 | Uncomfortable talking to family about health history                 |
| Barrier 26 | Fear of losing hair                                | Barrier 55 | Undocumented immigrant   |
| Barrier 27 | Fear of radiation                                  | Barrier 56 | Worried about having a mammogram                                     |
| Barrier 28 | Forgot appointment                                 | Barrier 57 | Worried about losing femininity                                      |
| Barrier 29 | Forgot to schedule an appointment                  |            |  |

### Barrier 1: Abnormal mammogram

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| Sometimes mammograms find something that isn't cancer. | <ul style="list-style-type: none"><li>• Has this ever happened to you or anyone you know?</li><li>• Sometimes mammograms find abnormalities in the breast. Most of the time abnormal findings are due to benign breast conditions, like cysts. In this case, more tests should be run to determine if the finding (lump) is cancer. Most often these findings turn out to be non-cancerous.</li><li>• The time while you're waiting to find out the results of these tests can be stressful. If your mammogram does show a problem, this doesn't always mean you have breast cancer. In fact most women with abnormal mammograms in the U.S. do not turn out to have cancer. They are found to be non-cancerous tumors, cysts or changes in the breast. These abnormalities are usually harmless and may not even require treatment. But you can't know for sure until you have all of the tests you need to determine the final diagnosis.</li></ul> |

### Barrier 2: Afraid of finding breast cancer

| SHE MAY SAY   | SUGGESTED RESPONSE  |
|---|---|
| I am worried that I might find out I have breast cancer.<br>If they find cancer, I might die.<br>If I have cancer, I'd rather not know. | <ul style="list-style-type: none"><li>• Fear is a perfectly normal feeling when faced with the unknown. You may be able to overcome this fear by getting screened. Finding breast cancer early is the best way for women to increase their chances of survival. Screening tests can find breast cancer early, when they are most responsive to treatment.</li><li>• Try and let fear become your friend. Think about all those you love so dearly and the fact that if cancer is diagnosed at a late stage, it could take you away from them. If you have cancer and find out you have it, you can do something about it.</li></ul> |

### Barrier 3: Anxious about mammograms

| SHE MAY SAY   | SUGGESTED RESPONSE  |
|---|---|
| <p>I'm a little nervous about having a mammogram.</p> | <ul style="list-style-type: none"> <li>• It is understandable that you are nervous about having a mammogram. Some women have told me that they are concerned about the procedure itself, finding something abnormal, radiation, cost, pain, etc.</li> <li>• Does any of this sound familiar? Do you know what is making you feel this way?</li> <li>• Sometimes it is hard to understand why something is upsetting, bothering, concerning, etc.</li> <li>• For some women, thinking about breast cancer screening reminds them about the possibility they could get breast cancer. This is very upsetting, so upsetting it makes it difficult for them to do what they need to do to — get a mammogram. Often, once they have a mammogram, they can usually stop worrying. Does this sound familiar?</li> <li>• <b>If the woman is still anxious, continue the dialogue.</b> Some women feel less anxious if they take a friend or loved one to their appointments. Or, they may talk to their health care provider about ways to help ease discomfort (or anxiety) during the mammogram. And, before the exam, they could let the technologist know about their concerns. <b>You might ask,</b> “What do you think would help you feel less anxious about having an exam or mammogram?”</li> <li>• <b>If she mentions other barriers such as fear of pain, radiation, cost, etc. find appropriate barrier responses and respond accordingly.</b></li> </ul> |

### Barrier 4: Breasts are too big

| SHE MAY SAY   | SUGGESTED RESPONSE  |
|---|---|
| <p>My breasts are so big they won't fit in the machine. If they get them in the machine it is going to hurt too much.</p> | <ul style="list-style-type: none"> <li>• Some women who have large breasts (and also women with small breasts) mention having a mammogram is uncomfortable. This temporary discomfort occurs when the breast is pressed between two plates so an X-ray image can be taken. Sometimes, the pressure can be uncomfortable, but it usually only lasts a few seconds. Let the technologist know your concern, and she will try to reduce your discomfort.</li> <li>• Technologists are trained and know how to do mammograms on women with larger breasts. In some cases, multiple pictures may be needed to image all of the breast tissue.</li> </ul> |

### Barrier 5: Breasts are too small

| SHE MAY SAY   | SUGGESTED RESPONSE   |
|---|--|
| <p>I don't need a mammogram because my breasts are so small I will never get breast cancer.</p> | <ul style="list-style-type: none"> <li>• Some women may feel they don't need mammograms because they have small breasts. The truth is, all women are at risk of breast cancer regardless of breast size. All women age 40 and older should get a mammogram every year, along with an annual clinical breasts exam, regardless of breast size.</li> <li>• Mammography is the best screening tool used today to find breast cancer. It can find cancers at an early stage, when they are small (too small to be felt) and most responsive to treatment.</li> </ul> |

### Barrier 6: Care-giving duties interfere/no time

| SHE MAY SAY                                       | SUGGESTED RESPONSE   |
|---|--|
| I just don't have the time to go get a mammogram. | <ul style="list-style-type: none"> <li>• Is there anything in particular that is making your life busier than normal?</li> <li>• The mammogram screening itself usually takes about an hour from the time you walk into the facility until the time you walk out. You might check with the imaging center to learn what days and times are usually less busy and try to schedule your appointment then.</li> <li>• A mammogram is important. It is the best screening tool used today to find breast cancer. Mammography can find cancers at an early stage, when they are small (too small to be felt) and most responsive to treatment. Getting regular screening tests along with effective treatment is the best way for women to lower their risk of dying from breast cancer.</li> </ul> |
| I am always busy taking care of everyone else.    | <ul style="list-style-type: none"> <li>• It might seem that getting a mammogram could take time away from others that you are caring for. However, having a mammogram is something you can do for yourself so you can continue to take care of those who depend on you.</li> <li>• It is important to take the time to get a mammogram, which might only be once a year. A mammogram can find breast cancer before it can be felt, which may lead to more treatment options and a greater chance for survival.</li> </ul>  |

### Barrier 7: Communication difficulties due to language barrier

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| I cannot communicate well with my doctor/technologist/doctor's office because she/he/they don't speak my language. | <ul style="list-style-type: none"> <li>• All hospitals and medical centers should provide medical interpreters for people who are limited- or non-English speakers. Medical interpreters should be available for most languages and are free-of-charge to the patient. These services may be provided in person or over the telephone.</li> <li>• I'd be happy to help you find some clinics or hospitals that have interpretation services.</li> </ul> |

### Barrier 8: Confused regarding mammogram guidelines

| SHE MAY SAY  | SUGGESTED RESPONSE   |
|--|--|
| I just heard on the news that mammograms aren't needed for women in their 40s. | <ul style="list-style-type: none"> <li>• It is confusing, isn't it? Despite the numerous confusing messages in the media, we know that mammograms can find breast cancer early — and that finding it early can lead to more treatment options and better survival. Mammograms save lives.</li> <li>• Get a mammogram every year starting at age 40 if you are at average risk.</li> <li>• Ask your doctor which screening tests are right for you if you are at a higher risk.</li> <li>• Have a clinical breast exam at least every three years starting at age 20, and every year starting at age 40.</li> </ul> <p><i>See the educator resource "<a href="#"><u>Questions To Ask Your Doctor About Breast Health</u></a>"</i></p> |

### Barrier 9: Cost

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| <p>There is no way I can afford to pay for a mammogram right now. It's just out of the question.</p> | <ul style="list-style-type: none"> <li>• <b>Reassure her there are options to help her pay for the mammograms or clinical breast exams, and assistance if she needs follow-up exam tests.</b></li> <li>• Do you have Medicare?</li> <li>• Medicare pays for most of the cost of your mammogram.</li> <li>• Do you have insurance?</li> <li>• Call the number on the back of your card to find out if they will cover your mammogram. If not, call the Breast Care Helpline at 1-877 GO KOMEN (1-877-465-6636) to learn about possible sources of care in your area.</li> <li>• Also, the National Breast and Cervical Cancer Control Program provides access to breast cancer screening to low-income, uninsured and underinsured women. To find more information, including links to find a free or low cost breast or cervical cancer screenings in your area, visit <a href="http://www.cdc.gov/cancer/nbcccdp">www.cdc.gov/cancer/nbcccdp</a>.</li> <li>• And the YWCA provides breast cancer education and screening to women who lack access to health services. To find more information, including links to find a local YWCA Association, visit <a href="http://www.ywca.org">www.ywca.org</a>.</li> </ul> |

### Barrier 10: Denial that she will ever get breast cancer

| SHE MAY SAY   | SUGGESTED RESPONSE  |
|---|---|
| <p>I don't think I am going to get breast cancer.</p> | <ul style="list-style-type: none"> <li>• Can you tell me more about why you don't think you'll get breast cancer?</li> <li>• I've talked to some women who think that. The fact is there is no way to tell who will get breast cancer. All women are at risk. And in the U.S., 1 in 8 women will get breast cancer in her lifetime.</li> <li>• We have learned a lot about breast cancer, but we still do not understand what causes breast cancer to develop at a certain time in a certain person. And if it does occur, mammograms can find breast cancer early — often before it can be felt.</li> <li>• Getting regular screening tests along with effective treatment is the best way for women to lower their risk of dying from breast cancer. Screening tests can find breast cancer early, when it's most treatable.</li> </ul> |

### Barrier 11: Didn't get around to it

| SHE MAY SAY   | SUGGESTED RESPONSE  |
|---|---|
| I know I need a mammogram, but I just haven't scheduled an appointment yet. | <ul style="list-style-type: none"> <li>• I'm happy to hear you have been planning to have a mammogram. We all get busy and it is easy to forget to call to make an appointment.</li> <li>• The Susan G. Komen® reminder tool can help with this problem. You can sign up to get an email reminder when it is time for your clinical breast exam or a mammogram. You can even get your reminder sent to your phone. <a href="https://www.komen.org/reminder">komen.org/reminder</a></li> <li>• <b>Reinforce her intention to have a mammogram. Help her develop a concrete, immediate plan for making the appointment for her mammogram.</b></li> <li>• So you don't forget, would you like to call the mammography facility or your doctor now about an appointment and pencil the date in your calendar?</li> <li>• Did you know the mammogram itself usually takes about an hour from the time you walk into the facility until the time you walk out?</li> <li>• A mammogram is important. It is the best screening tool used today to find breast cancer. Mammography can find cancers at an early stage, when they are small (too small to be felt) and most responsive to treatment. Getting regular screening tests along with effective treatment is the best way for women to lower their risk of dying from breast cancer.</li> </ul> |

### Barrier 12: Dislikes doctor

| SHE MAY SAY                            | SUGGESTED RESPONSE   |
|--|--|
| I don't like the doctor I usually see. | <ul style="list-style-type: none"> <li>• Have you thought about going to another clinic or going to see another doctor? You might feel better with someone else. You might check with friends or family members for the names of doctors or a clinic that they like.</li> <li>• <b>If she mentions other barriers such as fear of pain, radiation, cost, etc. find appropriate barrier responses and respond accordingly.</b></li> </ul> |

### Barrier 13: Doctor does clinical breast exam so I don't need a mammogram

| SHE MAY SAY   | SUGGESTED RESPONSE  |
|---|---|
| My doctor examines my breasts for me every year when I go for a check-up and that's enough. | <ul style="list-style-type: none"> <li>• Having a yearly breast exam by a health professional is important and so is a mammogram. Starting at age 40, you need both mammograms and clinical breast exams every year by a doctor.</li> <li>• Mammograms can find most breast cancers before either you or your doctor can feel a lump. Although mammography is the best screening tool for breast cancer today, it is not perfect. So, combining mammography with clinical breast exam may improve the ability to find cancer.</li> <li>• Screening tests can find breast cancer early, when it's most treatable. Getting regular screening tests along with effective treatment is the best way for women to lower their risk of dying from breast cancer.</li> </ul> |

### Barrier 14: Doesn't want to/can't breastfeed

| SHE MAY SAY   | SUGGESTED RESPONSE  |
|---|---|
| <p>I don't want to breastfeed/have to go work and can't breastfeed my baby.</p> | <ul style="list-style-type: none"> <li>• Choosing to breastfeed is a very personal choice. Do you mind if I tell you the great things breastfeeding can do for women and their children?</li> <li>• Breast milk is the best food for your baby. Breast milk has all the vitamins and nutrients to help your baby grow and be healthy. Breast milk also has disease-fighting substances that protect your baby from getting sick.</li> <li>• Breastfeeding also benefits you. Breastfeeding can lower your risk of breast cancer, especially if you breastfeed your baby for more than a year.</li> <li>• Many women who work feel the same way you do about breastfeeding. Women can continue to breastfeed their children while working by using a breast pump to pump milk from their breasts and store it for later. If you feel comfortable, talk to your employer about pumping and storing breast milk at work.</li> <li>• <b>For older women or those who will not have any/any more children:</b> Will you tell your younger relatives and friends about the benefits of breastfeeding when they have children, especially since it may help reduce the risk of breast cancer?<br/><b>Name appropriate benefits above.</b></li> </ul> |

### Barrier 15: Doctor never recommended

| SHE MAY SAY   | SUGGESTED RESPONSE   |
|---|--|
| <p>My doctor gets so caught up in taking care of my medical problems she/he forgets to refer me for my mammogram.</p> | <ul style="list-style-type: none"> <li>• Don't assume just because your doctor hasn't told you to have a mammogram, he or she doesn't believe it's important.</li> <li>• While each of us likes to totally depend on our doctor to tell us when it's time to have tests and to schedule them, part of the responsibility is ours. Most doctors appreciate being reminded about their patient's need for mammograms.</li> <li>• You can call your doctor's office and speak to the secretary or the nurse about getting a mammogram. How do you feel about doing this? When do you think you might be able to do this?</li> <li>• Once your appointment is made, you could go ahead and sign up to get a reminder for your tests for next year. <a href="https://www.komen.org/reminders">komen.org/reminders</a></li> </ul> <p><i>See the educator resource "<a href="#">Questions To Ask Your Doctor About Breast Health</a>"</i></p> |

### Barrier 16: Does own breast self-exam

| SHE MAY SAY  | SUGGESTED RESPONSE   |
|--|--|
| <p>I check my breasts every month. This saves me a trip to the doctor.</p>   | <ul style="list-style-type: none"> <li>• Knowing how your breasts normally look and feel is a key step to breast self-awareness. And, if you ever notice a change in your breasts, you should talk to your doctor about it.</li> <li>• However, mammograms can find most breast cancers before either you or your doctor can feel a lump. Mammograms are recommended every year for women beginning at age 40. There may be more treatment options and a greater chance for survival when breast cancer is found early.</li> <li>• We recommend that all women:               <ul style="list-style-type: none"> <li>• Talk with their doctor about which screening tests are right for them if they are at a higher risk.</li> <li>• Have a mammogram every year starting at age 40 if at average risk.</li> <li>• Have a clinical breast exam at least every 3 years starting at age 20, and every year starting at age 40.</li> </ul> </li> <li>• We all may know people who have found their own breast cancer. Many women discover changes in their breast that turn out to be breast cancer. They or their partner noticed a change at some other time, such as when showering or dressing, and recognized the change because they knew what was normal for them. It is important to know how your breasts look and feel and if you notice any change, to report it to your doctor.</li> </ul> |
| <p>I don't get a mammogram because my sister found her breast cancer during a breast self-exam, so there is no point in getting a mammogram.</p> | <ul style="list-style-type: none"> <li>• We recommend that all women:               <ul style="list-style-type: none"> <li>• Talk with their doctor about which screening tests are right for them if they are at a higher risk.</li> <li>• Have a mammogram every year starting at age 40 if at average risk.</li> <li>• Have a clinical breast exam at least every 3 years starting at age 20, and every year starting at age 40.</li> </ul> </li> <li>• Mammograms can find breast cancers before they can be felt. Getting regular screening tests is the best way for women to lower their risk of dying from breast cancer. Screening tests can find breast cancer early, when it's most treatable.</li> </ul>   |

### Barrier 17: Doesn't know when to get a mammogram

| SHE MAY SAY   | SUGGESTED RESPONSE  |
|---|---|
| <p>I don't even know when I am supposed to get a mammogram.</p> | <ul style="list-style-type: none"> <li>• All women age 40 and older should have a mammogram every year. If you are at higher risk because your mother, sister or daughter has had breast cancer or you have other concerns, talk to your doctor to find out when you should start getting mammograms and how often to have them.</li> <li>• <b>If she wants to know more about what it's like to have a mammogram, use the suggested response for Barrier 34.</b></li> </ul> <p style="margin-top: 10px;"><i>See the educator resource "<a href="#">Questions To Ask Your Doctor About Breast Health</a>"</i></p> |

### Barrier 18: Doesn't like to go to the doctor

| SHE MAY SAY   | SUGGESTED RESPONSE  |
|---|---|
| <p>I really don't like going to the doctor. I only go when I am sick.</p> | <ul style="list-style-type: none"> <li>• Some women think as long as they feel fine they don't need to go looking for trouble.</li> <li>• You're not alone in feeling that way. Many women feel the same way you do. Since you don't like going to doctors, taking good care of yourself and looking for little problems with screening tests before they become big problems is important. If you don't find problems when they are small, more time and attention and even more visits to the doctor may be needed to handle larger problems.</li> <li>• That's one reason why getting mammograms is so important. It's just like taking care of a car or house.</li> </ul> |

### Barrier 19: Doesn't understand the importance of mammograms

| SHE MAY SAY  | SUGGESTED RESPONSE   |
|--|--|
| <p>I don't understand the big deal; breast cancer doesn't run in my family, why do I have to get mammograms?</p> | <ul style="list-style-type: none"> <li>• Most women who get breast cancer have no family history of the disease. In fact, the majority of women who are diagnosed with breast cancer have NO risk factors aside from being born female and getting older. The purpose of a mammogram is to find breast cancer early (when there are no symptoms) and when it's most treatable.</li> <li>• Mammograms can find breast cancer before either you or your doctor can feel a lump. Breast cancer is more treatable when it is found early. Getting regular screening tests along with effective treatment is the best way for women to lower their risk of dying from breast cancer.</li> </ul> |

### Barrier 20: Doesn't want to know if something is wrong

| SHE MAY SAY  | SUGGESTED RESPONSE   |
|--|--|
| <p>If I have breast cancer I don't want to know.</p> | <ul style="list-style-type: none"> <li>• Could you tell me a little more about what you mean?</li> <li>• Maybe you think you would rather not know if you have breast cancer. Maybe you prefer not to deal with the fears and cost that come with breast cancer treatment. Some women think as long as they feel fine they don't need to go looking for trouble.</li> <li>• It's better to find breast cancer early before there are any symptoms. Breast cancer does not go away on its own. When breast cancer is found early, you have more and better treatment options. And, the sooner you do something about breast cancer, the more likely the treatment can be simpler, easier and more effective than if you wait.</li> <li>• How does hearing all of this make you feel about having a mammogram?</li> <li>• <b>If she mentions other barriers such as fear of pain, radiation, cost, etc. find appropriate barrier responses and respond accordingly.</b></li> </ul> |

### Barrier 21: Doesn't like mammograms

| SHE MAY SAY                                | SUGGESTED RESPONSE   |
|--|--|
| I have had a mammogram and didn't like it. | <ul style="list-style-type: none"> <li>• <b>Try to find out what it was about her last mammogram that is making her nervous.</b></li> <li>• You mentioned earlier that you have had a mammogram. What was that like for you?</li> <li>• <b>If she mentions other barriers such as fear of pain, radiation, cost, etc. find appropriate barrier responses and respond accordingly.</b></li> </ul> |

### Barrier 22: Doesn't trust the health care system

| SHE MAY SAY   | SUGGESTED RESPONSE   |
|---|--|
| <p>I don't trust anyone working in the health care system. They don't treat Blacks and African Americans well.</p> <p>I stopped going to my doctor. He/she was disrespectful/hurt me/didn't listen to me.</p> <p>Doctors are only interested in getting paid. They don't care about my health.</p> <p>I'm afraid they will experiment on me without my consent or will lie to me.</p> | <ul style="list-style-type: none"> <li>• I understand it's really hard to put your health into the hands of someone else. I know a few places/doctors that I can suggest. Other women see them in the past and they have been very happy with the services they receive.</li> <li>• Have you asked your family and friends for suggestions for a new doctor? Maybe you can take a trusted person with you to your appointments.</li> <li>• I'm sorry your doctor didn't treat you appropriately. That's really unfair. Have you seen any doctor you've liked in the past? What did you like about him/her? Let's work together to find you a doctor that you really like and can trust.</li> <li>• I know some great doctors that have found ways to offer free breast cancer screenings or work on a sliding fee scale so they can serve those that have a hard time paying for health care services. They have tried really hard to reach underserved people and that shows they care deeply about everyone's health and not just about getting paid.</li> <li>• There are many safeguards in place now that do not allow anyone, including health care professionals, to experiment on you without your consent. They could face losing their licenses to practice medicine, fines and even jail time. Codes of ethics prevent doctors from lying to their patients.</li> </ul> |

### Barrier 23: Embarrassed about mammograms

| SHE MAY SAY   | SUGGESTED RESPONSE  |
|---|---|
| I am just too embarrassed to get a mammogram and have someone touch my breasts. | <ul style="list-style-type: none"> <li>• Some women say they feel embarrassed about having a mammogram.</li> <li>• But keep in mind that technologists are professionals trained for this work.</li> <li>• Share your concerns with your technologists before the exam starts.</li> <li>• Since you'll only have to take off the clothing above your waist during the mammogram, you might want to wear pants or a skirt rather than a dress. That way the rest of you will be covered. You will be given a robe or a cape and your breast will be exposed only during the exam. Most women say that once they went, it wasn't embarrassing.</li> </ul> |

### Barrier 24: Faith that God will protect

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| God will protect me from breast cancer so I don't need a mammogram. I have faith in God. | <ul style="list-style-type: none"><li>• It's great you put your faith in God.</li><li>• Mammograms are one way to use the wisdom and knowledge that God gives us to help ourselves.</li></ul> |

### Barrier 25: Fear of cancer spreading when cut into

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| I don't want to find out if I have breast cancer. If I have to have the cancer removed, it will spread when it is cut into.<br><br>Breast cancer is contagious. If it is cut into, I might spread it to my loved ones. | <ul style="list-style-type: none"><li>• There are several options for breast cancer treatment.</li><li>• Breast cancer does not spread through contact with air. Cutting into a tumor will not make it spread. Breast cancer can spread, though, when it is left inside the body. That's why removing the tumor during some treatments is so important.</li><li>• Breast cancer is not contagious. It spreads within a person's body, but cannot spread through person-to-person contact.</li></ul> |

### Barrier 26: Fear of losing hair

| SHE MAY SAY  | SUGGESTED RESPONSE   |
|--|--|
| I don't want to have a mammogram. If I find out I have breast cancer, I will have to go through treatments that will make me lose all my hair. | <ul style="list-style-type: none"><li>• Hair is really important to us women. But being diagnosed with breast cancer does not always mean you will lose your hair. There are different treatments recommended based on the type and stage of breast cancer at diagnosis. They do not all involve losing your hair.</li><li>• Also, hair does begin to grow back once treatment has ended, and there are ways to get free or low-cost wigs.</li></ul> |

### Barrier 27: Fear of radiation

| SHE MAY SAY  | SUGGESTED RESPONSE   |
|--|--|
| I've had a lot of X-rays in my life. I don't want to expose myself to any unnecessary radiation. | <ul style="list-style-type: none"><li>• Talk with your doctor about your history of X-rays so that he/she may talk with you about recommendations specifically for you.</li><li>• High X-ray exposure early in life is a risk factor for breast cancer. Those who have this history should talk with their doctor about their personal risk and screening recommendations.</li><li>• A woman's chance of getting breast cancer increases with age, so regular screening is important for finding breast cancer early. The amount of radiation you get with a mammogram is a small amount. Experts think that the benefit is greater than the risk for most people.</li></ul> |

### Barrier 28: Forgot appointment

| SHE MAY SAY                                     | SUGGESTED RESPONSE  |
|---|---|
| I made an appointment, but I just forgot to go. | <ul style="list-style-type: none"><li>• Sometimes people just forget their appointment. It is ok. Is there a simple way to keep track of your appointments? Maybe you could keep a calendar. Ask someone to remind you. Put a sticky note on your purse. You might also try calling the mammogram facility and ask them to call you before your appointment as a reminder.</li><li>• We have a reminder tool that you can sign up for to receive reminders for breast exams by your doctor and mammograms. <a href="https://www.komen.org/reminder">komen.org/reminder</a>.</li></ul> |

### Barrier 29: Forgot to schedule an appointment

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| I have too many things going on. I just can't remember to schedule an appointment. | <ul style="list-style-type: none"><li>• Life can get so hectic that it's easy to forget to make an appointment. Could you call your doctor today when you leave here to schedule an appointment? This way, you'll know you have one.</li><li>• We have a reminder tool that you can use to receive reminders for clinical breast exams and mammograms. <a href="https://www.komen.org/reminder">komen.org/reminder</a>.</li></ul> |

### Barrier 30: Husband/partner doesn't want breasts exposed to doctor

| SHE MAY SAY   | SUGGESTED RESPONSE  |
|---|---|
| My husband/partner said I can't get screened because he/she doesn't want my breasts exposed or touched by someone else. | <ul style="list-style-type: none"><li>• Have you asked him/her specifically why he/she objects to you needing to expose your breasts for a screening test?</li><li>• Ask him if he/she would feel comfortable allowing a female technologist or doctor to do the screening. I can suggest a couple places that have female staff that you can ask for.</li><li>• You can explain to him/her that you will be covered by a gown for most of the time and will be clothed from the waist down.</li><li>• Tell him/her that it is very important to you to have the screening for the sake of your health and your entire family. Ask him/her if he/she would like to come with you to get screened and that you would enjoy his/her company/support. Perhaps plan to have lunch/dinner out with him/her afterwards.</li><li>• Avoid making assumptions about the gender of someone's partner or significant other, unless they use words like "husband", "boyfriend" or "he/him." Follow their cues in how they refer to that person.</li></ul> |

### Barrier 31: Knows nothing about mammograms

| SHE MAY SAY                  | SUGGESTED RESPONSE  |
|------------------------------|---|
| What exactly is a mammogram? | <ul style="list-style-type: none"> <li>• A mammogram is a screening tool that uses X-rays to create a picture of the breast.</li> <li>• You stand in front of a mammography machine and one of your breasts is placed on a clear plastic plate and gently, but firmly, pressed from another plate above your breast.</li> <li>• The plates flatten the breast and keep it still, which helps produce a better mammogram image.</li> <li>• The pressure lasts a few seconds and does not harm the breast. The same steps are repeated with the other breast. The plates of the machine are then tilted to take a side view of each breast.</li> <li>• It usually takes about an hour to complete the paperwork, prepare for the exam, talk to the technologist and have the images taken.</li> <li>• Be sure to ask your doctor or the technologist how you will find out your results. Some centers may give you the results of your mammogram at the time of your screening. However, depending on the center, it may take up to two weeks to get your results.</li> <li>• If you do not get your results within two weeks, follow up with your health care provider or the mammography center. Don't assume the results were normal because you haven't received a report.</li> </ul> |

### Barrier 32: Mammograms cause cancer

| SHE MAY SAY                                   | SUGGESTED RESPONSE  |
|---|---|
| I heard people who get mammograms get cancer. | <ul style="list-style-type: none"> <li>• Getting a mammogram does not prevent or cause a woman to get breast cancer, but it provides the chance to find it early.</li> <li>• Mammograms may find breast cancer before it is big enough to be felt by you or your doctor.</li> <li>• The mammography equipment used today is very safe compared to old X-ray machines.</li> <li>• The amount of radiation you receive through a mammogram is very small. Studies show the benefits of mammography outweigh the risks from radiation, especially for women ages 50 and older. If it weren't safe, medical authorities would not recommend that women have mammograms every year starting at age 40.</li> <li>• A woman's chance of getting breast cancer increases with age, so regular mammograms are important for finding breast cancer early.</li> <li>• <b>If she mentions other barriers such as fear of pain, radiation, cost, etc. find appropriate barrier responses and respond accordingly.</b></li> </ul> |

### Barrier 33: Mammograms don't work

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| <p>I know a woman who had breast cancer and the mammogram didn't find it.</p> <p>I heard that mammograms can make you think you have cancer when you don't and you end up having a lot of unnecessary tests.</p> | <ul style="list-style-type: none"> <li>• Mammograms can save lives, but they are not perfect. However, they are the best screening tool used today. When mammography is combined with clinical breast exams your chances for finding cancer early are even greater.</li> <li>• It is possible for a woman to have breast cancer that doesn't show on a mammogram. Mammograms are better at finding breast cancer in older women than in younger women.</li> <li>• It is also possible for something to show up on a mammogram that isn't breast cancer. This might require additional tests.</li> </ul> |

### Barrier 34: Never had a mammogram

| SHE MAY SAY                               | SUGGESTED RESPONSE  |
|---|---|
| <p>I have never gone for a mammogram.</p> | <p>This is what you can expect:</p> <ol style="list-style-type: none"> <li>1. In a private room, you will take everything off from the waist up and put on a gown, which will cover your body. Avoid using deodorants, antiperspirants, perfumes, powders or lotions on the breast or underarm area on the day of the exam. Ingredients in these products can show up on a mammogram and make it harder to read.</li> <li>2. You will be asked to answer a few questions on paper or in person. The questions will be about your age when you started having periods, the date of your last period, the number of children you have, whether you have had surgery on your breasts and your use of birth control pills or hormones.</li> <li>3. You will stand in front of an X-ray machine specially designed for mammograms.</li> <li>4. The technologist will place your breast on a plate that holds the X-ray film.</li> <li>5. A second plate will slowly come down on top of your breast to spread out your breast tissue. This allows the technologist to get a clear picture of your breast with the lowest dose of radiation.</li> <li>6. You will feel some pressure on your breast, but only for a few seconds while the image is being taken. This pressure does not harm your breast tissue. Tell the technologist if you feel any discomfort. Taking acetaminophen (Tylenol) or ibuprofen (Advil, Motrin) about an hour before the exam may help. If you have concerns, talk to your health care provider about other ways to help ease discomfort (or anxiety) during a mammogram. And, before the exam, let your technologist know your concerns.</li> <li>7. In most cases four X-ray pictures will be taken, two of each breast.</li> <li>8. The technologist will review the pictures to make sure they are of good quality. If needed, she will take extra pictures. The screening doctor will look at the pictures after you leave, usually the next day and prepare a report for your doctor.</li> <li>9. Ask when you will receive the results.</li> <li>10. Get dressed and be on your way.</li> </ol> <ul style="list-style-type: none"> <li>• <b>If she mentions other barriers such as fear of pain, radiation, cost, etc. find appropriate barrier responses and respond accordingly.</b></li> </ul> <p><i>See the educator resource "<a href="#">Questions To Ask Your Doctor About Breast Health</a>"</i></p> |

### Barrier 35: Never thought about getting one

| SHE MAY SAY                                     | SUGGESTED RESPONSE   |
|---|--|
| I just never thought about getting a mammogram. | <ul style="list-style-type: none"> <li>• Have you heard or read anything about mammograms?</li> <li>• A mammogram is an X-ray of the breast. Its purpose is to find breast cancer early before there are any symptoms. When breast cancer is found and treated early, many women live a long and healthy life.</li> <li>• About 1 in 8 women in the U.S. will get breast cancer during her lifetime. Screening tests can find breast cancer early, when it's most treatable. Getting regular screening tests is the best way for women to lower their risk of dying from breast cancer.</li> <li>• Why do you not want to have a mammogram?</li> <li>• <b>If she mentions other barriers such as fear of pain, radiation, cost, etc. find appropriate barrier response and respond accordingly.</b></li> </ul> |

### Barrier 36: No blows/injury to the breasts

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| I don't need a mammogram because I've never had any injury or punches to my breasts. | <ul style="list-style-type: none"> <li>• It sounds like you believe that injury to your breasts causes breast cancer. It does not. There are risk factors for breast cancer, but being punched in the chest or otherwise injured is not one of them — no matter how many times it has happened. The two most common risk factors for breast cancer are being born a woman and getting older.</li> </ul> |

### Barrier 37: No doctor

| SHE MAY SAY                                       | SUGGESTED RESPONSE   |
|---|--|
| I don't have a doctor. How can I get a mammogram? | <ul style="list-style-type: none"> <li>• You may qualify for a low or no-cost mammogram; call the Susan G. Komen® Breast Care Helpline at 1-877 GO KOMEN (1-877-465-6636) to learn about possible sources of care in your area.</li> </ul> |

### Barrier 38: No family history

| SHE MAY SAY   | SUGGESTED RESPONSE   |
|---|--|
| Breast cancer doesn't run in my family. I don't need a mammogram. | <ul style="list-style-type: none"> <li>• Some women believe they don't need mammograms because no one in their family has had breast cancer.</li> <li>• The truth is, most women who get breast cancer have no family history of the disease. While the risk of breast cancer increases with age, all women are at risk of getting breast cancer. As women get older, their chances of getting breast cancer increase whether or not anyone in their family has had it.</li> <li>• Getting regular screening tests is the best way for women to lower their risk of dying from breast cancer. Screening tests can find breast cancer early, when it's most treatable. This is why it's so important to have regular mammograms to find breast cancer early</li> </ul> <p><i>See the educator resource "<a href="#">Start Talking: The Importance of Family Health History</a>"</i></p> |

### Barrier 39: No insurance

| SHE MAY SAY   | SUGGESTED RESPONSE   |
|---|--|
| I can't afford a mammogram. I don't have insurance. | <ul style="list-style-type: none"><li>You may qualify for a low or no-cost mammogram; call the Susan G. Komen® Breast Care Helpline at 1-877 GO KOMEN (1-877-465-6636) to learn about possible sources of care in your area.</li></ul> |

### Barrier 40: No time for a mammogram

| SHE MAY SAY   | SUGGESTED RESPONSE   |
|---|--|
| I am too busy with my job and taking care of everyone else in my life. I just don't have time to get a mammogram. | <ul style="list-style-type: none"><li>Most of us lead very busy lives. What in particular is making your life busier than normal?</li><li>We all have a way of putting things off. Just so you don't forget later, why don't you call today or tomorrow and make your mammogram appointment for a time when you will be less busy?</li><li>The mammogram itself usually takes less than an hour from the time you walk into the facility until the time you walk out. This really isn't very much time, especially when you consider a mammogram could save your life.</li><li>A mammogram is important. It is the best screening tool used today to find breast cancer. Mammography can find cancers at an early stage, when they are small (too small to be felt) and most responsive to treatment. Getting regular screening tests is the best way for women to lower their risk of dying from breast cancer.</li></ul> |

### Barrier 41: Not interested in getting a mammogram

| SHE MAY SAY                                      | SUGGESTED RESPONSE   |
|--|--|
| I am just not interested in getting a mammogram. | <ul style="list-style-type: none"><li>Some women have said they were not interested in having a mammogram because they were concerned about the cost, being exposed to radiation, finding something abnormal or they just didn't have the time. Do any of these things sound like you?</li><li>If she mentions other barriers such as fear of pain, radiation, cost, etc. find appropriate barrier responses and respond accordingly.</li><li>Have you ever thought about having a/another mammogram?</li><li>What are your reasons for not wanting to have a mammogram?</li><li>Has anyone you know ever had a mammogram? What did she have to say about it?</li><li>Has your doctor ever talked with you about having a mammogram?</li><li>As women get older, their chances of getting breast cancer increase. Most of the breast cancer cases are in women over the age of 50. Mammograms can find early signs of breast cancer long before you or your doctor can feel or see changes. When breast cancer is found and treated effectively, many women live longer and healthier lives.</li></ul> |

## Barrier 42: Not looking for trouble

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| Having a mammogram just means looking for trouble. | <ul style="list-style-type: none"><li>• Some women feel having a mammogram is just looking for trouble. Unless you have regular mammograms, you won't know your breasts are "in trouble" until the trouble begins to show up in the form of symptoms, such as a lump, discharge or dimpling of the breast.</li><li>• At that point, if you have breast cancer, it may have already spread outside your breast. After breast cancer starts to spread, it is much harder to treat. It's much better to find breast cancer before there are any symptoms. In fact, you might say, it's much better to go looking for breast cancer, before it comes looking for you.</li><li>• Having regular mammograms is the best way to find breast cancer early when chances of survival are highest. They can often find breast cancer before you or your doctor can feel a lump. When breast cancer is found and treated early, many women go on to live a long and healthy life.</li></ul> |

### Barrier 43: Not needed

| SHE MAY SAY                                    | SUGGESTED RESPONSE   |
|--|--|
| <p>I really don't need to get a mammogram.</p> | <ul style="list-style-type: none"> <li>• Please tell me more about why you feel mammograms are not necessary. What are some reasons you think you do not need to have mammograms?</li> <li>• Some women I've talked to think they don't need to have a mammogram because they're not having breast problems, or because they don't have a family history of breast cancer.</li> <li>• Do you think any of these reasons sound like you?</li> <li>• In fact the best time to have a mammogram is when no symptoms are present. A mammogram can find breast cancer before a woman or her doctor would be able to feel it.</li> <li>• And most women who get breast cancer don't have a family history. The truth is, all women are at risk and the most common risk factors are being born a woman and getting older.</li> <li>• Sometimes women who have their breasts examined by their doctors or who are familiar with how their breasts look and feel, think that they don't need to have mammograms. However, mammography is the best screening tool used today to find breast cancer. It can find cancers at an early stage, when they are small (too small to be felt) and most responsive to treatment.</li> <li>• Still some women think they don't need mammograms because they're too old or because they just don't think they'll get breast cancer.</li> <li>• However, 1 in 8 women in the U.S. will get breast cancer in her lifetime. Most breast cancers occur in women age 50 and older and as women get older, they are more likely to get breast cancer.</li> <li>• Although it is true that getting older is one of the most common risk factors for breast cancer, Black and African American women are more likely than white women to develop cancer under the age of 40.</li> <li>• A mammogram is the best way to find breast cancer in the early stages. When breast cancer is found early and treated effectively, many women go on to live long and healthy lives.</li> <li>• <b>If it's because she has breast implants:</b> Women who have breast implants still need mammograms. Special techniques are used to image women with breast implants. It is important that the radiology center know ahead of time if you have implants.</li> </ul> |

### Barrier 44: Nothing is wrong now/no symptoms

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| <p>I simply don't understand why I have to have regular mammograms. I examine my breast regularly and everything feels fine. Why do I need to keep going back?</p> | <ul style="list-style-type: none"> <li>• In the case of breast cancer, it's not always easy to tell whether or not something is broken, that is, whether or not you have breast cancer. Women can have breast cancer without having any symptoms. In fact, the best time to get a mammogram is when you feel fine and do not have any symptoms.</li> <li>• Mammograms can find breast cancer early before there are any symptoms and when it's most treatable. Getting regular screening tests along with effective treatment is the best way for women to lower their risk of dying from breast cancer.</li> </ul> |

### Barrier 45: One past mammogram is enough

| SHE MAY SAY                                   | SUGGESTED RESPONSE  |
|---|---|
| I had my one mammogram. I don't need another. | <ul style="list-style-type: none"> <li>• I'm glad to hear you have had a mammogram. That's a great start.</li> <li>• In order to find breast cancer early, women need to have regular mammograms and it's best to be able to compare your mammograms to see if there have been any changes. Breast cancer can develop at any time.</li> </ul> |

### Barrier 46: Pain/discomfort from mammograms

| SHE MAY SAY                                    | SUGGESTED RESPONSE  |
|--|---|
| I heard a mammogram hurts.                     | <ul style="list-style-type: none"> <li>• What have you heard about mammograms?</li> <li>• For most women, a mammogram is not painful. In order to get a good picture, the breast has to be compressed (pressed between two plates), which can be uncomfortable, but should not hurt. And it will take only a few seconds. Tell the technologist if you feel any discomfort. Taking acetaminophen (Tylenol) or ibuprofen (Advil, Motrin) about an hour before the exam may help. If you have concerns, talk to your health care provider about other ways to help ease discomfort (or anxiety) during a mammogram. And, before the exam, let your technologist know your concerns.</li> </ul>  |
| Last time I had one it just hurt way too much. | <ul style="list-style-type: none"> <li>• I am sorry to hear it was painful. Next time you might mention this to your technologist so she can be aware of your prior experience.</li> <li>• Some women do say having a mammogram is uncomfortable — for just a few moments. This is because the breast is pressed between two plates. This compression helps get a good picture of your breast and lowers the amount of radiation needed. Most women say the mammogram is not painful. In fact, most women we talk to say the mammogram didn't hurt like they thought it would. Sometimes thinking about it was worse than the mammogram.</li> <li>• It is important to remember this discomfort only lasts a short time and it could save your life.</li> <li>• There are some things you might do to make the mammogram less uncomfortable. If you are still having periods, it is best to have the mammogram right after your period. Women taking hormones may also notice certain times of the month when their breasts are less tender and should have their mammogram during those times.</li> <li>• Tell the mammography technologist if you feel any discomfort. Taking acetaminophen (Tylenol) or ibuprofen (Advil, Motrin) about an hour before the exam may help. If you have concerns, talk to your health care provider about other ways to help ease discomfort (or anxiety) during a mammogram. And, before the exam, let your technologist know your concerns.</li> </ul> |

#### 47: Provider's office closed after work hours

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| <p>When I get off of work, the mammography facility is closed.</p> | <ul style="list-style-type: none"> <li>• Have you tried to call the mammogram place to find out about possible evening or weekend hours?</li> <li>• Are there other facilities in your area that have different hours?</li> <li>• <b>Help her see the advantages of having a mammogram outweigh the hassles of juggling her schedule, location, etc. to make time for a mammogram.</b></li> <li>• The mammogram itself usually takes about an hour from the time you walk into the facility until the time you walk out.</li> </ul> |

#### Barrier 48: Social/emotional problems

| SHE MAY SAY   | SUGGESTED RESPONSE  |
|---|---|
| <p>I lost my job and can't afford to pay my regular bills right now, let alone pay for a mammogram.</p> <p>My daughter has an earache right now, and we don't have a doctor or insurance.</p> <p>I can't afford to pay rent right now, let alone pay for a mammogram.</p> | <ul style="list-style-type: none"> <li>• <b>If she can't afford the cost or copayment of a mammogram, refer to barrier 9 responses.</b></li> <li>• <b>If she needs emergency food, emergency shelter, or experiencing other social and emotional problems, suggest she call the Susan G. Komen® Breast Care Helpline at 1-877-465-6636 (1-877 GO KOMEN).</b></li> <li>• <b>Offer this in closing:</b> I hope you'll make an appointment to have a mammogram when things get a little better or when you have a chance. Having a mammogram is something very important you can do for yourself so you can help take care of your family. It might help you find breast cancer when it is small and easy to treat. A mammogram can find breast cancer before there are any symptoms. When breast cancer is found early and treated effectively, many women go on to live longer and healthier lives.</li> </ul> |

#### Barrier 49: Something is wrong with my breast

| SHE MAY SAY   | SUGGESTED RESPONSE   |
|---|--|
| <p>I have a lump in my breast. She could also say she has a rash, nipple discharge, scaly sore rash on the nipple, had changes in the size of her breasts, etc.</p> | <ul style="list-style-type: none"> <li>• <b>Tell her not to panic.</b></li> <li>• The fact that you are having breast problem(s) does not mean you have breast cancer. Most problems aren't cancer.</li> <li>• If you feel there is something wrong with your breasts, you should have them checked out by your doctor. You should call your doctor's office and explain your problem and make an appointment. <b>If she feels uncomfortable talking to her doctor, refer to Barrier 53 responses.</b></li> <li>• <b>If she doesn't have a doctor, refer to Barrier 37 responses.</b></li> </ul> |

### Barrier 50: Staff are mean

| SHE MAY SAY                                | SUGGESTED RESPONSE   |
|--|--|
| The last time I went the lady was so mean. | <ul style="list-style-type: none"><li>• I hope you will tell your doctor how you feel so he/she can talk with the technologist about how it made you feel. In the meantime you may want to request a different technologist when you make your appointment, or call another facility that takes your insurance.</li><li>• If you do switch to another facility, you can pick up your records and take them with you to the new place. Or you can call your new facility before your first appointment and ask them to get your records from the facility you previously visited.</li></ul> |

### Barrier 51: Transportation problems

| SHE MAY SAY   | SUGGESTED RESPONSE   |
|---|--|
| The mammogram place is too far away. I don't drive and can't take the bus. There is no way I can afford to take a cab either. | <ul style="list-style-type: none"><li>• I can hear how frustrating this is for you. Getting around is difficult if you don't have a car or anyone to take you places. This problem makes scheduling your mammogram difficult. Or you can call the Susan G. Komen® Breast Care Helpline at 1-877 GO KOMEN (1-877-465-6636) learn about possible sources of assistance in your area.</li></ul> |

### Barrier 52: Uncomfortable asking my doctor for a referral

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| I don't really know how to ask my doctor for a referral for a mammogram. | <ul style="list-style-type: none"><li>• If you've had a physical exam within the last year, call your doctor or the nurse so you can ask him/her about a mammogram. Most doctors appreciate being reminded about their patient's need for mammograms. How do you feel about doing this?</li><li>• If you can't afford to get a yearly clinical breast exam or a mammogram, call the Susan G. Komen® Breast Care Helpline at 1-877 GO KOMEN (1-877-465-6636) to learn about possible sources of care in your area.</li></ul> |

### Barrier 53: Uncomfortable talking to doctor about risk or breast changes

| SHE MAY SAY   | SUGGESTED RESPONSE   |
|---|--|
| I don't feel comfortable talking to my doctor about risk factors or breast changes. | <ul style="list-style-type: none"><li>• Why don't you feel comfortable? Can we practice talking to the doctor together? Is there a close friend or family member that can come with you to your appointment to support you? It is very important that you share your personal risk factors or talk about changes to your breasts with your doctor. <b>If she dislikes her doctor, refer to Barrier 12 responses.</b></li><li>• Some women think they may be wrong or worried for nothing, but it's important to check with your doctor. You know your body better than anyone. If you notice a change, talk to your doctor.</li><li>• If you think you are at high risk for developing breast cancer, talk to your doctor. Your doctor will ask you questions about your health and family history. He/she may also ask when you started having periods or had your first child. Be prepared to talk openly and honestly with your doctor.</li><li>• Some women do not feel comfortable talking to male doctors about these topics. I know some places with female doctors. Would you like me to give you a list?</li><li>• Some women worry that they won't understand their doctors' answers to their questions. Ask your doctor to write down important information. If your doctor thinks you may need genetic testing and genetic counseling, ask for written recommendations.</li></ul> <p><i>See the educator resource <a href="#">"7 Tips for Being Your Own Best Advocate,"</a> <a href="#">"What Do Genes Have To Do With Breast Cancer"</a> and <a href="#">"Start Talking: The Importance of Family Health History."</a></i></p> |

## Barrier 54: Uncomfortable talking to family about health history

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| <p>I am uncomfortable talking to my family about breast cancer.</p> <p>I don't want to talk to my relatives about our personal health history.</p> | <ul style="list-style-type: none"> <li>• Asking your relatives about your family health history can be very emotional. You may feel uncomfortable or worried about how they will react. Keep in mind that the information may help you and other relatives, including your children, to know their own personal risks of developing breast cancer.</li> <li>• It is important to know if you have a family history of breast cancer. But for many families, breast cancer is very personal. Set time aside for a private conversation with your relatives. Explain to them why you want to discuss breast cancer.</li> <li>• Offer to go with female family members to breast cancer screenings. Use the trip to talk about breast cancer in your family.</li> <li>• Talk with relatives on both sides of your family. If you are uncomfortable talking to male relatives about breast cancer, sit down privately with a male relative and his spouse or a female relative. Start by asking about cancer in general, and then ask about breast cancer.</li> <li>• If you learn information about your family history of breast cancer, pass this information on to younger generations.</li> </ul> <p><i>See the educator resource "<a href="#">Start Talking: The Importance of Family Health History</a>"</i></p> |
| <p>I don't feel comfortable talking to my children/to younger generations about our family's history of breast cancer.</p>                         | <ul style="list-style-type: none"> <li>• Remember that you are sharing this information because you love them and want them to be healthy and safe. If you believe they are at a higher risk of developing breast cancer based on your family history, it is important that they are aware.</li> <li>• If your children are young, consider waiting until they are young adults to share this information. Breast cancer is extremely rare before the age of 20.</li> <li>• Be open and answer their questions truthfully. Ask them to pass along the information to their own children and younger family members when they are older.</li> </ul>  |

### Barrier 55: Undocumented immigrant

| SHE MAY SAY  | SUGGESTED RESPONSE  |
|--|---|
| <p>I, or someone in my family is an undocumented immigrants and is scared of being reported.</p> | <ul style="list-style-type: none"> <li>• It is not the policy of health care programs to report undocumented immigrants. In fact, some organizations prohibit its employees from sharing immigration status information. There are federally funded public health programs and federally qualified health centers that can provide you with a mammogram regardless of your residency/citizenship status. Let's work together to find an organization that will provide you a mammogram without fear of your immigration status being reported.</li> <li>• <b>As an educator, you should build relationships with health care providers with whom you feel confident working. You can then discuss the trust you've developed with those providers when reassuring an undocumented immigrant that she/he will not be reported. You can also contact the Susan G. Komen® Breast Care Helpline at 1-877 GO KOMEN (1-877-465-6636) to learn about possible sources of care in your area.</b></li> </ul> |

### Barrier 56: Worried about having a mammogram

| SHE MAY SAY   | SUGGESTED RESPONSE   |
|---|--|
| <p>I am just worried about getting a mammogram.</p> | <ul style="list-style-type: none"> <li>• For some women, thinking about having a mammogram reminds them about the chance they could get breast cancer some time and this is very upsetting — so upsetting it makes it hard for them to do what they need to do to stop worrying — have the mammogram.</li> <li>• Some women feel better if a close friend or family member goes with them to the appointment. You could even combine having a mammogram with lunch or another social activity. Make it your own party.</li> <li>• One woman said she felt calmer and more in control after having a mammogram. She said she couldn't decide never to get breast cancer, but, she could try to beat it if she did get it. A mammogram can sometimes find breast cancer years before it can be felt. When breast cancer is found early and treated effectively, many women live longer and healthier lives.</li> </ul> |

### Barrier 57: Worried about losing femininity

| SHE MAY SAY   | SUGGESTED RESPONSE   |
|---|--|
| <p>I don't want to have a mammogram. If I find out I have breast cancer, I will have to go through treatment that will mean losing my breasts and my hair, and I will no longer feel feminine or sexually attractive.</p> | <ul style="list-style-type: none"> <li>• Feeling feminine is important to us women. But being diagnosed with breast cancer does not always mean you will lose your breasts and your hair. There are different treatments recommended based on the type and stage of breast cancer at diagnosis. They do not all involve losing your breasts or your hair.</li> <li>• There are ways to make yourself feel more feminine while going through treatment and after treatment. The use of breast prostheses and reconstructive surgery are very common for women who have had mastectomies. Hair grows back, and you can get free or low-cost wigs or wear beautiful scarves or hats while it grows back.</li> </ul> |