

Animation Making an appointment for the breast exam – Breast cancer screening

Hilde is a 67-year-old white woman with short, dark brown hair. She wears glasses and a necklace, and is dressed in an ochre-yellow jacket and light blue trousers. We see her living room. Hilde enters the frame from the right, holding an invitation letter for the breast cancer screening program. She stands in front of her purple armchair to talk about this animation.

HILDE: "You have received an invitation for breast cancer screening. Would you like to take part? It is fast and easy to make an appointment online in the online clientportal Mijn Bevolkingsonderzoek."

Caption: Title appears: "Mijn Bevolkingsonderzoek. Making an appointment for breast cancer screening."

Hilde sits in the chair with a laptop and opens the online clientportal Mijn Bevolkingsonderzoek to make an appointment. We follow along with the steps on the screen.

HILDE: "After logging in on the portal click on the box for breast cancer screening: 'Bevolkingsonderzoek borstkanker'.

"Then click on the box to make an appointment: 'Ik wil graag een afspraak maken'. The town or city has already been entered. That is the location of the test centre where you are invited to have the breast exam. Would you like to go to a test centre in a different town or city? Select the town or city you want to go to. Then enter the date on which you would like to take part in the screening. You can only select dates when there is an opening to make an appointment. The default option is the next date on which you can make an appointment. Click on 'Zoeken' (Search). Unable to find an appointment that suits your schedule? You can also check the options at other test centres near you. Click on 'Meer zoekmogelijkheden' (More search options). Now you can set the maximum distance you are willing to travel to a test centre. Click on 'Zoeken' (Search). The available time slots are now displayed on your computer screen. If you would like to view more options, click on 'Toon meer mogelijkheden'. Click on the 'Dag' button to see the possible time slots one day earlier or later. Click on the appointment option that you want to select."

Hilde sits in the chair with a laptop.

HILDE: "A new screen opens. It takes just five steps to make your appointment and set an optional reminder."

"In step 1, you see the details of your appointment. If you want to go back to the overview of available time slots, click on 'Wijzigen' (Change). If you want to confirm the appointment, click on 'Volgende' (Next)."

“In step 2, you choose if you want confirmation of your appointment by e-mail or post. Would you like to receive confirmation of your appointment? Click on ‘Per mail’ and enter your e-mail address, or check that the displayed e-mail address is correct. If you would prefer to receive confirmation by post, click on ‘Per post’. You can also choose not to receive confirmation. In that case, click on ‘Geen bevestiging’ (No confirmation). Choose an option and click on ‘Volgende’ (Next).”

“If you would like an SMS reminder two days before your appointment, enter your phone number in step 3. If your phone number is already known to us, it will be displayed here. Check if this phone number is correct. Then click on ‘Volgende’ (Next).”

“In step 4, you see an overview of your appointment. You can also read what you should bring along to your appointment. Click on ‘Volgende’ (Next).”

In step 5, we ask you for information about your own doctor (GP). If abnormalities are found, we will notify your GP. Enter the last name of your GP or the name of the practice and the town or city, and click on ‘Zoeken’ (Search). Then select your GP from the search results and click on ‘Kies deze huisarts’ (Select this GP). The pop-up will display the details of the GP you selected. If this is your GP, then click on “Dit is mijn huisarts” (This is my GP). If you want to select a different GP, click on ‘Andere huisarts kiezen’ (Select different GP). Once you have successfully provided the information about your GP, a pop-up will appear at the bottom of the screen. Click on the button ‘Afronden’ (Finish).”

“You have now made an appointment for breast cancer screening. The details of your appointment are displayed in the text box.”

“Are you finished using the secure login on the portal? Do not forget to log out. Scroll to the top of the page, then log out by clicking on ‘Uitloggen’ at the top right.”

Hilde sits in the chair with a laptop and holds up her phone.

HILDE: “If you have questions, go to our website or contact the information line on working days between 08:30 and 17:00 hrs. Would you like to hear the explanation again? Please rewatch the video.”