

Breast
Cancer
Network
Australia



Guidelines for ordering the *My Care Kit*



Breast Cancer Network Australia is delighted to work in partnership with Berlei, a Pacific Brands company, to provide this important service to women in Australia who have recently had breast cancer surgery.

Berlei

My Care Kit

Table of Contents



Program Overview	3
Getting Started	4
Placing an Order	5
Reviewing Your Orders	7
Fitting Guidelines	8
Frequently Asked Questions	14
Fax Order Form	16

My Care Kit Program Overview



Berlei, a Pacific Brands company and Breast Cancer Network Australia (BCNA) formed a partnership in 2004 to bring comfort and support to women who have had breast cancer surgery through the *My Care Kit* program.

The *My Care Kit* contains a bra and soft form/s (if required), and is available free of charge to women in Australia who undergo surgery for breast cancer.

The bra has been designed to cover the post surgery period of 7 to 12 weeks, and features soft seams and linings that avoid pressure, extra expansion to accommodate swelling, front and back opening, and a soft form insert that can be modified to size. The fabric was chosen for its softness and special attention has been given to the placement and sewing of the seams. It has pockets to hold the soft form in place and because it has no wiring, can be worn by women during any radiation treatment.

Ordering the *My Care Kit*

Health Professionals must enrol in the *My Care Kit* program to be able to order bras for women in their care. Orders can be placed via BCNA's website or via fax, and can be mailed directly to women, or to the Health Professional (to then be passed on to the woman).

My Care Kits are processed twice weekly and dispatched each Wednesday and Friday. Orders placed on Thursday, Friday, Saturday and Sunday will be included in Wednesday's dispatch. Orders received on Monday, Tuesday and Wednesday will be included in Friday's dispatch. (See table below)

Order placed:	Order dispatched:
Thursday, Friday, Saturday and Sunday	Wednesday
Monday, Tuesday and Wednesday	Friday

Questions and Feedback

Page 13 outlines some Frequently Asked Questions. Should you have any additional questions, please contact the *Service Team* on 1800 500 258 or email mycarekit@bcna.org.au

We are committed to enhancing this service and welcome your feedback and comments.

My Care Kit Getting Started



How to enrol in the program

To be able to order *My Care Kits* for women, health professionals must first enrol in the program.

To enrol:

- Go to BCNA's homepage www.bcna.org.au
- Scroll down to the bottom of the page and click on *find out more* in the green Health Professionals section.
- Select *Kits and resources* on the left hand column.
- Click on *Enrol in My Care Kit program* on the left hand column.
- Complete and submit enrolment form

Once you have been enrolled, you will be given unique **login details** to enable you to place *My Care Kit* orders via the website. If you have not been provided with these details, please email mycarekit@bcna.org.au or call the Service Team on 1800 500 258.

To place an order:

- Go to BCNA's homepage www.bcna.org.au.
- Scroll down to the bottom of the page and click on *find out more* in the green Health Professionals section.
- Select *Kits and resources* on the left hand column.
- Click on *Order My Care Kit* on the left hand column.
- A login page will appear. Enter your User ID and email address in the fields allocated, and press the *Submit* button. This will take you to the order page.

Note: Your UserID will be your first initial and surname.

Order a My Care Kit

My Care Kit Login Form

Login Information

Mandatory fields are noted with an "*"

Userid: *

Email: *

[Not Registered?](#)

My Care Kit

Placing an order



1. First step to placing a *My Care Kit* order is to confirm that you have the woman's consent. Select the *Yes I have her consent* box to continue on with the order.

Order a My Care Kit

My Care Kit Order Form

Please complete the following form to place an order for a *My Care Kit*.
All information provided is stored securely on Breast Cancer Network Australias database.
If you have any questions about your order please call 1800 500 258 or email mycarekit@bcna.org.au

Fields indicated with an asterisk (*) are mandatory.

Details of nurse registered with *My Care Kit* program

Full Name: Katie Nicholson
Email: knicholson@email.org.au
Phone: 03 9805 2500

Consent:
Women must give their consent before an order is placed for them.

Yes I have her consent.



Proud sponsors of the *My Care Kit*

2. Select whether you would like the kit to be sent to you or directly to the woman.

Consent:
Women must give their consent before an order is placed for them.

Yes I have her consent.

Delivery Options

Send to woman Send to nurse *

3. Fill in the woman's details. We still require full details, even if the kit is being sent directly to the nurse.

Woman's Details:

Title: *

First Name: (eg Mary)*

Last Name: (eg Smith)*

Phone Number: (eg 03 9805 2599)

Email Address:

Street: (eg 31 Smith St)*

Suburb: *

State: *

Post Code: *

Date of Birth? (dd/mm/yyyy) *

How long has it been since the diagnosis of breast cancer? *

Date diagnosed? (dd/mm/yyyy) *

4. Select suitable *My Care Kit* bra size
5. If required, select the number of soft forms required

Order Details:

My Care Kit bra size: *

Number of soft form/s (maximum of 2) *

6. Select whether or not the woman would like to receive the *My Journey Kit* (a free information resource for women newly diagnosed with breast cancer)
7. Confirm that you have the woman's consent to order the *My Journey Kit*
8. Click on the *Submit* button to confirm the order

My Journey Kit

Would you also like to order a *My Journey Kit* for this woman? (to be sent to woman's address)

Yes No *


To process an order for a My Journey Kit for a woman we need to confirm her consent.

I have the woman's consent to order a *My Journey Kit* for her.

Yes I have her consent

Privacy Policy

For more information on BCNA's privacy policy, please visit BCNA's website
www.bcna.org.au > About BCNA > Privacy Policy



My Care Kit

Reviewing your orders



Once you have submitted your order, a confirmation will appear thanking you and allowing you to order another *My Care Kit* without having to log into the system again.

Order a My Care Kit

Thank You

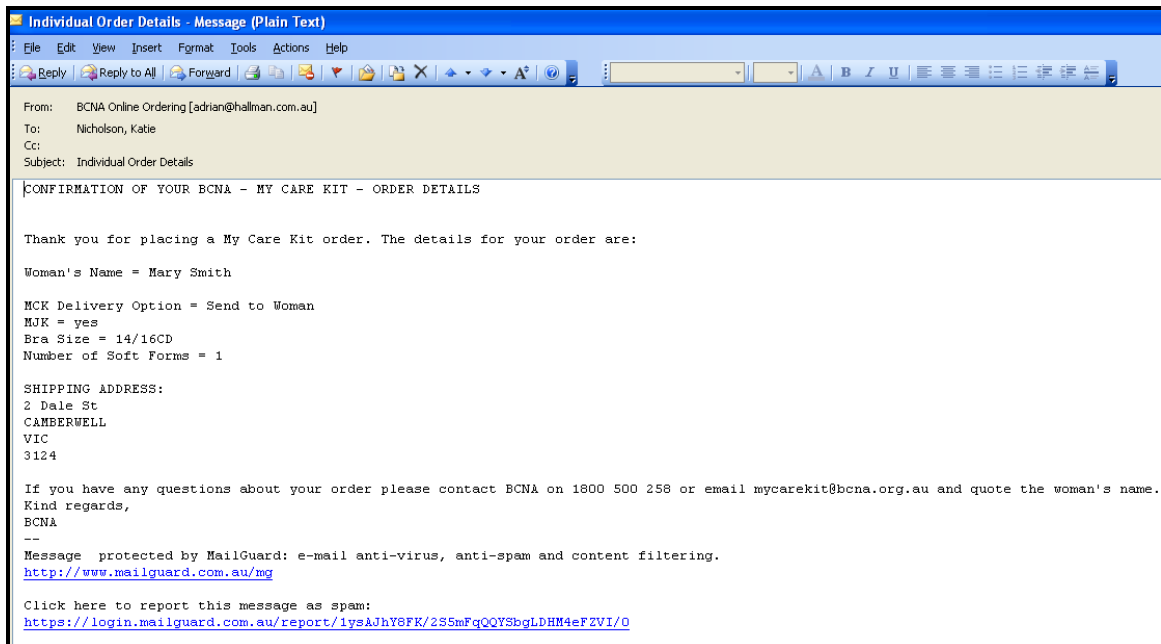
Thank you for completing your order. The order should be received in the mail within the next 7-10 working days, depending on where it is being delivered in Australia.

To place another My Care Kit order, [please click here](#).

If you would like to contact Breast Cancer Network Australia, call 1800-500-258 (freecall) or email beacon@bcna.org.au

A confirmation email (example below) will also be sent to you that you can use to store in the woman's hospital record, or refer to at a later stage.

If no confirmation email is received within an hour of placing the order, it is likely that an error has occurred. Please email mycarekit@bcna.org.au or call 1800 500 258 to confirm your order.



Individual Order Details - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward

From: BCNA Online Ordering [adrian@hallman.com.au]
To: Nicholson, Katie
Cc:
Subject: Individual Order Details

CONFIRMATION OF YOUR BCNA - MY CARE KIT - ORDER DETAILS

Thank you for placing a My Care Kit order. The details for your order are:

Woman's Name = Mary Smith

MCK Delivery Option = Send to Woman
MJK = yes
Bra Size = 14/16CD
Number of Soft Forms = 1

SHIPPING ADDRESS:
2 Dale St
CAMBERWELL
VIC
3124

If you have any questions about your order please contact BCNA on 1800 500 258 or email mycarekit@bcna.org.au and quote the woman's name.
Kind regards,
BCNA
--

Message protected by MailGuard: e-mail anti-virus, anti-spam and content filtering.
<http://www.mailguard.com.au/mg>

Click here to report this message as spam:
<https://login.mailguard.com.au/report/1ysAJhY8FK/2SSmFqQQY3bqLDHM4eFZVI/0>

My Care Kit **Fitting Guidelines**



Guidelines for measuring and fitting *My Care Kit* bras

The *My Care Kit* bra and soft forms are designed for women to wear in the first few months after breast surgery. As the bra is not designed to be worn for the long term, the fit may not be as accurate as a bra that is designed for everyday wear.

Before you start measuring the woman please note the following:

- Bras worn over a long period of time may stretch to a larger size and lose their elasticity. It is therefore best to measure women to determine their *My Care Kit* bra size.
- Soft forms are supplied with *My Care Kit* bras as temporary breast forms. Packing can be removed to a size that suits the woman.
- Each *My Care Kit* bra size has a corresponding soft form size. Soft forms come in Small, Medium, Large, X Large (see Chart 2). When ordering, it is not necessary to choose a soft form size as they are automatically packaged with the relevant sized bra.
- The *My Care Kit* bra is moulded in the cup. If the woman has a partial mastectomy, or lumpectomy, it could result in some puckering in the tip of the cup.

Measuring women for a *My Care Kit* bra

This information is designed to help determine the most appropriate *My Care Kit* size for individual women.

It is important to measure each woman for an accurate bra size, rather than just asking what size they currently wear. This minimizes the risk of the bra being the wrong size and having to be exchanged – inconveniencing both you and the woman.

A tape measure will assist you to determine the most appropriate bra size. Tape measures can be purchased from most fabric and craft stores, usually for no more than \$5.00.

Bra Measurement Guidelines

Note

The **underbust** is the area just under the natural fold between the breast and chest wall.

The **overbust** is the fullest part of the breast, usually at the nipple line.

Step 1

Measure the **underbust** to determine the body size. The woman should be standing. The tape measure should be firm and snug, as the bra should be anchored firmly below the shoulder blades.

Step 2

Measure the **overbust** to determine cup size. The tape measure should not be firm or tight, but comfortable.



Underbust



Overbust

Step 3

Use **Chart 1a** to determine the woman's bra size.

Step 4

Use **Chart 2** to check whether the woman's size is available in the *My Care Kit* program and take note of what corresponding size soft form will be sent if ordered.

If the size measured isn't available, check **Chart 3** to determine whether another corresponding size is available in the *My Care Kit* program.

Example

- Using **Chart 1a**, if the underbust measures 80cm the woman will be a size 14. If the overbust measures 97cm the woman will be a C cup. Therefore the woman's regular bra size is **14C**

- Using **Chart 2**, you can confirm that a size 14C is available through the *My Care Kit* program and that the corresponding soft form size is **medium** (if needed).

If the woman measured a size 16B (not an available size) use **Chart 3** to determine whether another corresponding size is available. In the case of a 16B, a 14C or 12D could be ordered through the *My Care Kit* program as a possible alternative.

Mastectomy Measurement Guidelines

9

Step 1

Measure the **underbust** to determine the body size. The woman should be standing. The tape measure should be firm and snug, as the bra should be anchored firmly below the shoulder blades.

Step 2

Measure from the fullest part of the remaining breast, from the centre of the sternum to the centre of the spine. Then double the measurement to determine the **overbust**.



Underbust



Overbust

Step 3

Use **Chart 1a** to determine the woman's bra size.

Step 4

Use **Chart 2** to check whether the woman's size is available in the *My Care Kit* program and take note of what corresponding size soft form will be sent if ordered.

10

Chart 1a – underbust and overbust measurement

Underbust Measurement						
This is a firm measurement around the underbust to keep the bra anchored below the shoulder blades						
Regular Body Size	10	12	14	16	18	20
Underbust Measurement (in cm)	68-72	73-77	78-82	83-87	88-92	93-97

Overbust Measurement							
Regular Body Size	10	12	14	16	18	20	
Overbust Measurement (in cm)	Cup Size B	84-86	89-91	94-96			
	Cup Size C	86-88	91-93	96-98	101-103	106-108	
	Cup Size D	88-90	93-95	98-100	103-105	108-110	113-115
	Cup Size DD		95-97	100-102	105-107	110-112	115-117
	Cup Size E			102-104	107-109	112-114	

Chart 1b – another way to measure cup size

If her overbust measures **15 cm difference** more than body measurement = **B Cup**

If her overbust measures **17 cm difference** more than body measurement = **C Cup**

If her overbust measures **19 cm difference** more than body measurement = **D Cup**

If her overbust measures **21 cm difference** more than body measurement = **DD Cup**

If her overbust measures **23 cm difference** more than body measurement = **E Cup**

Chart 2 – size and soft form

Lists all bra sizes available in the *My Care Kit* program and the matching soft forms.

10

Cup Size	Soft Form
10B	Small
10C	Small
10D	Small

12

Cup Size	Soft Form
12B	Small
12C	Small
12D	Medium
12DD	Medium

14

Cup Size	Soft Form
14B	Small
14C	Medium
14D	Medium
14DD	Large
14E	Large

16

Cup Size	Soft Form
16C	Medium
16D	Large
16DD	Large
16E	X Large

18

Cup Size	Soft Form
18C	Large
18D	Large
18DD	X Large
18E	X Large

20

Cup Size	Soft Form
20D	X Large
20DD	X Large

Chart 3 – bra size grading

If the *My Care Kit* is not available in the woman's measured size, use this chart horizontally to see if there is another corresponding size available. Sizes shaded grey are available in the *My Care Kit* program.

E.g. a 14A can also wear a 12B or 10C.

10AA						
12AA	10A					
14AA	12A	10B				
		14A	12B	10C		
			14B	12C	10D	
			16B	14C	12D	10DD
			18B	16C	14D	12DD 10E
				18C	16D	14DD 12E 10F
				20C	18D	16DD 14E 12F
					20D	18DD 16E 14F
					22D	20DD 18E 16F
					24D	22DD 20E 18F
						24DD 22E 20F
						24E 22F
						24F

My Care Kit

Frequently Asked Questions

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What does the *My Care Kit* contain?

Each *My Care Kit* contains one Berlei bra and a soft form/s if required (maximum of 2).

How do I order *My Care Kits* for my patients?

- **ONLINE**
The fastest and preferred method to place your order is to visit www.bcna.org.au, click on Newly Diagnosed > *My Care Kit* > Order *My Care Kit* and follow the instructions on page 4.
- **MANUAL**
Orders can be placed manually by completing the attached Order Form and faxing to (03) 9805 2599.

What are my login details?

Once enrolled in the program, you will be sent an email confirming your login details to order online.

User ID – will be your first initial and surname e.g. Mary Smith's would be msmith

Email – will be this email address you have supplied BCNA

What do I do if I forget my login details?

If you have forgotten your login details, please call 1800 500 258 or email mycarekit@bcna.org.au.

How long will it take to receive the *My Care Kit* after I place the order?

My Care Kits are processed twice weekly and dispatched each Wednesday and Friday morning. Orders placed on Thursday, Friday, Saturday and Sunday will be included in Wednesday's dispatch. Orders received on Monday, Tuesday and Wednesday will be included in Friday's dispatch.

How many orders can I place?

Once enrolled in the program, you are entitled to order one *My Care Kit* for each woman who has had breast cancer surgery.

Are soft forms included with every *My Care Kit*?

No. You must specify how many soft form/s are required (maximum of 2).

Are *My Care Kits* sent directly to women who have had surgery for breast cancer?

The *My Care Kit* can either be sent directly to the woman or sent to you to pass on to the woman.

Can women order *My Care Kits* themselves?

No, orders can only be placed by Breast Care Health Professionals enrolled in the *My Care Kit* program. Women can however purchase additional *My Care Kits* through participating retail outlets (further details below).

What can I do if the *My Care Kit* arrives and the bra does not fit?

We offer a replacement service if the incorrect size has been ordered. Simply ask the woman to return the Kit to BCNA, with a note stating her name, address

details and the correct size they require. Exchanges will be processed as close as possible to the time they are received.

Postal Address:

Breast Cancer Network Australia – My Care Kit
Reply Paid 78945
293 Camberwell Rd
Camberwell VIC 3124

Will I be provided with a new Fitting Kit?

At this stage, no fitting kits will be provided to Health Professionals. We strongly encourage you to use the Fitting Guidelines to ensure that women are fitted accurately for a *My Care Kit*. As more information about Fitting Kits becomes available we will update you through our Health Professional bulletin.

What do I do with the old Fitting Kit?

Please keep the Fitting Kit bag; however your old stock can be donated as you deem appropriate or handed out as additional bras to the *My Care Kits* you order for women. BCNA does not require the old stock to be returned.

What do I do if the bra size isn't available?

If you have measured a woman for a bra and the size isn't available in the *My Care Kit* program, refer to *Chart 3 – bra size grading* (page 12) to check if there is another corresponding size available as an alternative.

If there isn't, you may choose to provide information on other leading brands that provide post surgery bras. Leading brands include;

Amoena	www.amoena.com.au
Anita	www.anita.com
Zodee	www.zodee.com.au
Advanced Breast Care	www.advancedbreastcare.com.au

Can women purchase additional Berlei *My Care Kit* bras?

Yes. Additional post surgery bras can be purchased for \$59.95 through participating retail outlets across Australia.

Women will need to call the Berlei Customer Service on 1800 645 045 to find out if there is a stockist near them. When calling, it is a good idea to quote the style: Y130W.

Each *My Care Kit* contains a flyer with these details.

Who can I contact if I have any questions regarding the *My Care Kit* program?

Email your enquiry to mycarekit@bcna.org.au or call the *Member Services Team* on 1800 500 258.

My Care Kit

Fax Order Form

Would you like a faster ordering option?
Order online at www.bcna.org.au

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DETAILS OF NURSE REGISTERED WITH MY CARE KIT PROGRAM

(Please write clearly in BLOCK LETTERS)

* Mandatory Field

Full Name *			
Hospital *			
Hospital Address *			
Email Address *		Telephone *	

Women must give their consent before an order is placed for them	Delivery Options	
Do you have consent? Yes <input type="checkbox"/> No <input type="checkbox"/>	Send to Woman Yes <input type="checkbox"/>	Send to Nurse Yes <input type="checkbox"/>

WOMAN'S DETAILS

(Please write clearly in BLOCK LETTERS)

* Mandatory Field

Title (i.e Ms, Mrs etc) *		Full Name *			
Street Address *					
Suburb *		State *		Post Code *	
Telephone		Year of Birth *			
Year Diagnosed		Number of Soft Form/s (maximum of 2)			
My Care Kit Bra Size * (Please Circle)	10B	10C	10D	---	---
	12B	12C	12D	12DD	---
	14B	14C	14D	14DD	14E
	---	16C	16D	16DD	16E
	---	18C	18D	18DD	18E
	---	---	20D	20DD	---

MY JOURNEY KIT

Would you also like to order a My Journey Kit for this woman? (to be sent to the woman's address)
Yes <input type="checkbox"/> No <input type="checkbox"/>

Breast Cancer Network Australia
Phone 1800 500 258
Fax (03) 9805 2599
www.bcna.org.au



Proud sponsors of the My Care Kit

Please fax your completed form to:
03 9805 2599
Allow 2-5 working days
for delivery