

My Care Kit Ordering guide



BERLEI

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

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Table of contents

Table of contents	2
Program overview	3
Getting started	4
Placing an order	6
Reviewing your orders	11
Fitting guidelines	11
Guidelines for measuring and fitting <i>My Care Kit</i> bras	11
Measuring women for a <i>My Care Kit</i> bra	12
Bra measurement guidelines	12
Mastectomy measurement guidelines	13
Chart 1A: Underbust and overbust measurements	15
Chart 1B: Cup size alternatives	16
Chart 2: Bra sizes and soft forms	17
Chart 3: Bra size grading	18
Bra size conversions	19
Frequently asked questions	20
<i>My Care Kit</i> Manual order form	23

Program overview

Berlei, a Hanes Australasia 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 up to 12 weeks. It features soft seams and linings, which 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 and the kits can be mailed directly to women or to the health professional to be then passed on to the woman.

Distribution of *My Care Kit* orders takes place every day except weekends and public holidays.

Questions and feedback

Frequently asked questions are located towards the end of this document. Should you have any additional questions, please contact BCNA on 1800 500 258 or email mycarekit@bcna.org.au.

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

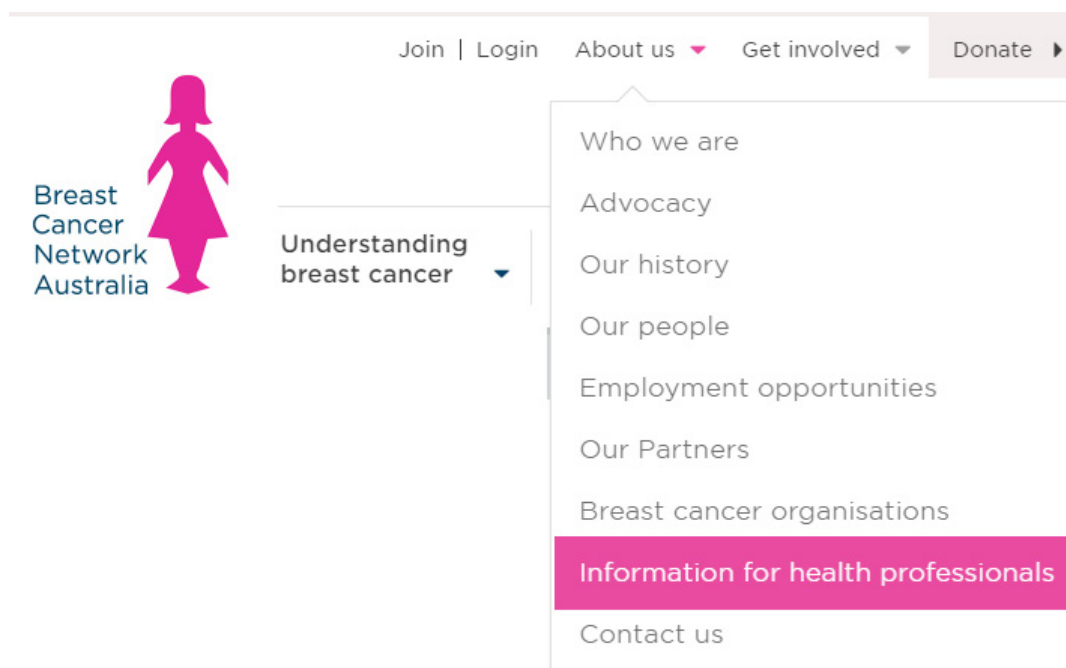
Getting started

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** bcna.org.au.
- Hover over the **About us** tab, located in the very top navigation bar, and click on **Information for health professionals**.



- A link to **Information for health professionals** can also be found on the footer of BCNA's website, under **Quicklinks**.
- If you have not previously used our health professional portal, click **Register to order from the health professional portal** located in the body of the **Information for health professionals** page, fill out the enrolment form and press **Submit**.

Login as health professional ▶

Register to order from the health professional portal ▶

[Home](#) / [About us](#) / [Information for health professionals](#) / [Enrol in BCNA's programs for health professionals](#)

Enrol in BCNA's programs for health professionals



All health professionals can register with BCNA (tick the first option, below). To register for the *My Care Kit* program, you must be a Health professional working with women diagnosed with breast cancer (tick the second option, below).

WHAT WOULD YOU LIKE TO REGISTER FOR?

Please provide your contact details:

FIRST NAME:

LAST NAME:

Once your enrolment form has been received, you will be contacted by BCNA. You will be provided with your unique **login details** to allow you to place *My Care Kit* orders via the website.

This will include your **UserId**, which will be your initial followed by your last name (e.g. Sue Smith will be ssmith) and your current work email. You will be provided with a brief overview of the ordering process.

If you have not been provided with these details, please email mycarekit@bcna.org.au or call BCNA on 1800 500 258.

Placing an order

- Go to BCNA's homepage bcna.org.au and click on **Information for health professionals**, and **Login as a health professional** in the main content section. If you're on a desktop, you can also click on **Login to order from the health professional portal**, located in the right-hand **Helpful links** section.

Home / About us / Information for health professionals



This section of the website is designed to help health professionals quickly find the resources and information you need to meet the needs of people affected by breast cancer.

Research shows that well informed patients are less anxious, and better able to be involved in making the best evidence-based treatment decisions for them.

On this page you will find:

- Latest news and updates
- Quick links

Other information pages in this section are (use the links below or in the menu on the right side of the page, if you're on a desktop):

- [Information and resources for people diagnosed with early breast cancer](#)
- [Information and resources for people diagnosed with metastatic breast cancer](#)
- [Other resources and information](#)

[Login as health professional](#)

[Register to order from the health professional portal](#)

Helpful links

[Register as a health professional](#)

[Login to order from the health professional portal](#)

[Early breast cancer information and resources](#)

[Metastatic breast cancer information and resources](#)

[Other resources and videos](#)

[Download the My Care Kit ordering guide \(PDF\)](#)

- Login in with your unique **UserId** and then click **Submit**.

To order BCNA kits and resources login below

Note: If you're not registered as a Health Professional with BCNA, simply complete the '[Enrol as a Health Professional](#)' registration form.

Health Professional Login

Mandatory fields are noted with an ***

UserId:*

Email:*

Submit

- If you are ordering a *My Care Kit* (and/or a *My Journey Kit*, or a *Hope & Hurdles* pack) on behalf of a woman, select **Someone diagnosed with breast cancer**.

Health Professional Order Form

Please complete the following form to place an order for *free information resources*.

All information provided is stored securely on Breast Cancer Network Australia's 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.

Are you ordering resources on behalf of:*

Someone diagnosed with breast cancer?

Your hospital / workplace

- To order **resources only** (i.e. booklets, brochures, flyers, fact sheets, etc.) click on **Your hospital/workplace**.
- You **must** have the woman's consent before you can place an order on her behalf. If you have her consent, click **Yes I have her consent**.

Consent:

You must have the person's consent before you can place an order on their behalf.

Do you have consent?

Yes I have her consent.

- Select your delivery option: **Send to woman OR Send to nurse**.

Delivery options*

Send to woman

Send to nurse

- Complete the woman's details. Zones marked with * are mandatory. We still require full details even if the *My Care Kit* is being sent directly to the nurse.

Woman's details:

Title:*	<input type="text" value="Ms"/>
First name:*	<input type="text" value="Jane"/>
Last name:*	<input type="text" value="Smith"/>
Preferred contact type:*	<input type="text" value="Home"/>
Preferred contact number:*	<input type="text" value="02"/> <input type="text" value="1111"/> <input type="text" value="1111"/>
Mobile number:	<input type="text"/> - <input type="text"/> - <input type="text"/>
Email address:	<input type="text"/>
Street:*	<input type="text" value="123 Jane Smith Street"/> <small>Please start typing address and our system will auto-fill the remainder.</small>
Suburb:*	<input type="text" value="Smithland"/>
State:*	<input type="text" value="VIC"/>
Postcode:*	<input type="text" value="3000"/>

- Please provide details relating to country of birth if possible. We now offer supplement language resources in **Italian, Greek, Chinese, Arabic** and **Vietnamese**.

Are you of Aboriginal or Torres Strait Islander origin?

--None-- ▾

Country of birth:

--None-- ▾

Language spoken at home:

--None-- ▾

Other language:

If the language you speak at home is not in the list above please write your language here.

- Select additional resources if required. In addition to the *My Care Kit*, you can also order the ***My Journey Kit***, if the woman has early breast cancer, or **Easy English resources** if the woman has a disability or low literacy levels.

Order Resources

- My Care Kit for women who have recently had breast surgery
- My Journey Kit for women diagnosed with early breast cancer
- Does this woman have a disability and require information in an easy to read format?
- Hopes & Hurdles pack for women diagnosed with metastatic breast cancer

- Select ***My Care Kit* bra size** (and number of soft forms if the woman has undergone a mastectomy).

My Care Kit (options to display)

My Care Kit bra size:*

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

PLEASE NOTE: If you only want to order soft forms without a *My Care Kit* bra, you will need to contact BCNA directly on 1800 500 258 or email mycarekit@bcna.org.au

If you are unsure of the bra size you need to order please refer to the fitting guidelines on our website [Guidelines for ordering the My Care Kit](#).

- If you have selected any additional resources, these will be sent to the woman even though you've selected **Send to nurse**. Should your request for a *My Journey Kit* be rejected, this indicates that a *My Journey Kit* has already been sent to the woman previously.
- Please note additional options available when ordering a *My Journey Kit*:

My Journey Kit for women diagnosed with early breast cancer

My Journey Kit (options to display)

If this order is for a male diagnosed with breast cancer, would you like to include 'Men get breast cancer too booklet'?

Does this woman require support for her children?

Does this woman require information in a language other than English?

If the woman is of Aboriginal or Torres Strait Islander origin, would you like to include Cancer Australia's My breast cancer journey booklet ' in this order?

Does this woman have a disability and require information in an easy to read format?

Hopes & Hurdles pack for women diagnosed with metastatic breast cancer

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.

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's being delivered in Australia.

MCK:

My Care Kit - 10C 1.00

Soft Form - Small 1.00

MJK:

My Journey Kit 1.00

Bilingual resources pack - Chinese 1.00

To place another order, simply return to the form [Health Professional Order Form](#)

If you would like to contact BCNA, call 1800 500 258 or email beacon@bcna.org.au

A confirmation email (example below) will also be sent to you, which 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.

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 ask what size they currently wear. This minimises 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** or **1B** 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 80 cm the woman will be a size 14. If the overbust measures 97 cm 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

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.

Chart 1A: Underbust and overbust measurements

(Please note: Sizes 22, 24, 26, 28 are not currently available in the *My Care Kit* program)

Regular body size	10	12	14	16	18	20	22	24	26	28
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UNDERBUST measurements (in cm)										
Regular body size	68-72	73-77	78-82	83-87	88-92	93-97	98-102	103-107	108-112	113-117

Cup sizes	OVERBUST measurements (in cm)									
A	82-84	87-89	92-94	97-99	102-104	107-109	112-114			
B	84-86	89-91	94-96	99-101	104-106	109-111	114-116	119-121	124-126	129-131
C	86-88	91-93	96-98	101-103	106-108	111-113	116-118	121-123	126-128	131-133
D	88-90	93-95	98-100	103-105	108-110	113-115	118-120	123-125	128-130	133-135
DD			100-102	105-107	110-112	115-117	120-122	123-127	130-132	135-137
E			102-104	107-109	112-114	117-119	122-124	127-129	132-134	137-139

Chart 1B: Cup size alternatives

If over bust measures 13 cm difference more than body measurement = A CUP

If over bust measures 15 cm difference more than body measurement = B CUP

If over bust measures 17 cm difference more than body measurement = C CUP

If over bust measures 19 cm difference more than body measurement = D CUP

If over bust measures 21 cm difference more than body measurement = DD CUP

If over bust measures 23 cm difference more than body measurement = E CUP

Chart 2A: Bra sizes and soft forms

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

10

Bra size	Soft form
10 B	Small
10 C	Small
10 D	Small

16

Bra size	Soft form
16 C	Medium
16 D	Large
16 DD	Large
16 E	X Large

12

Bra size	Soft form
12 B	Small
12 C	Small
12 D	Medium
12 DD	Medium

18

Bra size	Soft form
18 B	Large
18 C	Large
18 D	X Large
18 D	X Large

14

Bra size	Soft form
14 B	Small
14 C	Medium
14 D	Medium
14 DD	Large
14 E	Large

20

Bra size	Soft form
20 D	X Large
20 DD	X Large

Chart 3: Bra size grading

If the *My Care Kit* bra size is not available in the woman's measured size, use this chart horizontally to see if there is another corresponding size available. Sizes shaded pink are available in the *My Care Kit* program. E.g. a **14 A** can also wear a **12 B** or **10 C**

10 AA								
12 AA	10 A							
14 AA	12 A	10 B						
	e.g. →	14 A	12 B	10 C	←			
			14 B	12 C	10 D			
			16 B	14 C	12 D	10 DD		
			18 B	16 C	14 D	12 DD	10 E	
				18 C	16 D	14 DD	12 E	10 F
				20 C	18 D	16 DD	14 E	12 F
					20 D	18 DD	16 E	14 F
					22 D	20 DD	18 E	16 F
					24 D	22 DD	20 E	18 F
						24 DD	22 E	20 F
							24 E	22 F
								24 F

Bra size conversions

AUS/NZ	USA/UK	EUR	FRA
8	30	65	80
10	32	70	85
12	34	75	90
14	36	80	95
16	38	85	100
18	40	90	105
20	42	95	110
22	44	100	115
24	46	105	120

Frequently asked questions

What does the *My Care Kit* contain?

Each *My Care Kit* contains:

- one Berlei bra
- soft form/s if required (maximum of 2)
- *Strengthen Your Recovery*, a Pilates program following breast cancer surgery DVD
- a copy of the latest *The Beacon*
- information on how to order a *My Journey Kit*
- a 50 per cent discount card from Berlei
- Medicare External Breast Protheses Reimbursement Program flyer.

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

Visit bcna.org.au, click on **Information for health professionals** and click on **Login to order resources**.

A link to Information for health professionals can also be found on the footer of BCNA's website, under **Quicklinks**. Enter your unique health professional login details, complete the order form and submit. More instructions can be found in this document.

If the internet is not accessible, orders can be placed by either completing the order form at the back of this guide and scanning and emailing the form to mycarekit@bcna.org.au or by calling **1800 500 258**.

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 your registered work email address, which 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 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. However, if she has another surgery for a second episode of breast cancer she is entitled to a second *My Care Kit*. You will need to phone BCNA on **1800 500 258** or email mycarekit@bcna.org.au to do so.

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

Distribution of *My Care Kit* orders takes place every day except weekends and public holidays.

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

No. You must specify how many soft forms 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.

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

Yes. Additional post surgery bras can be purchased for **\$64.95** through participating retail outlets across Australia.

Women need to call Berlei customer service on **1800 645 045** to find out if there is a stockist located near them. When calling, it is a good idea to quote the style: **Y130W** and their bra size. New soft forms are not available for purchase.

Each *My Care Kit* contains a flyer with these details and includes a 50 per cent discount card that can be used to purchase an additional bra online berlei.com.au. The special product code **MYCARE50%** needs to be entered at completion of purchase.

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 bra and/or soft forms to BCNA, with a note stating her name, address details and the correct size required. Exchanges will be processed as close as possible to the time they are received. Please provide the woman with the following postal address

**Reply Paid
Australia Post
PO Box 4000
FERNTREE GULLY VIC 3156**

Will I be provided with a fitting kit?

At this stage, no fitting kits are provided to health professionals. We strongly encourage you to use the enclosed fitting guidelines to ensure that women are fitted accurately for a *My Care Kit*.

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

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

If there isn't, you may choose to provide information about other leading brands where post breast surgery bras can be purchased online.

Leading brands include:

Advanced Breast Care – advancedbreastcare.com.au

Amoena – amoena.com.au

Anita Care – anita.com

Bodywise – bodywise.com.au

Zodee – zodee.com.au

Larger or plus size bra alternatives:

Bare Necessities (US company, but ships to Australia) – bare necessities.com.

Mastectomy Shop (Smaller and larger size alternatives. US company, but ships to Australia) – mastectomyshop.com.

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 BCNA on 1800 500 258.

My Care Kit Manual order form

NURSE'S DETAILS - Please write clearly in **BLOCK LETTERS**

*** Mandatory Fields**

Full name*			
Hospital and department*			
Hospital postal address*			
Work email address*		Telephone*	

<p>Woman's consent must be obtained*</p> <p>Do you have consent? Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Delivery options*</p> <p>Send to woman Yes <input type="checkbox"/> or Send to nurse Yes <input type="checkbox"/></p>
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Continue on next page.

WOMAN'S DETAILS - Please write clearly in **BLOCK LETTERS**

*** Mandatory Fields**

Ms/Miss/Mrs*		First name*		Last name*			
PO Box or street address*							
Suburb*				State*		Postcard*	
Telephone*			Date of birth			Date diagnosed	
Aboriginal or Torres Strait Islander	YES or NO (Please circle)		Country of birth			Language spoken at home	
My Care Kit Bra size* (Please circle)	10 B	10 C	10 D	-	-		
	12 B	12 C	12 D	12 DD	-		
	14 B	14 C	14 D	14 DD	14 E		
	-	16 C	16 D	16 DD	16 E		
	-	18 C	18 D	18 DD	18 E		
	-	-	20 D	20 DD	-		
Soft form/s	1 <input type="checkbox"/> 2 <input type="checkbox"/>						
Would you also like to order a <i>My Journey Kit</i> for this woman? (to be sent to the woman's address) Yes <input type="checkbox"/> No <input type="checkbox"/>							



bcna.org.au
1800 500 258

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Proud sponsors of the
My Care Kit