



# Patient Key Messaging for KIOSK Stations

<b>WHAT</b>	<p><b>WHAT is Symptom Screening?</b></p> <ul style="list-style-type: none"> <li>It is a provincial tool that helps patients rate their symptoms and determine how cancer is impacting their daily life.</li> </ul>
<b>WHO</b>	<p><b>WHO completes it?</b></p> <ul style="list-style-type: none"> <li>All patients at the London Regional Cancer Program are required to complete a symptom screen as part of every clinic or patient review appointment.</li> <li><b>It is meant to be completed by the patient;</b> it measures how the patient feels and not how others think the patient feels. <b>If assistance is required, a volunteer or caregiver may assist.</b> If the patient has questions that relate to anything medical (e.g., how to rate a symptom), patients should direct inquiries to a member of the health care team during the appointment (e.g., doctor, nurse or radiation therapist).</li> <li><b>The screening is completed by first time patients</b> to set a baseline for future symptom and daily living assessment comparison.</li> <li><b>The screening is completed by patients not currently receiving treatment</b> as there may be symptoms or limitations in daily functioning even though the patient is not receiving treatment.</li> </ul>
<b>HOW</b>	<p><b>HOW is it completed?</b></p> <ul style="list-style-type: none"> <li>The symptom screening is completed on a touch screen computer kiosk and takes less than five minutes to complete.</li> </ul> <p><b>HOW is the information used?</b></p> <ul style="list-style-type: none"> <li>Patient answers are kept confidential and stored in their electronic medical record. A patient's health care team will review their symptom screen before their appointment. During their appointment, their health care team will ask about/ further assess the symptoms they have flagged as a concern.</li> </ul>
<b>WHERE</b>	<p><b>WHERE is it completed?</b></p> <ul style="list-style-type: none"> <li>Kiosks are located throughout waiting areas on Level 2. Kiosks are also located near main reception on level 2 and near of radiation patient review on Level 1.</li> </ul>
<b>WHEN</b>	<p><b>WHEN is it completed?</b></p> <ul style="list-style-type: none"> <li>Patients complete the Symptom Screening questionnaire after registering and prior to their clinic or patient review appointment.</li> </ul>
<b>WHY</b>	<p><b>WHY is it completed?</b></p> <ul style="list-style-type: none"> <li>Symptom screening:             <ul style="list-style-type: none"> <li>- Improves patient outcomes</li> <li>- Identifies symptoms or daily living restrictions that should be further assessed as part of the appointment</li> <li>- Tracks symptom screening trends/changes over time</li> </ul> </li> </ul>

There may be changes the health care team can make to a care plan, other health care team members (e.g., social workers, dietitians) the patient can talk to or services available in the community to help address a patient's symptoms and help them feel better.