

# Volunteer Instructions for Symptom Screening

If you need a 'test' number to work with enter: aaaaaaaaaa (10 a's)

It may be the first time some patients see or use a touch screen computer or iPad.

If asked why it needs to be completed:

- Your Symptoms Matter helps you communicate your symptoms to your healthcare team, alerts them to anything urgent that requires attention, allows for the creation of a symptom management plan, and helps track changes in your symptoms over time, at every appointment.

## As the patient approaches the kiosk:

1. Introduce yourself as a volunteer.
2. Confirm they have registered at their clinic and completed any necessary bloodwork.
3. Ask if they have completed the assessment before.

If **YES**, they have completed it before:

- Ask if they would like assistance today.
- **If assistance requested**, take their guidance regarding level of support for walking them through the assessment (showing rating scale and definitions at bottom of kiosk screen, iPad or smart phone). Avoid situations of reading questions or responses out loud.
- **If assistance not requested**, let them know you are there if they would like any help and stand to the side.

If **NO**, they have not completed it before:

- Guide them through the steps below to complete the symptom screen.
  - Do not read questions out loud unless they ask you to and do not repeat their responses as others may hear.
  - The goal is for patients to complete the symptom screen independently in subsequent visits.
4. After assessing level of support, advise/remind that:
    - There are various kiosk locations (some are more private).
    - There are privacy screens on each kiosk monitor so others standing behind them are not able to see their responses. Screens can be adjusted to enhance privacy as needed.
    - Patients have the option to complete the screening on their own device, either at home prior to their appointment, in the waiting room, or using an iPad provided by Verspeeten Family Cancer Centre staff or volunteers. Please be sure to offer these options during your initial introduction and assessment of the level of support needed.

## Steps for completion:

1. **Ask patient to please use hand sanitizer before using the kiosk or iPad.**
2. Patient swipes health card to login to kiosk or enters information into iPad or smart phone.
  - May take 5-10 seconds for the number to be accepted.
  - If the health card is not accepted, enter number manually (health card number version codes are not required).
  - If no health card, let them know they can complete screening in their clinic appointment.
3. Instructions will come on screen. Read and press continue.

4. Patient uses touch screen to enter responses.
  - Your Symptoms Matter- General Symptoms has 12 questions.
  - Prostate patients will complete Your Symptoms Matter - Prostate Cancer (also known as EPIC).
  - Head and neck patients will complete MD Anderson Symptom Inventory - Head & Neck Module (also known as MDASI-HN)
5. Patient rates symptoms:
  - Each symptom is rated on a scale from 0 to 10.
  - Based on how the patient is feeling at the time of completion.
  - A score of 0 means the patient does not have the symptom.
  - A score of 10 means the patient's symptom is at its very worst.
  - The selected number will change colour.
6. If patient:
  - Asks for clarification about meaning of symptom, refer to screen definition.
  - Questions how to rate a symptom, they enter best guess and mention it during appointment.
  - Appears to invert scale, refrain from commenting and leave for health care team to address.
7. Patient touches 'continue' to advance to next question.
8. There is an opportunity to review and change scores before submitted and saved.
  - Touch symptom in display list to go back to that screen.
9. When ratings are confirmed, select the DONE button.
10. Patients will then be asked to complete Your Symptoms Matter- Daily Activities
  - This assessment consists of one question and asks patients to rate their daily functions and activity levels over the past month.
  - Rated on a scale from 0 to 4.
11. **Remind the patient to use hand sanitizer after using the kiosk or iPad.**
12. Patient returns to waiting area until paged.

**Scripted Text when discussing Your Symptoms Matter (YSM) with patients:**

- Your Symptoms Matter is a self-assessment tool for the most common symptoms experienced by cancer patients.
- It lets clinicians know how you are feeling today.
- Every time you come to the clinic you will be asked to complete this. Your doctor/nurse then uses your answers to talk about your symptoms with you. Even though this form asks you how you are feeling today, your doctor/nurse will talk about your symptoms over a longer period of time.
- The information goes automatically to your medical record for review in the clinic.

**Other possible responses to patient questions:**

- The information you enter helps us to get a general picture of how you are and what symptoms are a priority for you so that the doctor and nurse can focus on them today.
- This is not for research. All patients at this clinic fill this in because it is a tool that clinicians use to talk about your symptoms with you.
- Your Symptoms Matter can help you save your energy and focus on what you need and what is important.