



Patient Key Messaging for KIOSK Stations

WHAT	<p>WHAT is Symptom Screening?</p> <ul style="list-style-type: none"> It is a provincial tool that helps patients rate their symptoms and determine how cancer is impacting their daily life.
WHO	<p>WHO completes it?</p> <ul style="list-style-type: none"> All patients at the London Regional Cancer Program are required to complete a symptom screen as part of every clinic or patient review appointment. It is meant to be completed by the patient; it measures how the patient feels and not how others think the patient feels. If assistance is required, a volunteer or caregiver may assist. 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). The screening is completed by first time patients to set a baseline for future symptom and daily living assessment comparison. The screening is completed by patients not currently receiving treatment as there may be symptoms or limitations in daily functioning even though the patient is not receiving treatment.
HOW	<p>HOW is it completed?</p> <ul style="list-style-type: none"> The symptom screening is completed on a touch screen computer kiosk and takes less than five minutes to complete. <p>HOW is the information used?</p> <ul style="list-style-type: none"> 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.
WHERE	<p>WHERE is it completed?</p> <ul style="list-style-type: none"> 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.
WHEN	<p>WHEN is it completed?</p> <ul style="list-style-type: none"> Patients complete the Symptom Screening questionnaire after registering and prior to their clinic or patient review appointment.
WHY	<p>WHY is it completed?</p> <ul style="list-style-type: none"> Symptom screening: <ul style="list-style-type: none"> - Improves patient outcomes - Identifies symptoms or daily living restrictions that should be further assessed as part of the appointment - Tracks symptom screening trends/changes over time

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.