

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.

If asked why it needs to be completed:

- "Your Symptoms Matter helps your health care team know how you are doing at every appointment"

As the patient approaches the kiosk:

1. Make sure they have registered at their clinic
2. 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 survey (showing rating scale and definitions at bottom of screen). Do not read questions out loud unless they ask you to and do not repeat their responses as others may hear.
- **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 for completing 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.

3. 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.

Steps for completion:

1. **Ask patient to please use hand sanitizer before using the kiosk.**
2. Patient swipes health card to login
 - 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)

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 questionnaire 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. If using a kiosk near a printer, the report will be in a printer.
 - Ensure patient receives the correct printout (check initials in the top corner!) and advise to give to nurse in clinic appointment.
 - If a printout does not come out, remind the patient that the answers are already in their electronic medical record.
12. **Remind the patient to use hand sanitizer after using the kiosk.**
13. Patient returns to waiting area until paged.

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

- The Your Symptoms Matter questionnaires are self-assessment tools of the most common symptoms experienced by cancer patients.
- It lets clinicians know how you are feeling today.
- Every time you come to 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 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.