

# How to Fill Out 'Your Symptoms Matter' at Home

## Patient and Family Information Sheet

### What is Your Symptoms Matter?

'Your Symptoms Matter' (YSM) is a symptom screening tool that you may have done at the Cancer Centre. It asks you to rate nine common symptoms on a scale from 0 to 10 using a tablet or kiosk.

### Why is it important to fill out YSM?

By filling out YSM, you help your cancer care team to understand how you are feeling and which symptoms are concerning for you. With this information, your cancer care team can work with you to create a plan to manage your symptoms.

### How do I fill out Your Symptoms Matter at home?

Go to the <https://isaac.ontariohealth.ca> website on a computer, tablet or cell phone or scan this QR code:



Have your Ontario Health Card number ready.

Enter your health card number into the box and press 'start'.



Enter your health card numbers only. You do not need to enter the version code letters

When you finish the questionnaire, your answers will be saved for your cancer care team to go over during your virtual or in person appointment.

Cancer Centre of  
Southeastern Ontario

A Cancer Care Ontario Partner

Kingston Health  
Sciences Centre

Centre des sciences de  
la santé de Kingston

## What does Your Symptoms Matter look like when I fill it out at home?

Your Symptoms Matter at home looks the same as it does at the Cancer Centre. Here is a photo of what you will see when you fill out YSM at home:

The screenshot shows the top header of the 'Your Symptoms Matter' form. On the left is the Ontario Health logo. In the center, it says 'Your Symptoms Matter'. On the right, there are two buttons: 'Français' and 'Quit'. Below the header, there are two input options. The first is a text box for an Ontario Health Card number, with instructions: 'Enter the 10 numbers of your Ontario Health Card (no letters, no spaces):'. Below this is a text input field with a vertical cursor. To the right of this field is the word 'OR'. To the right of 'OR' is a checkbox with the text: 'If you don't have an Ontario Health Card, select this box then enter your Medical Record Number'. Below the text input field are two buttons: 'Clear x' and 'Start →'. At the bottom of the form is a numeric keypad with buttons for digits 1-9, 0, and a 'Backspace' button.

## When should I fill out YSM at home?

You can fill out YSM online up to 2 days before your virtual or in person appointment.

## Will my cancer care team get in touch with me right after I fill out online YSM?

No. Your cancer care team will go over your symptoms with you during your virtual or in person cancer centre appointment.

# How to Fill Out 'Your Symptoms Matter' at Home

## Who do I call if my symptoms are urgent?

Go to your nearest emergency department right away if you have:

- Severe chest pain
- Severe shortness of breath or trouble breathing
- Sudden change in vision or blacking out (loss of consciousness)
- Other medical emergency, for example bleeding that does not stop, broken bones or a fall that results in injury.

## How do I contact my cancer care team if I have questions or concerns or need help filling out YSM at home?

### During hours of operation:

Monday to Friday between the hours of 8:30am to 4:00pm please phone: **613-549-6666** or **toll free 1-800-567-5722**

- Enter the extension to reach your cancer doctor's medical secretary
- The medical secretary will tell your nurse or doctor about your question or concern and someone will call you back.

## Who do I call if I need help with managing my symptoms when the Cancer Centre is closed?

### Monday to Friday after 4:00pm, or any time on weekends and holidays:

Call **CAREChart@Home** after hours symptom management telephone service

**1-877-681-3057**

- An operator will answer your call and connect you to a specialized oncology nurse who will help you.
- Have your wallet card and your list of medicines on hand when you call.