How to Complete Your Symptoms Matter at Home

You will need:

Your mobile phone, tablet or computer with internet connection.

Your Ontario health card or Cancer Centre's appointment sheet

10-15 minutes if this is your first time.

Instructions:

Step 1:
Go to
https://isaac.ontariohealth.ca/
Or
take a picture of this QR code:

Step 2:
On the Your Symptoms Matter page,
Enter your health card number. Click on Start.
If you do not have an Ontario health card, please use the V number on your Cancer Centre appointment sheet.

> **Ontario Health** — Your Symptoms Matter — Français
>
> Enter the 10 numbers of your Ontario Health Card (no letters, no spaces):
>
> Health Card Number
>
> OR
>
> ☐ If you don't have an Ontario Health Card, select this box then enter your Medical Record Number
>
> Clear ✖   Start ➜

If an error message reads "website is under maintenance", please try again in a few hours.
If an error message reads "your login information is not correct", please email nsmscreening@rvh.on.ca.

If this is your first time, you will see:
Terms of Use (less than 1 min)
Your Symptoms Matter (5-7 mins)
Tobacco use and Indigenous self-identification questions (4 mins)
Your Voice Matters, an optional survey to collect your feedback (5 mins)
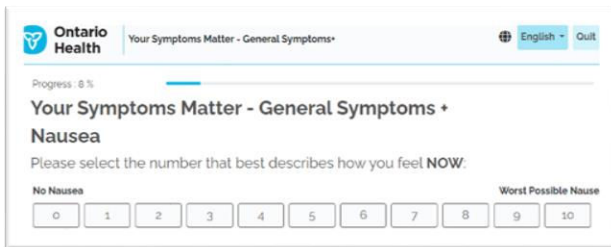
For all other times, you will see:
Your Symptoms Matter
Your Voice Matters

More on next page…

Hudson Regional Cancer Program North Simcoe Muskoka
RVH
Royal Victoria Regional Health Centre

What is Your Symptoms Matter (YSM)?

Your Symptoms Matter (YSM) is a symptom screening tool used to tell your healthcare team if you are having any symptoms related to your visit. **It is not a COVID-19 screening tool**. Here's an example of one of the questions:

This question is asking you to rate your nausea (feel like throwing up or vomiting) **today** from a scale of 0 to 10. A score of 0 means you do not have any nausea today. A score of 10 means that your nausea is at its very worst.

Why is it important to complete YSM?

Filling out YSM can help you and your healthcare team to:

- Notice and treat symptoms early on
- Talk about the symptoms that matter to you
- Track your symptoms over time to see how they have changed and possible causes

Over 14 years of research and millions of symptom screenings has shown that patients who complete YSM:

- Are less likely to visit the Emergency Department
- Have better outcomes after their cancer treatment

Where and when do I complete YSM?

You complete YSM 1 day before your appointment. You can complete YSM at home using your mobile phone, tablet or computer with internet connection. If your appointment is in-person at a hospital or clinic, you can also complete YSM when you arrive. There are computers and tablets for you to use, or you can also use your own device.

 Important:

Do not complete more than 1 day before your appointment. Your YSM scores are not reviewed until your appointment time. Please bring up any questions about your symptoms at your appointment. **If you are having an urgent medical issue, please go to your nearest emergency department right away.** Call the Cancer Centre Symptom Support Telephone Service (triage) if you need help with your symptoms. Daytime number: 705-728-9090 x43333. Evening, weekends and holidays 1-877-681-3057. Visit https://www.rvh.on.ca/areas-of-care/cancer-program/ for the latest hours of operation.

More on next page…

How do I print my YSM results?

On your mobile phone or computer:

When you get to the end of the screening questions, you will see this screen (see Figure 1 below as an example). Click on Download.
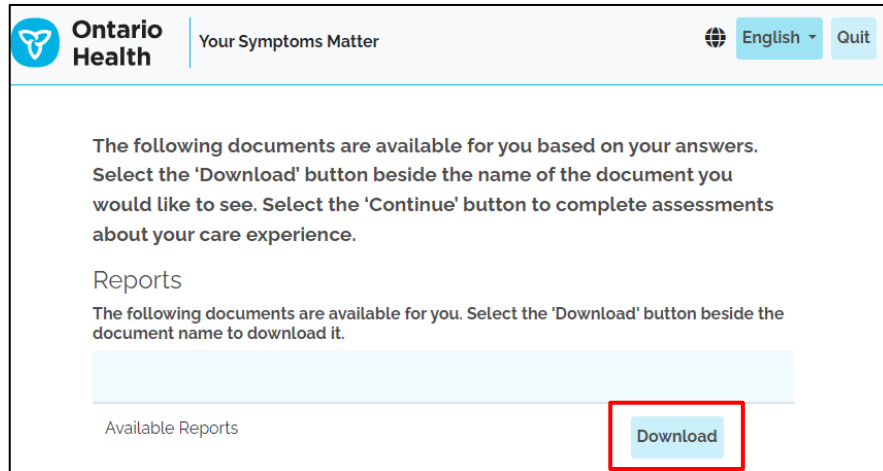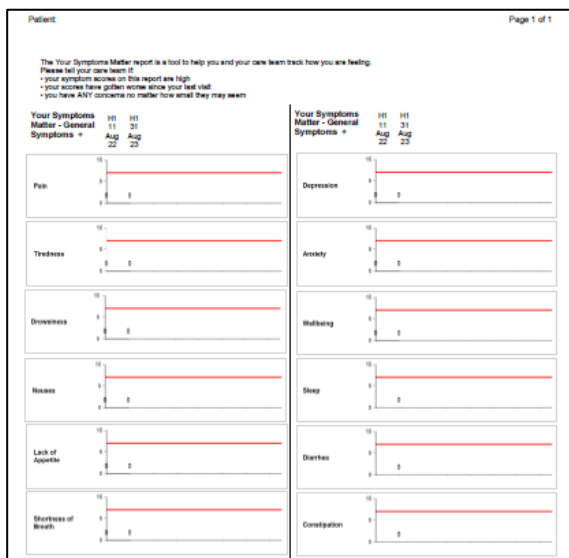

Figure 1: the Reports page on Your Symptoms Matter.

Figure 2: Summary of symptom screening results.

On your **mobile phone**, you will see a screen with some line graphs (see Figure 2 for an example). This is your symptom screening results. You can take a photo of this screen or print to a printer that is set up to print from your mobile phone.

If you are using a **computer**, a pop-up will appear asking if you want to Open the file or Save on your computer. See Figure 3 for an example of the pop-up window. If you click Open, you should see a document with the line graphs (see Figure 2 for an example) which is your symptom screening results.

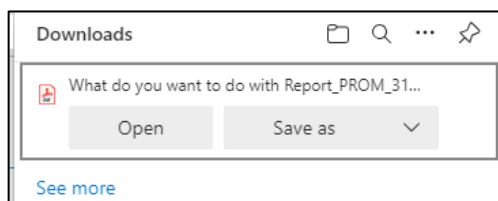After you open the document, you can print the document from your computer.

Figure 3: Pop up window with options to open or save your symptom screening results to your computer.