



Réseau de
cancérologie
Rossey

Rossey
Cancer
Network

Empowering Patients in Radiation Oncology

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Health Centre



Hôpital général juif
Jewish General Hospital



Centre hospitalier de St. Mary
St. Mary's Hospital Center

Self Check-In System

- MGH radiation oncology department yearly volume:
 - ~ 10, 000 consultation and follow-up visits and ~ 36,000 treatment visits
- Front desk check-in process involves a “paper number system” No electronic number distribution
 - No electronic signage - clerks call the numbers
 - Patient have to wait alertly for their number to be called
 - Technologists’ work constantly being disrupted as they have to check for patients’ arrival in the waiting room
- Results from an RCN pre-project survey indicate that **74% of patients found the front desk check-in inconvenient**
- **65% of patients waited a long time to access the front desk**

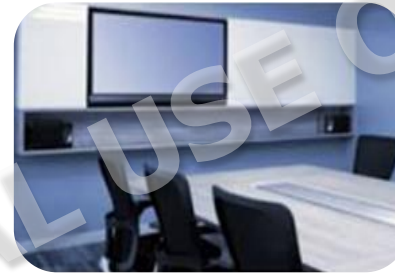


Self Check-In System

System components



Self check-in kiosk



Electronic display in physicians' team room



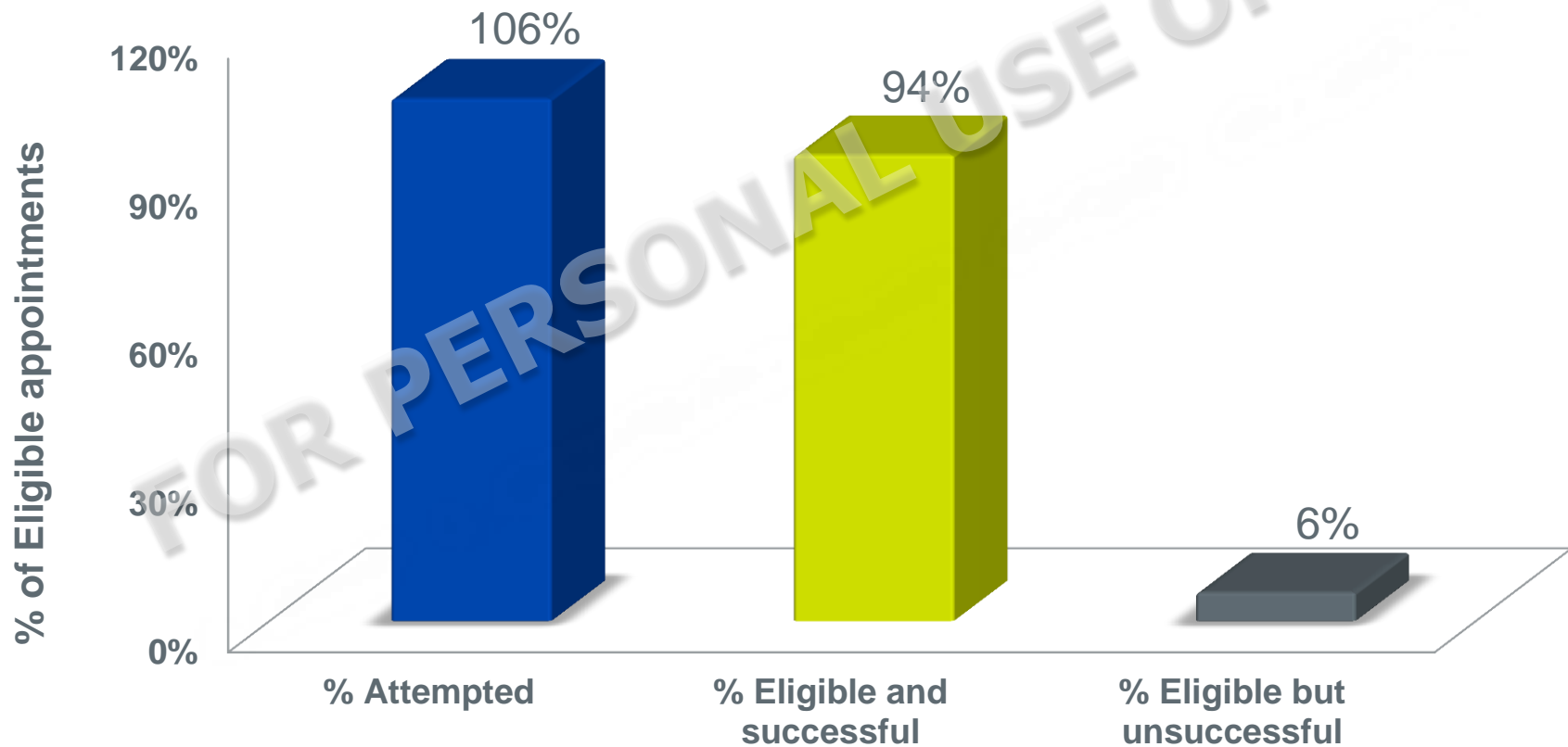
Electronic display in the waiting room



Safety check-in (treatment room)

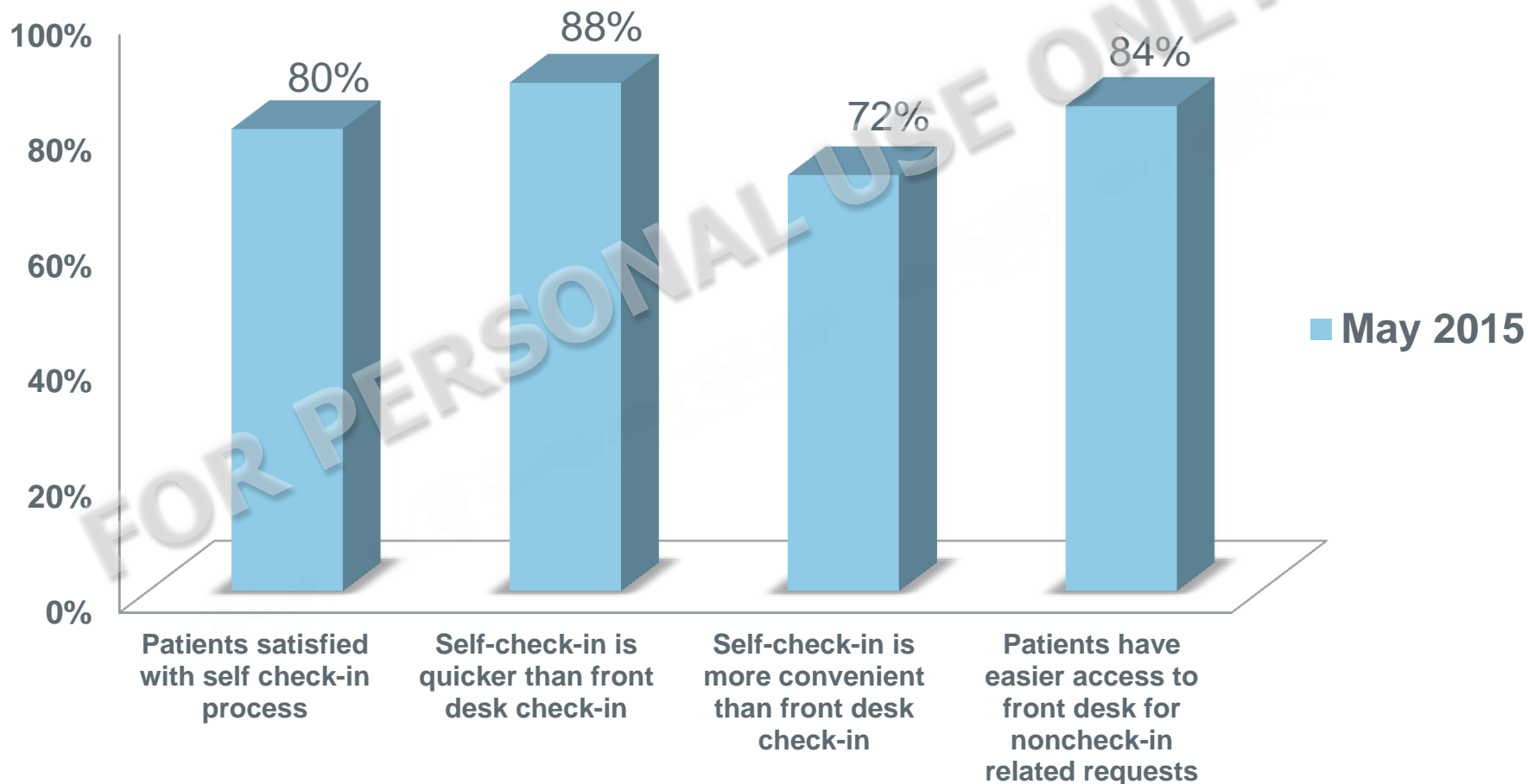
Self Check-In System

Patient use of self check-in kiosks
January - May 2015



Self Check-In System

Patients' perception of the self-check-in system
(6 months post-implementation)



Continuum of information regarding radiotherapy treatment and its effects

- The results of the Ambulatory Oncology Patient Satisfaction Survey (AOPSS) indicated that patients undergoing radiotherapy treatment were less satisfied than those from the Canadian average, as per information received on how to manage side effects and make wait time more comfortable.

	YES, completely	
	RCN Average	Canada Average
Did someone tell you how to manage any side effects of radiation therapy?	72.4%	81.9%
If you had to wait for your radiation therapy treatment, do you think the staff did everything they could to make you feel comfortable?	58.8%	78.6%

Continuum of information regarding radiotherapy treatment and its effects

- A booklet and video were developed to harmonize patient information throughout the RCN in regards to radiotherapy treatments and associated side effects.



Booklets given

Booklets downloaded or viewed

Video views

JGH		SMH		MUHC	
DEC 2014	TO DATE	DEC 2014	TO DATE	DEC 2014	TO DATE
TOTAL TO DATE : 1220+					
TOTAL TO DATE : 1200+					
TOTAL TO DATE : 2540+					



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Thank you !



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