



*‘How do you feel?’*

## Patient Reported Outcome Measures – Gastrointestinal symptoms

### Important information for patients with an appointment at the Gastroenterology outpatient clinic

Patients who have an upcoming appointment with the Gastroenterology outpatient clinic at the Princess Alexandra Hospital are required to **complete an online clinical questionnaire before their appointment.**

The questionnaire is called the Structured Assessment of Gastrointestinal Symptoms (SAGIS) and is known as a Patient Reported Outcome Measure (PROM). The questionnaire will ask questions about the severity of your symptoms as well as your general health in the past seven days.

#### *Do I have to complete the questionnaire?*

Completing the questionnaire is required as part of your appointment with the Gastroenterology outpatient clinic.

#### *What is the questionnaire used for?*

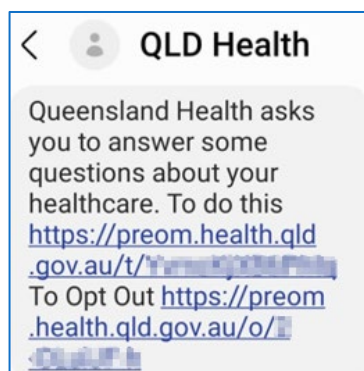
It is important you complete this questionnaire before your appointment with the Gastroenterology outpatient clinic. Your answers to the questionnaire will be linked to your hospital record and your clinician will review your answers with you at your appointment to help inform your treatment plan.

Your responses will also be available to you and we encourage you to discuss any concerns or worries with your treating clinician.

#### *How do I complete the questionnaire?*

A text message (SMS) will be sent to you **seven (7) days before** your scheduled appointment with the clinic. The SMS will be sent to the mobile phone number listed in your hospital record. The SMS will come from QLD Health and will include a link to the SAGIS questionnaire. Your phone will need to be connected to the internet to complete the survey. A reminder SMS will be sent one (1) day later.

#### **Example of the SMS:**





The SMS will include characters at the end of the secure links. This makes the links unique for you. After clicking on the first link, you can provide your email address to receive future questionnaires by email.

An information page will open, followed by the questionnaire which you will be asked to complete. If you agree, you will be asked questions about your symptoms that will take about five (5) minutes to answer.

Please make sure you submit your answers by clicking on the **'Final Save'** button at the end of the questionnaire.

### ***Will the hospital monitor my responses?***

Your answers will be reviewed at your appointment with your clinician. If you have any immediate health concerns or are experiencing any significant symptoms, please contact your GP or health care provider.

### ***How often will I be sent a questionnaire?***

You will be sent a new questionnaire to complete seven (7) days before **every** appointment you have with the clinic. We ask that you complete this questionnaire before each appointment, so your treating clinician can review the results, identify any trends and discuss any concerns with you.

You will not be sent a new questionnaire for any follow-up or rescheduled appointments that are within two (2) weeks of your last appointment.

### ***Is this the same questionnaire I have completed before?***

You may have been sent the SAGIS questionnaire or similar surveys for previous Gastroenterology outpatient clinic appointments. The SAGIS is now being collected in a new system, known as Questionnaire Manager, which is provided by Philips Electronics Australia Limited. This system is also used for Patient Reported Experience Measures (PREMs) surveys like the PREMs Inpatient and PREMs Endoscopy surveys.

### ***Will the information be kept confidential and secure?***

Survey information is collected for Queensland Health and Hospital and Health Services for the purpose of evaluating, monitoring or planning health services. All information you provide will be securely stored in Australia and handled in line with the *Information Privacy Act 2009* (Qld) and *Hospital and Health Boards Act 2011* (Qld). The information will not be used or shared without your consent, unless allowed or required by law.

For information about how Queensland Health and the hospital protects your personal information, visit [www.health.qld.gov.au/global/privacy](http://www.health.qld.gov.au/global/privacy). To learn about rights to access your own personal information, visit [www.health.qld.gov.au/system-governance/contact-us/access-info/rti-application](http://www.health.qld.gov.au/system-governance/contact-us/access-info/rti-application).

### ***What can I do if I do not want to be sent a questionnaire?***

If you do not want to be sent a questionnaire, or do not want your name and contact information to be provided to Philips, contact 13 HEALTH (13 43 25 84).

### ***Where can I find more information?***

For more information about Queensland Health Patient Reported Experience and Outcome Measures visit [www.health.qld.gov.au/preom](http://www.health.qld.gov.au/preom) or scan the QR code.

For help to complete a survey contact 13 HEALTH (13 43 25 84).

