



# Patient Reported Outcome Measures Gastrointestinal symptoms

## 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 asked to **complete an online clinical questionnaire before their appointment.**

The questionnaire is called the Structured Assessment of Gastrointestinal Symptoms (SAGIS). It is known as a Patient Reported Outcome Measure. The questionnaire will ask about your symptoms and your general health in the past seven (7) days.

### What is the questionnaire used for?

Please fill out this online questionnaire before your appointment with the Gastroenterology Outpatient Clinic. Your answers will be added to your hospital record and your doctor will review these with you during your appointment. This will help your doctor understand your symptoms and plan your care.

You can see your answers at the end of the questionnaire. If you have any worries or questions, please talk to your doctor at your appointment.

### How do I complete the questionnaire?

You may receive a text message (SMS) from **QLD Health** asking you to answer some questions. Click on the link in the SMS to fill in the SAGIS questionnaire. Your feedback will be secure and confidential.

The SMS will be sent to the mobile phone number on your hospital record. It will be sent **seven (7) days before** your scheduled appointment with the clinic. Your phone needs to be connected to the internet to complete the questionnaire. A reminder SMS will be sent three (3) days later. The SMS will include the name of the hospital where your appointment is. This is an example of the SMS:

Queensland Health asks you  
to answer some questions  
about your healthcare.  
To do this  
[https://prm-msg.health.qld.  
gov.au//  
XXXXXXXXXXXXXX](https://prm-msg.health.qld.gov.au//XXXXXXXXXXXXXX).  
To unsubscribe  
[https://prm-msg.health.qld.  
gov.au//  
XXXXXXXXXXXXXX](https://prm-msg.health.qld.gov.au//XXXXXXXXXXXXXX)



The links will include numbers and letters at the end. These make the links secure and unique for you.

It will take about five (5) minutes to fill out.

At the end, you can choose to provide your email address to get future questionnaires by email.

### Do I have to complete the questionnaire?

Please complete the questionnaire **before** your appointment with the Gastroenterology Outpatient Clinic. If you are unable to complete it, please contact the clinic.

### Will the hospital see my responses?

Your answers to the questionnaire will be reviewed at your appointment with your doctor at the clinic.

If you have any urgent 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 questionnaire to complete seven (7) days before **every** appointment with the Gastroenterology Outpatient Clinic at the Princess Alexandra Hospital.

Please complete the questionnaire before each appointment.

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.

### Will my information be kept confidential and secure?

The system used to survey patients is known as ZEDOC and is provided by The Clinician Limited.

Survey information is collected for Queensland Health 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 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 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 receive an SMS invitation, click on the unsubscribe link to stop future survey messages. If you do not want your name and contact information sent to the survey system, contact 13 HEALTH (13 43 25 84).

### Where can I find more information?

For more information visit [www.health.qld.gov.au/prm](http://www.health.qld.gov.au/prm) or scan the QR code.

Contact the Gastroenterology Outpatient Clinic at the Princess Alexandra Hospital for any information about your appointment or health care.

