Implementation of reporting symptoms from chemotherapy treatment via an app – Patient’s perception of reporting digitally. A care development project

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Conclusion
The evaluation shows that patients are generally satisfied and believe that they can report their side effects correctly via an app. They find it easy to use the app and they receive a sms when it’s time to report.

We will introduce digital symptom reporting to more patient groups and change our way of working.

Introduction
App features are becoming common in society and in Health Care as well. Our patients often ask for digital way of communicating with us and receiving time for appointments digitally. As a part of this we discussed implementing a digital way of symptom reporting before chemotherapy treatment.

Previous patients received a phone call from a contact nurse assessing symptoms before chemotherapy.

Is it possible reporting symptoms via an app - Patients opinion?
Do patients receive answers to questions and can they adequately report their symptoms?

Result
The result of 85 questionnaires show that patients are positive to reporting digitally.

81% believe it’s easy to report symptoms in the app. 81% believe they obtained accurate reporting of their symptoms. 12% wanted a nurse to call them instead.
94% felt they received the counselling they needed for their treatment by communicating digitally with the nurse.

Positive impacts

Patients benefit:
- Reporting their symptoms when suitable for themselves
- Confidentiality
- Possible asking questions via chat.
- No worries missing phone calls

Nurses benefit:
- Nurses can prepare more efficiently
- Less journal writing – No extra status is necessary at treatment day
- Time-saving “talking” digitally – Patient is always reachable