



Hip and Knee Patient-Reported Outcome Measures

Frequently Asked Questions

A Resource Guide for Patients, Families and Caregivers

What are patient-reported outcome measures (PROMs)?

- Patient-reported outcome measures are survey tools that you fill out to tell your health care team how you are feeling and doing.
- Your hip and knee PROMs let you tell your health care team about your:
 - pain
 - functional status (how well you are able to do your normal daily activities)
 - overall quality of life
 - orthopedic care

How do PROMs help me and my health care team?

- Your answers are used to measure how well you are doing before your surgery and how well you are healing afterwards.
- PROMS track your progress over time.
- This information helps to plan the best possible care for your unique needs.

Do I have to answer PROMs?

- No. You are not required to fill out the PROMs, but the information helps your health care team plan the best care for you and track your progress.

When and where do I fill out the PROMs

- PROMs can be completed at your orthopedic clinic, where there will be a special computer kiosk or tablet where you can complete your PROMs. You can also access PROMS via a web link (<https://orthopedic-isaac.ccohealth.ca/>) that can be accessed by any device that connects to the internet at your orthopedic clinic.

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- You can also complete your PROMs at home on any device that has a connection to the internet using the following link: <https://orthopedic-isaac.ccohealth.ca/>
 - **Complete your PROMs:**
 - During your pre-surgical visit at the clinic (within 2 months before your surgery)
 - Within 3-5 months after your surgery
 - Within 9-15 months after your surgery
 - It will take you around 5 minutes to complete the PROMs survey.
 - You must answer all the questions. If you leave a question blank then you will not be able to go to the next question.
 - If you make a mistake you can click the 'Back' button and fix your mistake. Once you have clicked 'Submit' at the end of the survey, you cannot go back and correct your responses.

Can I complete PROMs at home?

- Yes, you can complete PROMs on any electronic device that has internet access (i.e. desktop computer, laptop, tablet, iPad, cellphone, etc.). You can access your PROMs by clicking on the following link: <https://orthopedic-isaac.ccohealth.ca/>
- Enter your Health Card Number (no letters, no spaces) OR Medical Record number (MRN)

How is my health information collected and stored?

- The information you give through your PROMs is collected and stored in a system called ISAAC (Integrated Symptom Assessment and Collection).
- ISAAC is a secure web-based electronic platform. Only your health care team, staff who work with the ISAAC platform and Ontario Health (OH-CCO) can see your information.

What if I change my mind about sharing my personal health information?

- If you no longer want to share your personal health information through PROMs then your hospital can remove your information from the ISAAC system.
- The hospital may keep a copy of your information according to their hospital's policy.

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- Contact your hospital's registration desk for more information.

Who can access my information?

- The staff involved in treating you have access to your PROMs information.
- Your information is also combined with the information of other patients treated in the clinic to see if there are any trends and for the purpose of quality control and provincial reporting.

Why is Ontario Health (OH-CCO) gathering my information?

- Ontario Health (OH-CCO) is an agency of the Ministry of Health. It houses Cancer Care Ontario, the Ontario Renal Network, Access to Care, and a number of other branches. OH-CCO has been collecting patient reported outcome measures for more than 10 years and receives more than 30,000 new entries every month.
- Since OH-CCO already has this experience and infrastructure in place, the Ministry of Health and Long-Term Care has commissioned OH-CCO to collect this data from orthopedic patients.

Where can I get more information?

- Your health care team or the registration desk staff can help if you have questions about PROMs or the ISAAC system.
- More information is also available on the OH-CCO Health website:
<https://www.ccohealth.ca/en/person-centred-care/orthopedic>