

Symptom Response Kit – Prescriber Process Summary

A Symptom Response Kit (SRK) provides medications and supplies in the home of patients receiving palliative care in anticipation of potential symptom crises, optimizing the chances of keeping the patient in the home and preventing emergency room visits. The Prescriber (MD or NP) completes a *Symptom Response Kit Prescription/Order* form.

How do I arrange for a kit to go into a home?

- When the patient's Palliative Performance Scale is $\leq 50\%$ or at the discretion of the prescriber
- Should not be considered at PPS $\leq 20\%$; instead follow normal prescription and ordering processes
- The nurse and prescriber will assess the patient's home for any risks storing injectable opioids
- Forms are available at <http://healthcareathome.ca/southeast/en/Partners/forms>
- The prescriber will review the *Symptom Response Kit Prescription/Order* form to determine what medications might be needed for this person in the event of a crisis
- The prescriber will complete and sign the *Symptom Response Kit Prescription/Order* form and send it to the LHIN Care Coordinator (CC) responsible for this patient
- Medical Pharmacy will deliver the SRK to the home in a cardboard box with yellow SRK labels; as this is anticipatory and not for urgent medication needs, the delivery can take up to 2 business days
- For expert advice, you can contact the dispensing pharmacy (Medical Pharmacy) 24/7 or a physician in the Queen's Palliative Care Medicine (PCM) Program 24/7

Medical Pharmacy in Kingston (Mon – Sun 0800 – 2000) : 1-844-292-7585 x 35981
After hours pager number: 1-866-757-5669
Queen's Palliative Care Medicine (Mon – Fri 0800 – 1700): 613-548-2485
After hours: KGH Switchboard: 613-548-3232 and request to Page Palliative Physician On Call
Palliative Pain & Symptom Management Consultation Service: (Mon – Fri 0830 – 1630):
1-888-547-7744

Is there a charge to the patient for the SRK contents?

- No, there is no charge for the patient as Physician Facilitated Access Codes (PFAC) and Limited Use Codes (LUC) will cover all medications listed
- All supplies will be covered through the LHIN Home and Community Care program.

What is the procedure at the time of a crisis?

- The nurse will make a bedside assessment
- If needed, the nurse will open the SRK and administer medications or perform a catheterization
- If the orders are not appropriate or if the nurse has a concern about proceeding, the nurse will contact the prescriber or designate for advice.
- Afterwards, if the prescriber has not already been contacted, the nurse will notify the prescriber of the crisis and together they will plan the ongoing care of the patient
- Following a crisis, the prescriber and nurse will determine whether to replace the medications and supplies used, depending on the patient's ongoing care

How is the SRK monitored and updated?

- The agency nurse will check the SRK monthly.
- If the expiry date is reached prior to using the SRK, a whole new kit should be ordered
- If medications need to be changed or added, a whole new kit should be ordered

Not all medications are appropriate or necessary for all patients; please use your professional discretion.