

Common Questions	Responses
What is a Symptom Response Kit (SRK)?	This kit of medications can be ordered by a physician for clients requiring hospice palliative care services or who are at the end of life stage in their disease management.
Why is it necessary?	<p>The physician or the palliative team feels the contents of the kit are needed in your home in the event of a rapid change of condition where symptom management is essential.</p> <p>It ensures that medications are available when required to provide relief of symptoms and avoid unnecessary delays or emergency room visits</p>
What is in it?	The kit contains injectable and medical supplies and requires a physician's order to use them.
Where does it come from?	The Waterloo Wellington Local Health Integration Network (WWLHIN) will provide the SRK to palliative patients living at home.
Do I have to pick it up?	<p>It will be delivered in a <b>sealed</b> cardboard box to your home by Bayshore Specialty Pharmacy. Please leave the box sealed for your health care team to access.</p> <p>Please have identification available when the box is dropped off. The law requires that identification is provided to the pharmacy driver when opioids are delivered to your home.</p>
Do I have to pay for it?	<p>The kit is provided to you at a cost of \$12.</p> <p>This amount includes the \$2.00 Ontario Drug Benefit copay for the 6 medications within the SRK.</p>
Is it covered under private insurance?	If you have private insurance, the cost of the copay can be submitted manually or by calling Bayshore Specialty Pharmacy <b>1 844 607 6362</b> in advance of receiving the SRK.
Will we have to use it?	Not necessarily. Using the kit will depend upon the sudden presentation of any symptoms.

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Who can use it?	<p>If required, the community visiting nurse, nurse practitioner or physician may open it.</p> <p>Your nurse will contact your physician to inform them of your symptoms prior to giving the medication.</p> <p><i>Calling your community visiting nurse with a change in symptoms is important in managing your care.</i></p>
Who checks on the kit?	<p>Each visit, the nurse will check:</p> <ul style="list-style-type: none"> <li>• SRK storage location</li> <li>• expiry date</li> <li>• kit integrity</li> <li>• appropriateness of medication orders</li> </ul>
Where should I keep it?	<p>Please store the kit in a cool dry place</p> <p>Make sure it is out of the reach of children and pets</p> <p>Keeping the kit in the same place will help your health care team access it quickly if needed.</p>
Disposal of the kit and unused medications	<p>The SRK is for the use of the <b>designated patient</b> only and should not be shared or kept for future use for any other persons.</p> <p>When the SRK is no longer needed, speak to your Care Coordinator or Health Care Team for no cost pick-up of the medications and any remaining supplies.</p>
Contact Us	<p>If you have concerns about the safety of the medications within the SRK, please contact your Health Care Team.</p>

**Your Health Care Team will be able to help if you need further information about the medications.**

**Please contact your community visiting nurse or Care Coordinator if you have any questions.**