

QUESTIONS ABOUT CANCER? WE ARE HERE FOR YOU.

The Cancer Information Service provides cancer information for patients, their families, the general public, and health care professionals. A team of physicians answers all cancer-related questions. The information is for free, independent, up-to-date, reliable and based on a comprehensive knowledge-database.

Contact information for cancer patients, their families and all other people seeking information:

- Calls (within Germany): 0800-420 30 40, daily from 8 a.m. to 8 p.m.; toll-free
- E-mail: krebsinformationsdienst@dkfz.de;
- Internet: www.krebsinformationsdienst.de
- Social media channels: Facebook, Instagram, YouTube and LinkedIn.



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MISSION AND AIMS

The Cancer Information Service offers up-to-date, quality-assured, comprehensible information on all cancer-related topics for patients, their families, the general public, and for health care professionals in Germany. The information provided is based on best available evidence. Our goals are to contribute to patient empowerment, support communication between physicians and their patients to foster shared decision-making, and to contribute to the improvement of individual cancer care.

SERVICE FOR PATIENTS, RELATIVES AND PEOPLE SEEKING INFORMATION

A team of physicians answers all cancer-related questions via phone (0800-420 30 40, daily from 8 a.m. to 8 p.m., toll-free) or e-mail (krebsinformationsdienst@dkfz.de).

The Cancer Information Service also offers face-to-face counseling at the German Cancer Research Center and the NCT/UCC in Dresden.

On www.krebsinformationsdienst.de, the service provides information in German on a wide range of cancer topics, such as prevention, early detection, diagnostics, treatment, and living with cancer. Users can also download brochures and fact sheets, or order them as prints.

QUALITY – KEY PRIORITY

The Cancer Information Service is publicly funded and provides independent and neutral information. A high quality of the offered cancer information is also ensured by the scientific excellence of the German Cancer Research Center.

QUALITY CHARACTERISTICS

The primary source for the information offered by the service is its in-house knowledge database which is continuously being updated and enhanced. The content is based on continuous research and processing of scientific publications and other reliable sources. In addition, the service offers addresses for psycho-social support, such as counselling services for cancer patients and psycho-oncological psychotherapists.

All information offerings are based on a comprehensive quality management process. For information provision via telephone, e-mail or social media, the service uses the knowledge database and internal response guidelines.

Quality management of information delivery includes staff qualification and continuous education, communication trainings, call evaluation, and individual and group coaching. Written information is edited by several persons. The aim of this complex editing process is to ensure that the information is correct, well balanced and easy to read.

PROVIDER AND FUNDING

The Cancer Information Service is operated by a committed, qualified team of around 70 employees, working in telephone service, e-mail service, knowledge management, internet editing, communication & outreach, documentation/IT, and administration. Telephone and e-mail inquiries are answered by physicians who have received special training in health communication. Science journalists and scientific staff from various disciplines, such as medicine, biosciences, pharmacy and psychology as well as social lawyers are responsible for information research and editing.

The Cancer Information Service is a division of the German Cancer Research Center (DKFZ). The DKFZ is funded by the Federal Ministry of Education and Research and the state of Baden-Württemberg. Additional project funding is provided by different public funding partners.

USAGE

→ User profile

In 2024, the Cancer Information Service answered about 25,700 inquiries in total. Of these, approx. 17,200 were answered on the telephone and 6,400 via e-mail, the rest through other channels. On average, the website www.krebsinformationsdienst.de had 9.2 mln. visitors per year. 13,700 users followed the German Cancer Information Service on Facebook, Instagram and LinkedIn.

→ Topics

The user profile for the telephone service and the e-mail service was as follows: 48 % of the inquirers were patients, 21% relatives, 17 % the public, 6% were health care professionals. In 2024, questions about the following cancer topics were asked (multiple topics possible):

- Treatment: 60 %
- Psychosocial aspects 46 %
- Addresses: 43 %
- Basic knowledge of cancer: 36 %
- Diagnostics: 36 %
- Living with cancer: 32 %
- Risk factors, early detection, screening: 14 %

PRINTED INFORMATION IN GERMAN LANGUAGE

All print materials can be viewed and downloaded at www.krebsinformationsdienst.de/broschueren.

→ Brochures

- A-B-C der Fachbegriffe und Fremdwörter in der Krebsmedizin
- Örtlich begrenzter Prostatakrebs
- Weibliche Sexualität und Krebs
- Männliche Sexualität und Krebs
- Lungenkrebs - was nun?
- Krebs vorbeugen: Was kann *ich* tun?
- Ihr Weg durch die Krebserkrankung
- Impfungen zur Krebsvorbeugung

- Gute Tipps für ein kleineres Krebsrisiko
- Brustkrebs und Eierstockkrebs in der Familie: Was kann ich tun?
- Erblicher Brust- und Eierstockkrebs: Bin ich betroffen?
- Ist mein Krebs erblich?

Brochures can be ordered at:

- www.krebsinformationsdienst.de/bestellformular
- via telephone: 06221-42 2890
- via e-mail: krebsinformationsdienst@dkfz.de

→ Fact sheets

Over 50 fact sheets in German provide information on frequently asked questions. The regularly updated fact sheets are available as downloads, for printing and distribution.

COLLABORATIONS

There are cooperations with the National Center for Tumor Diseases (NCT) in Heidelberg and Dresden, the information services at Helmholtz Munich, the International Cancer Information Service Group (ICISG), the Swiss Cancer League and the Center for Cancer Registry Data at the Robert Koch-Institute, among others.

→ Projects

The Cancer Information Service is involved in numerous projects that reach out to new target groups or explore the care situation of cancer patients in Germany. The service is partner in the German National Cancer Plan, the National Dekade against Cancer and the Health Literacy Network Germany. It has participated in the development of a Guideline for Patient Information and of a Good Practice Health Information.

SERVICE FOR HEALTHCARE PROFESSIONALS

From Monday to Friday, 8 a.m. to 8 p.m., inquiries from professionals are being answered by physicians via telephone (within Germany 0800-430 40 50) or e-mail (kid.med@dkfz.de). The internet landing page for professionals is online at www.krebsinformationsdienst.de/fachkreise/.

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