

QUESTIONS ABOUT CANCER? WE ARE HERE FOR YOU.

The German 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; questions will be answered within two working days**
- **Internet: www.krebsinformationsdienst.de and www.facebook.de/krebsinformationsdienst**



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MISSION AND AIMS

The German Cancer Information Service offers up-to-date, quality-assured, comprehensible information in all areas of cancer research and treatment 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 in terms of 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 German Cancer Information Service also offers face-to-face counseling at the German Cancer Research Center, the Thoraxklinik Heidelberg, and the University Cancer Center 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 German Cancer Information Service provides information independently and free of any conflict of interest due to its public funding. A high quality of the offered cancer information is also ensured by the scientific excellence of the German Cancer Research Center.

STAFF

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 psychooncologists working in the outpatient setting.

All information offerings are based on a comprehensive quality management process. For information via telephone, e-mail or social media, the service uses manuals and information guidelines. Workflows are defined in standard operating procedures (SOPs).

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

PROVIDER AND FUNDING

The German Cancer Information Service is operated by a committed, qualified team of approximately 66 employees, working in the areas of telephone service, e-mail service, knowledge management, internet editing, communication & outreach, documentation / IT, and administration.

Telephone and e-mail inquiries are answered predominantly 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 are responsible for information research and editing.

USAGE

The German Cancer Information Service is a service 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 the Federal Ministry of Health and other partners.

→ User profile

In 2016, the German Cancer Information Service answered 34,998 inquiries in total. Of these, 27,431 were answered on the telephone and 6,341 via e-mail, the rest through other channels.

On average, the website www.krebsinformationsdienst.de had 700,000 individual visitors per month in 2016. In March 2016, 3,500 users followed the German Cancer Information Service on Facebook.

→ Topics

The user profile for the telephone service and the e-mail service was as follows: 44% of the inquirers were patients, 30% relatives, 13% the public, 4% were health care professionals, and 9% others.

In 2016, questions about the following cancer topics were asked (multiple topics possible):

- Treatment: 62%
- Addresses: 40%
- Basic knowledge of cancer: 46%
- Living with cancer: 38%
- Diagnostics: 29%
- Risk factors, early detection, screening: 13%
- Clinical trials: 9%

PRINTED INFORMATION IN GERMAN LANGUAGE

→ Brochures

- „A-B-C der Fachbegriffe und Fremdwörter in der Krebsmedizin“ (terminology in cancer therapy)
- „Örtlich begrenzter Prostatakrebs“ (prostate cancer)
- „Weibliche Sexualität und Krebs“ (female sexuality and cancer)
- „Männliche Sexualität und Krebs“ (male sexuality and cancer)

Brochures can be ordered at www.krebsinformationsdienst.de/bestellformular.php, via telephone: 06221-42 2890 or via e-mail: sekretariat-kid@dkfz.de.

→ Fact sheets

Approximately 45 fact sheets in German provide information on frequently asked questions. The regularly updated fact sheets are available as downloads, for printing and distribution: www.krebsinformationsdienst.de/wegweiser/iblatt/index.php.

COLLABORATIONS

A central idea of the German Cancer Information Service is networking with national and international providers of quality assured health and cancer information. Currently, the German Cancer Information Service collaborates, among others, with the National Center for Tumor Diseases (NCT) Heidelberg, the Thoraxklinik at Heidelberg University Hospital, the University Cancer Center Dresden and with the German Lung Information Service at Helmholtz Center Munich. Beyond national borders, the service is a founding member of the International Cancer Information Service Group (ICISG) and collaborates closely with the Swiss Cancer League.

→ Projects

The German Cancer Information Service is engaged in various projects concerned with quality assurance of health information: the service is partner in the German National Cancer Plan and is participating in the development of a Guideline for Patient Information and of a Good Practice Health Information.

SERVICE FOR HEALTHCARE PROFESSIONALS

Since 2014, the German Cancer Information Service has developed the [krebsinformationsdienst.med](http://www.krebsinformationsdienst.med) as a special service for health care 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/.

Since fall 2014, face-to-face consultations at the Thoraxklinik Heidelberg are offered as a special service to lung cancer patients and their families.

On the social media platforms facebook and google+, the German Cancer Information Service is publishing news and initiating discussions on cancer-related topics.

Cancer Information Service
German Cancer Research Center
Im Neuenheimer Feld 280
69120 Heidelberg
Head: Dr. med. Susanne Weg-Remers
www.krebsinformationsdienst.de

