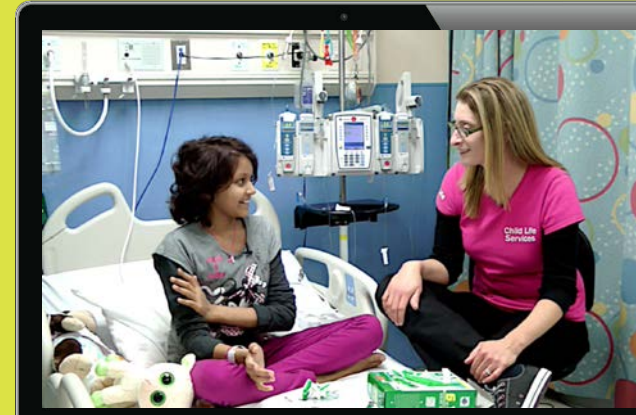


Uknow is the new medical content and resources space within Upopolis. Content is driven by patients, helping to ensure that the content is relevant to the pediatric patients accessing the site. Medical information and resources can now be delivered through a variety of multi-media approaches.



Why Uknow?

Upopolis provides pediatric patients, across Canada, with a private, safe and secure online support network where they can communicate with friends and family, and connect with other youth across Canada in hospital. One of the most unique features of Upopolis is the availability of medical information and resources written specifically for pediatric patients. This content is created, reviewed and approved by health care professionals and child life specialists to ensure it is age appropriate and provides a fitting overview of what they may experience in hospital. Medical content on Upopolis has always been through written information that users can read and review at their own pace.

Need:

A survey of patients (aged 12-17), conducted at The Hospital for Sick Children Toronto in 2014, revealed the need for more dynamic, engaging information through the use of video.

The Uknow Program:

Our focus is the creation of “video tours” led by patients who interact with child life specialists and health care professionals to learn about areas of the hospital and procedures in an effort to reduce anxiety, provide age appropriate information and promote a family centered approach. The pediatric patient is a part of the health care team and is encouraged to ask questions and be part of the discussion in their own care.

Benefits:

Uknow is a team effort between pediatric patients, doctors, child life specialists and other health care professionals. Directly involving pediatric patients in developing relevant medical content requested by them helps promote coping skills and access to information that is interesting, fun and engaging!

The First Uknow Video:

The premiere Uknow video entitled *Exploring the Operating Room at SickKids* was filmed at SickKids Hospital in Toronto. The production involved a Upopolis user and patient who had undergone multiple surgeries during his course of treatment. He was able to sit down with an anesthesiologist and child life specialist and ask and receive answers to the questions that were most important to him, helping other pediatric patients who watch the video. A tour of the operating room at SickKids normalized what is often a scary, anxiety-provoking and “off-limits” area that is traditionally only seen the minute a pediatric patient enters the room for surgery.

Future Plans Include:

- Video tours of hospital areas (led by a pediatric patient) that are often “off-limits” unless undergoing a procedure or surgery.
- Changing the perception of “scary areas of the hospital” to educational, interesting places where youth can learn about the procedures in an age-appropriate way.
- Learning what information is important to pediatric patients and targeting common fears.



About Kids' Health Links Foundation

Kids' Health Links Foundation (KHLF) is a registered Canadian charity that, through the use of technology, helps young hospital patients stay connected to their family, friends and schools, and with other patients across Canada (www.upopolis.com). Upopolis was developed in partnership with TELUS. KHLF has also developed and offers online resources for front line pediatric care professions (www.upedia.ca) and child and youth mental health professionals (www.UMIND.ca), across Canada. Find out more at www.kidshealthlinks.org. UPOPOLIS®, UPEDIA®, and UMIND® are registered trade-marks of Kids' Health Links Foundation.