Engaging the Patient/Client

Communicate:

• Relate the computer or other devices to the patient/client’s information by using terms such as “your record” or “your chart” as you log on and access patient/client information.

• As you are viewing the electronic record, engage in dialogue with the patient/client about how you are accessing or entering information on their record. Use key phrases such as:
  - “I’m reading the notes from your last clinic visit and reviewing your current treatment plan.”
  - “I see from your record you have made great progress with…”
  - “I am recording details of the care I provided to you and the results.”

• Avoid discussing frustrations about the functionality of the computer system with patients/clients.

Involve:

• Invite the patient/client to view data on the screen (e.g., graphic screens of specific lab results or vital signs).

• Share appropriate clinical information from best practice resource sites.

• Supplement patient/client teaching by sharing and/or printing pictures and material from resource or internet sites.

• Print appropriate patient/client instructions as part of their care or upon discharge.
Integrating eHealth in Your Practice

Maintaining a Patient/Client Focus

Greet & Connect:

• Greet your patient/client and introduce yourself before accessing the computer/device.

• Acknowledge the computer/device as one of your “resources” to assist in providing care.

• Avoid allowing the computer/device to be a barrier to your interaction. When possible, do not place the device between you and your patient/client. If this isn’t possible, reduce the barrier by lowering the computer/device so that you can see the patient/client over the top of the screen.

• Arrange the screen for patient/client viewing when, and where, it is appropriate.

Reinforce Patient Safety:

• Reassure the patient/client that the computer/device does not interfere with medical equipment.

• Reassure the patient/client that the device is cleaned to reduce the spread of infection.

Respecting Privacy & Confidentiality

• Inform the patient/client about the laws and regulations in place to maintain the privacy and confidentiality of their health information.

• Explain to the patient/client the use of the password to maintain privacy when logging on to the computer/device.

• Explain to the patient/client that their record is closed and secure when you log off.