

Scripting for Hospital Staff: Informing Patients About InTouch Technology

Key Messages:

- You are the face and voice of _____. Now more than ever, the role you play in calming and reassuring patients is critical.
- Being in the hospital under normal circumstances can be distressing for patients and their families. During the COVID-19 pandemic, patients feel an even greater level of anxiety, fear and isolation.
- Virtual or video interactions are not a familiar practice for many patients in the hospital setting. It is important that you provide reassurance and comfort through your words, both in-person and virtually, to build their confidence and trust in _____'s care.

Share the benefits of InTouch technology and set expectations with the patient upon admission

Benefits of InTouch:

- Allows care teams to connect with the patient or staff in the room in a safe manner, limiting exposure and conserving personal protective equipment.
- Allows staff to closely monitor patients and promptly respond to their needs remotely.

Capabilities of InTouch:

- Digital stethoscope allows providers to listen to a patient virtually.
- Tablet allows the care team to monitor patients while respecting their privacy.
- Patients will hear a chime sound to join the video, kind of like a knock on the door but virtual.

Upon admission, explain benefits of using InTouch technology to deliver the highest quality care.

- *"This has been a rough day, [patient name], and not exactly where you hoped to be. If it's OK with you, I'd like to share some information with you about our InTouch technology that allows us to care for you virtually. With InTouch, we can communicate with you and even monitor your care via video. What will happen is you will hear a sound to join the video, kind of like a knock on your door to respect*

your privacy but through this tablet. This technology allows us to provide you with the highest-quality care in a way that keeps you and your care team safe."

- *"It sounds like you have had a long day. If it's OK before I leave, I'd like to share some information with you about our InTouch system. This technology allows us to monitor your care virtually and communicate with you even when we're not in your room. We will interact with you via video through this tablet. This will help us provide the highest-quality care while limiting exposure and conserving personal protective equipment. Our goal is to keep you and your care team safe."*
- *"It is important that we are able to monitor your condition closely and address your concerns. To help us do this in safe manner, we will use our InTouch system. This technology allows your entire care team to stay connected with you and monitor your care virtually while always respecting your privacy. We will use this tablet to communicate via video. When you hear a chime sound, this is your indication to join the video. This will help keep you and your care team safe."*

If the patient expresses concern about InTouch or is upset about using technology to communicate.

"This has been so challenging, not only are you not feeling well but your family can't be here to support you. It has to be really hard. I'd like to better understand your concerns about InTouch so we can meet your needs. What concerns you the most? [Listen. Empathize.]

It sounds like you are most concerned about [not getting the highest quality of care, being treated differently]. It is understandable that you have reservations. If it is okay with you, I'd like to share what [I have found, other patients have found] to be really helpful about using InTouch."

"You have been through so much already, and now we're introducing another change. It has to be overwhelming. I'd like to better understand your concerns about using the InTouch technology and so we can meet your needs. What is upsetting you the most right now? [Listen. Empathize].

From your perspective, your care should be done at the bedside and this feels really impersonal. That is understandable, using this technology may feel uncomfortable at first. If it's okay, I'd like to share some of the benefits of using InTouch. A primary reason is your safety, and the safety those caring for you. InTouch will allow your entire care team to respond to your needs in a way that not only helps us to conserve PPE, but keeps us connected with you virtually at all times."

Reassure.

- *"Our team is here to care for you. We are in this together."*

- *"Please know that _____ is doing everything possible to keep you and our staff safe."*
- *"We don't know everything right now, but here's what we do know ..."*
- *"Your safety is our priority. You are in the best of hands."*
- *"This has been a scary time. You are doing really well."*