

ERAdvisor Education

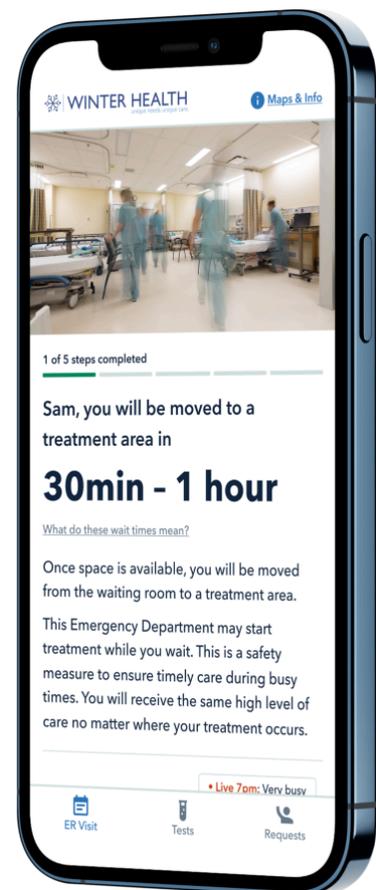
Newsletter Highlights

Please use the following newsletter sections to inform and educate your staff about the exciting new patient experience platform that will help inform patients during their entire ED visit and beyond. We recommend you all start putting these highlights into your newsletter about 6-8 weeks prior to the launch of ERAdvisor into your ED. These are meant to get staff excited about how the software is going to help with patient informing patients about what to expect from their entire ED visit, what laboratory and imaging tests have been ordered, education about why the labs and imaging were ordered, results of the tests, requesting what they need while they are in the ED and much, much more!

📞 ERAdvisor is launching in our ED very soon! 📞

We want to give you all a quick overview of what this platform is all about and how it will help improve patient care.

- ✓ The ERAdvisor experience starts when a cell phone is entered into the electronic health record.
- ✓ The patient is sent an SMS message to their smartphone.
- ✓ Best practice is to collect cell phone numbers on every patient, every time, even the patients that arrive by ambulance. There are smart filters in place to exclude patients who shouldn't be invited to the platform. Patients who are an ESI of 1 are generally NOT invited to the app.
- ✓ Patients should be told that they will receive an SMS message from your hospital and that it is not spam. Please instruct patients to click on the URL or link to enter into the platform. Please remind patients that it is NOT just text message updates. It is a secure website that will keep them up to date about everything that is happening during their ED visit and follow up after they leave the hospital.



ERAdvisor has a ton of great features!

- ✨ Saves YOU time because patients can use the app to view their own wait times, view labs and tests that are ordered
- ✨ Walks patients through the ED process from triage through admission/discharge and follow up after they are discharged or admitted to the hospital
- ✨ Patients can let staff know that they are thirsty, cold, or in pain while in the waiting room or in a treatment area through the app
- ✨ Shows patients their lab and imaging results
- ✨ Uses a Doctor-to-Patient translator which summarizes radiology reports, such as x-rays, ultrasounds, CT scans, or MRIs into easy to read reports that is easy for patients to read and understand; it summarizes in lay language that removes medical jargon
- ✨ Provides facility specific information on location, maps, and visiting hours
- ✨ Patients can share a PHI-free version of their visit with family and friends
- ✨ ERAdvisor is available in English, Spanish, Vietnamese, Armenian, Korean, and Somali. It is translated based on the patient's browser setting on their device, or they can choose a language through the app
- ✨ ERAdvisor automatically provides patient education videos based on initial symptoms, reason for visit, tests and diagnoses
- ✨ ERAdvisor provides simplified discharge instructions that include all of the important information a patient needs to know upon discharge

Vital Patient Quote:

"This is really professional. Really like the ER advisor. Very efficient how labs, xrays, ultrasounds and triage are done. Helps decrease wait times. Thanks so much for your care!"

ERAdvisor is going live in early March! Here are a couple of things you need to know!

- 📱 Patients can use their cell phones or a device with a browser (e.g. Ipad or tablet) to view ERAdvisor
- 📱 Patients will **automatically** receive an invite to ERAdvisor via SMS message
- 📱 It is important that a **cell phone** number is collected at the time of registration in order for the SMS invitation link to be sent
- 📱 ERAdvisor is easy to use and **requires NO training for patients to use it**
 - Patients DO NOT have to download an app or remember a password
 - To log into ERAdvisor, patients need to click on the link sent to their cell phones and then enter their last name and date of birth - that's it!
 - If a patient has a cell phone or a tablet device, they can access ERAdvisor

📌 **Vital Tip:** ERAdvisor is intuitive and easy to use! Let your patients know that ERAdvisor is available to them by clicking on the link sent to their cell phone. Add ERAdvisor to your room orientation when settling patients in.

ERAdvisor Corner

Help! The patient says they didn't get an invite message, what do I do?

- 🔄 Update the cell phone number with your patient access staff first.
- 🔄 You can also update the cell phone number in the CareAssist app.
- 🔄 Login to the CareAssist app, find the patient's name and click on the "invite" button or the speech bubble in the right hand column.
- 🔄 Click on the invite button and then enter in the cell phone number and confirm; the patient will get a welcome and an invite SMS message.

- 📞 If you click on the speech/chat bubble in the right hand column in CareAssist, you just have to click on the “wrong mobile number or resending an invite” text at the bottom of the pop up. Enter in the new cell phone number and confirm and you are all set!
- 📞 Patients with sensitive reasons for visits (suspected abuse, domestic violence, level 1 traumas, etc.) are automatically filtered out from receiving the invitation

■ **Vital Tip:** Collecting a good working cell phone number is Vital to getting your patients connected to ERAdvisor. Remind patients that providing a cell phone number will connect them to a digital experience where they get updates about their care in real time.

ERAdvisor Corner

Help! The patient’s loved one keeps asking me for updates!

- ♥ ERAdvisor is a fantastic resource for patients who have loved ones at the bedside or who are at home.
- ♥ **Patients can always share their visit with family, friends and loved ones.**
- ♥ Sharing their ERAdvisor visit may help decrease the amount of calls from family members and loved ones to the nursing station. This will allow you to focus on providing excellent patient care.
- ♥ ERAdvisor will also let patients and families know when to expect discharge soon, so that arrangements can be made to pick up the patient from the ED.

Vital Patient Quotes

“Thank you for keeping me informed about my mom while she is in the ER.”

“It was the first time experiencing it (family sharing), and I found it helpful!”

■ **Vital Tip:** This is great for parents or caregivers of a patient who want an easy way to keep other family members engaged.