

Integrating eHealth in Your Practice

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:
 - o "I'm reading the notes from your last clinic visit and reviewing your current treatment plan."
 - o "I see from your record you have made great progress with..."
 - o "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.

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RNAO

Registered Nurses' Association of Ontario
L'Association des infirmières et infirmiers
autorisés de l'Ontario

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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.

