

Trusted Education and Engagement Resources for Your Patients and Consumers

Recent Client Results With Patient Connect



3 to 5 minutes **saved** for every patient discharged with easy-to-access patient education



increased **HCAHPS scores** for “communication with nurses” to over **80%** in 6 months



64% increase in **patient and consumer engagement** on social media

Consistent Patient Education and Consumer Health Engagement Tools for All Stages of Care

- ✓ Inspires confidence with the industry’s most complete, highest-quality patient education
- ✓ Improves patient interactions and satisfaction to increase HCAHPS scores
- ✓ Delivers patient-specific education directly within your EHR workflow
- ✓ Supports Meaningful Use requirements and other regulatory mandates
- ✓ Enables clinicians to customize patient education to support organizational policies and procedures

The Best Education Delivers the Best Results

Research shows that effective education can lead to more engaged consumers, better patient outcomes, and improved self-care before and after treatment. Patients who understand their conditions, medications, and treatment are more likely to seek out care when needed, participate in it fully, and be more satisfied with their healthcare experience.

With the Micromedex® Patient Connect Suite, you can provide the most accurate and current health education and consumer engagement resources — **integrated into the electronic health record (EHR) workflow, patient portals, and hospital website** — to support every stage of care.



The Patient Connect Suite: What's Included

The Patient Connect Suite is a powerful combination of patient education and consumer engagement resources:

- **Micromedex Patient Education** featuring CareNotes®
- **Micromedex Consumer Health Education** featuring SmartEngage™
- **Micromedex Pediatric Video Education** featuring Health Nuts Media
- **Medication Essential Fact Sheets**



Micromedex Patient Education

Micromedex® Patient Education, featuring CareNotes®, delivers a single source of evidence-based patient education materials across the continuum of care — including precare, inpatient, discharge, emergency department, ambulatory, and wellness education.

With practical, objective information at every stage of care, the benefits are two-fold:

- Patients are more comfortable with their treatment and become engaged participants in the process, improving their overall experience and health.
- Nurses, pharmacists, and physicians can quickly access patient education information directly within their workflow, making more effective use of their time.

1 The Right Education

Help your patients understand their conditions, treatment, self-care, and medication adherence with more than 8,500 CareNotes titles covering over 2,200 medication topics, nearly 50 medication specialties, and 500 lab tests.

2 The Right Format

CareNotes work for every patient. They are written using the most current health literacy guidelines; plain, easy-to-understand language at a 5th to 7th grade reading level; and available in 15 languages. Additionally, CareNotes are available in multiple formats to support different learning styles.

3 At the Right Time

Video and animated tools deliver convenient patient viewing on the web or on in-room monitors. Staff members can identify and share patient-specific education directly in the workflow. And patients can view, download, and transmit their patient education online.

“CareNotes puts the information we need at the fingertips of each clinician and allows us to deliver patient education efficiently and accurately.”

Donald Fleming,
Former Vice President and CIO,
Brookhaven Memorial Hospital
Medical Center

Micromedex Consumer Health Education

Today's consumers seek health information online, and it's critical to do everything you can to ensure they're connecting with your hospital during their search.

After all, consumers who engage with your organization are more likely to become your newest (and return) patients.

Extend your community reach with Micromedex® Consumer Health Education featuring SmartEngage.™ SmartEngage delivers an outstanding consumer education experience with the most credible and complete collection of online, accredited consumer health content available.

1 The Right Education

With over 6,000 physician-written articles, over 2,200 medication topics, and 350 high-definition videos, consumers can find the most current information on disease and conditions, tests and surgeries, injuries and first aid, treatment options, exercise and nutrition, medications, and more.

2 The Right Format

All content is written at a 5th to 8th grade reading level and available in English and Spanish. Users can view the content and videos on any device, including mobile phones and tablets. Consumers can even choose to personalize their experience with

a unique visual search interface, using 3D avatars customized to gender, ethnicity, and age — which can help pinpoint relevant educational information.

3 At the Right Time

By providing answers to important healthcare concerns to consumers through your website or patient portal, you can help to increase patient satisfaction, improve compliance, and provide your patients with consistent health information in any care setting — all while connecting them to your organization's facilities, services, and doctors.

Micromedex Pediatric Video Education

Educate and engage patients of all ages to get well and stay well with **award-winning health education videos from Health Nuts Media.**

Health Nuts Media is an Emmy Award-winning producer of animation-based, pediatric patient health education. The pediatric videos — short and direct animated movies that explain difficult concepts using

terms, graphics, and characters understood by children — can be used to foster health literacy and ease a child's concerns about specific healthcare conditions.

The video content is an excellent complement to Micromedex CareNotes. While CareNotes help parents understand and explain their child's condition and care, the Health Nuts Media videos

support engagement directly with the child as well as the parent. Combining the simplified, explanatory content of the pediatric education videos with the evidence-based, instructive content of CareNotes provides a more complete, interactive, and effective patient education experience for the entire family.

Medication Essential Fact Sheets

Increase patient satisfaction and boost medication-related Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores with **Medication Essential Fact Sheets** — consistent and concise, easy-to-read medication education handouts that complement

your patient education and help patients understand:

- What is my prescription?
- Why am I taking this medication?
- What are the possible side effects?

Features include:

- Packages of the most frequently accessed medication education information
- Tailored to your hospital (with logo and contact information)
- Automatic updates available

Together, Patient Connect Is Everything You Need

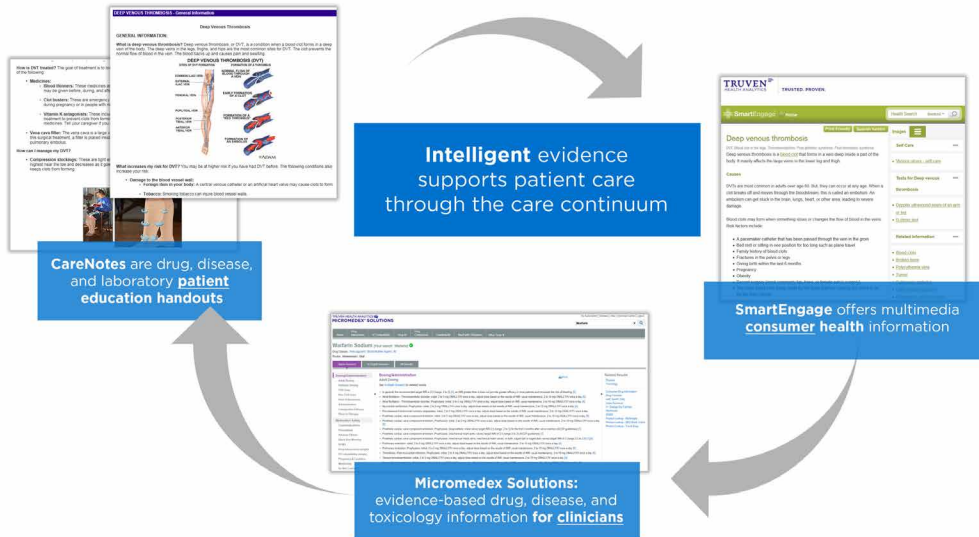
With the Micromedex® Patient Connect Suite and its consistent content at every touchpoint, you can achieve patient experience criteria for HCAHPS, Value-Based Purchasing, and Meaningful Use.

Plus, Simple Integration ...

Patient Connect solutions are easy to implement, with a HL7 interface, web services, or embedded content data files. Regardless of your HIS architecture — from MEDITECH, Epic, and McKesson to

CPSI, Cerner, GE, and more — our platform is interoperable and can be implemented quickly.

... **And Comprehensive Support** You'll have access to Micromedex Total Support Solutions — training and customer support services delivered by a highly skilled, dedicated team that will help you calibrate your solution to your environment and staff to get the most from your solution every day.



Register for Two Free Trials

Pediatric Video Education

micromedex.com/pediatricvideo-education.

CareNotes

micromedex.com/Products/Micromedex-Trial-LicenseAgreements

Improve Your Scorecard

- ✓ Improve patient outcomes by promoting patient engagement
- ✓ Lower readmissions with actionable discharge instructions
- ✓ Support Meaningful Use and meet attestation goals
- ✓ Improve patient satisfaction and boost HCAHPS scores
- ✓ Meet national quality initiatives
- ✓ Become a trusted health resource
- ✓ Be one step closer to your population health goals



Get Connected

Send us an email at providersolutions@truvehealth.com,

call **800.525.9083** option 4, or visit micromedex.com/patient-connect



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