MAY 1, 2019 **Adding Video Education to Your Patient Education**

Program

Leah Elsmore, MPH Brittany Walter, BSN, RN, CPN Cameron Johnson



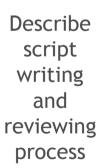
Objectives





Evidence for video education Discuss criteria for vetting video requests





4

Describe strategies for filming and editing videos



Children's Hospital Colorado

- Founded in 1908
- Private, not-for-profit pediatric healthcare network
- Care alliance with 7 state region
- Serves families from all 50 states and at least 35 countries
- 3,000 pediatric specialists
- Over 6,500 full time employees





Health Literacy Program

- Family Learning Center
 - Provides classes for families on caring for central lines, G-tubes, and NG-tubes
- Family Health Library
 - Consumer health library
 - Staffed with medical librarian
- Health Literacy Support
 - Consult with clinicians to support families who may have complex learning needs
- Patient Education Handouts
 - Review patient education handouts to make sure they are at a 6th 8th grade reading level
- Patient Education Videos
 - Develop videos that utilize health literacy principles





Video Education Program

- Clinical teams identified a need for high-quality, accurate video education that aligned with internal policies
- Launched in 2018
- Program creates patient education videos that meet Children's branding guidelines and patient's needs





Why Video Education?

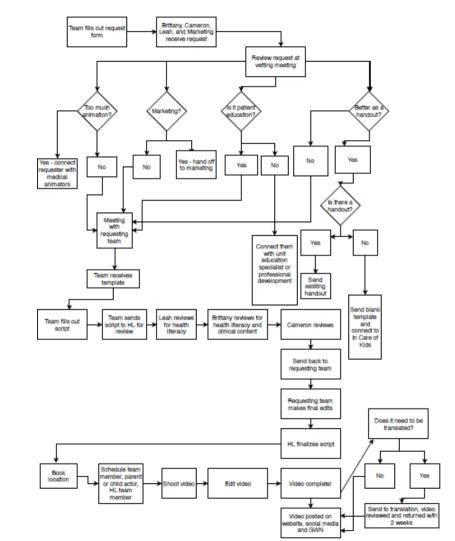
Video Education is a best practice that overcomes many challenges including linguistic diversity, low literacy, acuity of patient conditions, and shorter lengths of stay.





Our Process

- Receive a request
- Identify if it's a patient education video
- Work on the Script
- Schedule video shoot
- Lights, camera, action
- Edit
- Submit draft of video to requester for comments
- Finalize and upload





Video Vetting

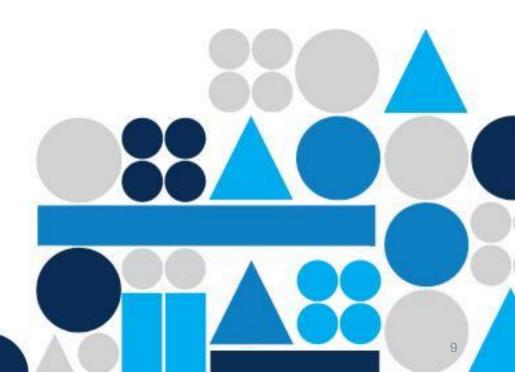
- Identify if it has video worthy content
 - Video vs. Handout
 - Is there a strong visual component?
- What is the value-add of the video? •
 - How many patients/families will likely use this video?
- Does the video already exist in another place?
- How often could the material change?
- Does it require medical animation?
 - Difficult content to film •



Let's Practice

Video Vetting





Script Writing

- Collaborate with the subject matter experts
 - Provide template and examples
- Put on paper what you teach
- Anything you would demonstrate would be the "suggested video shot"
- Any important or key points should be "text on screen"
 - For example "No baths/showers for 24 hours"
- Narration vs. scripted lines

	1	Shot number	Suggested video shot	Voice Over (Narration)	Text on screen (optional)
	2				
	3				
	4				
	5				
	6				
	7				
	8				
,	9				
	10				
	11				
	12				
	13				
1	14				
	15				



Making the script health literate

- Reduce complexity
- Change medical jargon to "living room" language
- Short and sweet • 3-5 minutes
- Need to know information vs. nice to information
- Use logical organization • Most important information first
- Send back to subject matter expert for final approval

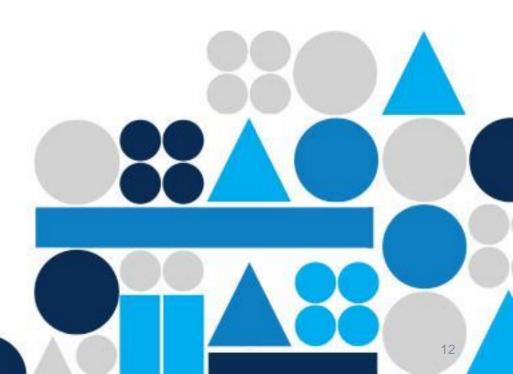




Let's Practice

Script Editing





withen Iwas		Patient- "My name is and I had a kidney transplant	
Inter of platents - have two patients in main atium and then laim moving to the addit hospital* Clinician* View are so ported by out for all thy out have are out of you for all thy out have are out of a different have have are excited for you to make this an appointment. Such as a different have have are excited for you to make this an appointment? Patient on cell phone - calling University to make appointment Going from a children's hopsital can lake are? Patient on cell phone - calling University to make appointment or out and the sort and patient for a transplort foor up visit. In section with the sort out on the sort of the sort out on the sort of the sort out out of the sort out of the sort out out out out of the sort out out out out out out out out out ou			
Chicks of all three CHCO clinics - liver, kidney and heart - with all providers waving goodbye Chicks - liver, kidney and heart - with all providers waving goodbye Cong from a chicker's hopstal to an adult core' Cong from a chicker's hopstal to an adult hosptal can take some getting used to Bu you team of doctors, nuses, pharmacists, and aporintment conditators are here to help you ¹¹ Patient on cell phone - calling University to make appointment or a transplant follow up visit. ¹² Patient on cell phone - calling University to make appointment or a transplant follow up visit. ¹² Patient on cell phone - calling University to make appointment or a transplant follow up visit. ¹² Patient on cell phone - calling University to make appointment or a transplant follow up visit. ¹² Patient on cell phone - calling University to make appointment or a transplant follow up visit. ¹² Patient on cell phone - calling University to make appointment or a transplant follow up visit. ¹² Patient waiting in waiting room Patient waiting to muse coordinator, puter of the start of the point the step) Patient standing on scale or getting BP taken You will get you will a taken You will get you will a taken Patient meeting with doctor on rurse coordinator Patient meeting with doctor on rurse coordinator Patient meeting with a find and waiking to Patient wai	Intro of patients - have two patients in main atrium		
Shots of all three CHCO cincs - liver, kidney and heat - with a accomplished and we are exciled for you to make this an appointment is a providers waving goodbye. Comp from a children's hopsital to an adult hopsital can take some getting used b. But you ream of doctors, muses, pharmacists, and appointment coordinators are here to help you? Patient on cell phone - calling University to make appointment? To will need to call			
all providers waving goodbye Iterastion to aduit crar* Goord from a childers' bogstal to an aduit hospital can take some getting used to Bd your team of doctors, nurses, pharmacriss, and appointment coordinators are here to help You will need to call unversity laboratory You will need to call to set up an appointment. Patient on cell phone - calling University to make appointment for a transplant follow up visit.* Arme 15 minutes early to your appointment and call (who?) if you might be late. You may also need to get you labs doe before you appointment, bd goord end you be doe before you appointment, bd goord end you appointment and call (who?) if you might be late. You may also need to get you labs doe before you appointment, bd goord for you at hidrers' hospital Such as a pharmacist. They will go you will need simaling providers to hege with general questors, a decidanto hege you willy our hast. They will call you rame when it is time to start your visit. (don't hink it is mecessary to explain thesis sep) University staff calling patient from waiting room You will get your will atteen You will see many people who are here to heb take care of you and they will act you may have to get an ultrasound You wait get your will atteen You wait get our will atteen You wait get a patient will your instructions on atteen they will appointment, make sure you write down paperiment. Patient	Shots of all three CHCO clipics liver kidney and heart with		
Comp from a children's topsial to an adult hospial can take some getting used to Bitly our team of doctors, nurses, pharmacists, and appointment contrators are here to help you" You will need to call To set up an appointment." Patient Hole, this is need to get you labs done before your appointment for a transplant follow up visit." Patient on cell phone - calling University to make appointment for a transplant follow up visit." Make sure you arrive about 15 minutes early to your appointment and call (who?) if your might be late. You may abe need to get you labs done before your appointment, but (comcencer) will key ou hour or you do. University laboratory The waiting room right look different than this one, but the patients are just like you. You will meet similar provides to those who caref for you at able context your will be labe. You will meet should be included and what are their description? Thought Bubbles with Pramacist. Whee Coordinator, delician. 1 b help with you runtimo questions; mental health, social worker Patient waiting nom They will call your name when it is time to start your visit. (don't thick it is necessary to explain this step) Thought Bubbles with Pramacist. How wick to help you access resources you made need (Who at worker to help you access resources you made need (Who at you are done, you will be start approximent doct and my that are their description?) Thought Bubbles with Pramacist. How will be you will ski an web to is tart your visit. (don't thick it is necessary to explain this step) Patient meeting with doctor or nurse coordinator, palse out you you are done, you will be start be help take care of you and they will akk it anyting has changed with you instructio			
some getting used to But your team of doctors, nurses, pharmacciss, and appointment coordinators are here to help you" Patient the to cold industry and the top top the top	all providers waving goodbye		
pharmacists, and appointment coordinators are here to help you" Patient in section and pointment." Patient on cell phone - calling University to make appointment for a transplant follow up visit." Make sure you arrive about 15 minutes early to your appointment and call (who?) if you right be late. You may also need to get you labs done before your appointment, but (someone?) will let you know if you do. Patient on cell phone - calling University to make appointment or a transplant follow up visit." Arrive 15 minutes early to your appointment and call (who?) if you right be late. You may also need to get you labs done before your appointment, but (someone?) will let you know if you do. shot of front info desk If you get lost, ask for help The waiting room might look different than this one, but the patients are just like you. You will meet similar providers to help with our carditions, a deliction in belp you with your def and nuttion, mental heath coursile? descriptions?) Thought Bubbles with Pharmacist. Patient waiting in waiting room The yuil call your name when it is time to start your visit. (cdn1 think it is necessary to eplan this step) They will call your name when it is time to start your visit. (cdn1 think it is necessary to eplan this step) Patient waiting on scale or getting BP taken You will see many people who are here to help take care you and they will ack? anything his changed with your headth. It's important to be honest, so they can give you the best care possible Patient taking with doctor or nurse coordinator, puls out slip orip desint staning on scale or getting BP taken <td< td=""><td></td><td></td><td></td></td<>			
you" You" You" You" Patient on cell phone - calling University to make appointment for a transplant follow up visit." To set up an appointment if Patient THelo, this is inceed to make an appointment to appointment and call (who?) if you might be late You may also need to get you labs done before you appointment, but (someone?) will let you know if you do. Arme 15 minutes early to your appointment and to get you labs done before you appointment, but (someone?) will let you know if you do. Arme 15 minutes early to your appointment Patient waiting in waiting room The waiting room might look different than this one, but the patients are just like you. You will meet similar providers to thoe who cared for you and checks to thoe who cared for you made need (Who all should be included and what are their descriptions?) Thought Bubbles with Pharmacist, worker for bely our access resources you made need (Who all should be included and what are their descriptions?) Patient waiting in waiting room The will cal your name when it is time to start you visit. (don't think it is necessary to explain this step) They will cal your name when it is more to all you wisit. (don't think it is necessary to explain this step) Patient meeting with doctor or nurse coordinator Dependent wise to any word to be honest, so they can give you the best care possible Patient meeting with doctor or nurse coordinator patient meeting with doctor or nurse coordinator. Depending on you wisit. (don't think is incecessary to explain the all neaser to passible Patient meeting with doctor or n			
You will need to call the up an appointment." Patient on cell phone - calling University to make appointment for a transplant follow up visit." Patient on cell phone - calling University to make appointment. Make sure you arrive about 15 minutes early to your appointment, but goty out as done before you appointment, but (someone?) will be take You might be take You with You Advisor You			
Patient "Hello, this is, I need to make an appointment for a transplant follow up visit." Patient on cell phone - calling University to make appointment of a transplant follow up visit." Patient on cell phone - calling University to make appointment University laboratory Make sure you arrive about 15 minutes early to your appointment and call (wh0?) if you might be late You may use not of front info desk Arrive 15 minutes early to your appointment shot of front info desk If you get lost, ask for help Arrive 15 minutes early to your appointment Patient waiting in waiting room The waiting room might look different than this one, but the patients are isst like your. You will meet similar providers to those who cared for you at children's hospital. Such as a pharmaccit to help with your medicine, a runse coordinator to help with general questions, a deficiant to help you with det and nutrition, metal headh coursel? description?? Thought Bubbles with Pharmacist, worker to help you access resources you made need (Who such you runition questions, mend health, social worker Patient waiting in waiting room (don't link it is necessary to explain this step) They will call your name when it is time to stary your wisit. (don't link it is necessary to explain this step) Patient meeting with doctor or nurse coordinator patient meeting with doctor or nurse coordinator. Patient leaving room with i			
Patient on cell phone - calling University to make appointment Make sure you arrive about 15 minutes early to your appointment, but commonly university laboratory Make sure you arrive about 15 minutes early to your appointment, but commonly university laboratory Arrive 15 minutes early to your appointment, but commonly university laboratory Shot of front into desk If you get lost, ask for help Arrive 15 minutes early to your appointment, but commonly university laboratory The waiting room might look different than this one, but the patients are just like you. You will meet similar providers to those who cared for you a children's hospital. Such as a pharmacist to help with your medicine and mutitor, metal health consider? description?, social with your different healt health consider? description?; Thought Bubbles with Pharmacist, worker to help you access resources you made neel(Who all wour nutrition questions, mental health consider?) Patient waiting room They will cal your name when it is time to start your visit. (don't think it is necessary to explain this step) They will cal your visit a taken Patient meeting with doctor or nurse coordinator. Wou will see many people who are here to help take care of you and the you waited to ask them Patient waiting room Patient meeting with doctor or nurse coordinator. Depending on your visit, you may have to get an ultrasound probe you are done, you will get a paper with your beakt respondent to may also need a biopsy. Patient leasing to make a follow. Patient leasing to make a follow. Patient leasing to make a follow. Patient leasing to			
Patient on cell phone - caling University to make appointment Make sure you arrive about 15 minutes early to your appointment and call (who?) if you might be late. You may also need to get you labs done before your appointment, but (someone?) will let you know if you do. Arrive 15 minutes early to your appointment shot of front info desk if you get lost, ask for help The waiting room might look different than this one, but the patients are just like you. You will meet similar providers to those who cared for you achiddren shoopital. Such as a pharmacist to help with your medicine, a rurse coordinator to help with general questions, a direction to help you with your def and nutrition; mental headth coursel? description?? social worker to help you cases resources you made need (Who al should be included and what are their description?) Thought Bubbles with Pharmacist, low with your nutrition questions; mental health; social worker University staff calling patient from waiting room You will get you rituats taken They will call your name when it is time to start your wist. (don't think it is necessary to explain this step) Inought Bubbles with Pharmacist, with your nutrition questions; mental health; social worker Patient standing on scale or getting BP taken You will get you rituats taken Poore your appointment, make sure you write down questions to ask your doctor. This will make it easier to repossible Ever you appointment, make sure you write down questions to ask your doctor. This will make it easier to repossible Ever to make a follow-up appointment. Patient meeting with doctor or nurse coordinator. person with untasound probe person with untaso			
Make sure you arrive about 15 minutes early to your appointment of all (wh07) if you may abo need to get you labs done before your appointment, but (someone?) will let you know if you do. Arme 15 minutes early to your appointment shot of front info desk If you get lost, ask for help The waiting room might look different than this one, but the patients are just life you. You will meet similar providers to those who cared for you at children's hospital. Such as a pharmacist to help with your medicine, a nurse coordinator to help with general questions; a delician to help you with your det and nutrition, mental health coursiler? description?, social worker to help you with your det and nutrition, mental health coursiler? description?, social worker to help you access resources you made need (Who all should be included and what are their description?) Thought Bubbles with Pharmacist, to help you will your worker to help you will your det and nutrition, mental health coursiler? description? Patient waiting in waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Patient standing on scale or getting BP taken You will get your visit skaten You will get your visit skaten You will get your wisit wour down they you meet you and the ywill as changed with your meet possible Patient meeting with doctor or nurse coordinator, pulls ou stip of paper with guestions. Depending on your visit, you may have to get an ultrasound you want do you are done, you will get a paper with your instructions in the sure to bot pat the ford desk to make a follow-up appointment. Patient leaving room		for a transplant follow up visit."	
Make sure you arrive about 15 minutes early to your appointment of all (wh07) if you may abo need to get you labs done before your appointment, but (someone?) will let you know if you do. Arme 15 minutes early to your appointment shot of front info desk If you get lost, ask for help The waiting room might look different than this one, but the patients are just life you. You will meet similar providers to those who cared for you at children's hospital. Such as a pharmacist to help with your medicine, a nurse coordinator to help with general questions; a delician to help you with your det and nutrition, mental health coursiler? description?, social worker to help you with your det and nutrition, mental health coursiler? description?, social worker to help you access resources you made need (Who all should be included and what are their description?) Thought Bubbles with Pharmacist, to help you will your worker to help you will your det and nutrition, mental health coursiler? description? Patient waiting in waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Patient standing on scale or getting BP taken You will get your visit skaten You will get your visit skaten You will get your wisit wour down they you meet you and the ywill as changed with your meet possible Patient meeting with doctor or nurse coordinator, pulls ou stip of paper with guestions. Depending on your visit, you may have to get an ultrasound you want do you are done, you will get a paper with your instructions in the sure to bot pat the ford desk to make a follow-up appointment. Patient leaving room			
Make sure you arrive about 15 minutes early to your appointment of all (wh07) if you may abo need to get you labs done before your appointment, but (someone?) will let you know if you do. Arme 15 minutes early to your appointment shot of front info desk If you get lost, ask for help The waiting room might look different than this one, but the patients are just life you. You will meet similar providers to those who cared for you at children's hospital. Such as a pharmacist to help with your medicine, a nurse coordinator to help with general questions; a delician to help you with your det and nutrition, mental health coursiler? description?, social worker to help you with your det and nutrition, mental health coursiler? description?, social worker to help you access resources you made need (Who all should be included and what are their description?) Thought Bubbles with Pharmacist, to help you will your worker to help you will your det and nutrition, mental health coursiler? description? Patient waiting in waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Patient standing on scale or getting BP taken You will get your visit skaten You will get your visit skaten You will get your wisit wour down they you meet you and the ywill as changed with your meet possible Patient meeting with doctor or nurse coordinator, pulls ou stip of paper with guestions. Depending on your visit, you may have to get an ultrasound you want do you are done, you will get a paper with your instructions in the sure to bot pat the ford desk to make a follow-up appointment. Patient leaving room			
appointment and call (who?) if you might beite. You may also need to get you abs done before your appointment, but shot of front info desk Arrive 15 minutes early to your appointment shot of front info desk If you get lost, ask for help If you get lost, ask for help If you get lost, ask for help The waiting room might look different than this one, but the patients are just like you. You will meet similar providers to hose who cared for you at children's hospital. Such as a pharmacist to help with your medicine, a nurse coordinator to help with general questions; a detican to help you with your det and nutrition, mental health counsiler? description?, social worker to help you access resources you made need (Who at with your nutrition questions; mental health; social worker Patient waiting in waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) If you will see the anged with your visit. (don't think it is necessary to explain this step) Patient waiting on scale or getting BP taken You will get your vitals taken If you will see the anged with your health, it's important to be honest, so they can give you the best care possible If you will see the anged with your instructions on it. Be sure to stary your visit, your your visit, of paper with questions. If you will get a paper with your instructions on it. Be sure to sak your doctor. This will make it easier to remember what you wanted to ask them perform this hurd as of anged an ultrasound If you meet to easier to remember what you wanted to ask to make a follow up appointment. Patient leaving room with instru	Patient on cell phone - calling University to make appointment		
university laboratory need to get you labs done before your appointment, but (someone?) will let you know if you do. Arrive 15 minutes early to your appointment shot of front info desk If you get lost, ask for help If you get lost, ask for help If you get lost, ask for help The waiting room might look different than this one, but the patients are just like you. You will meet similar providers to those who cared for you at children's hosphall. Such as a pharmacist to help with your medicine; a nurse coordinator to help with general questions; a defician to help you with your. Thought Bubbles with Pharmacist, Nurse Coordinator, defician. to help with your nutrition questions; mental should be included and what are their descriptions?) Thought Bubbles with Pharmacist, Nurse Coordinator to help with general questions; a defician to help you with your nutrition questions; mental should be included and what are their descriptions?) Patient waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Thought Bubbles with Pharmacist, worker Patient meeting with doctor or nurse coordinator passible You will get your visits taken You will get your visits taken you and they will ask if anything has changed with your health, it's important to be honest, so they can give you wite down person with uitrasound probe person with uitrasound probe patient in procedure room Before your aspointment, make sure you wind edvon on it. Be sure to stop at the front desk to make a foll			
University laboratory (someone?) will let you know if you do. appointment shot of front info desk If you get lost, ask for help It waiting room might look different than this one, but the patients are just like you. You will meet similar providers to a patient those who carefor you at children's hospital. Such as a pharmacist, to help with your medicine; a nurse coordinator to help with general questions; a delicitan to help you wity your dist and nuthritor, mental health counsile? description?, social worker to help you access resources you made need (Who at the their descriptions?) Trought Bubbles with Pharmacist, Nurse Coordinator, delician to help with general questions; a delician to help with your nutrition questions; mental health: social worker Patient waiting in waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) They will call your name when it is time to start your wisit. Patient meeting with doctor or nurse coordinator You will get your vitats taken Social worker Patient meeting with doctor or nurse coordinator Depending on your wisit, your may have to pick up medicine at possible Before your appointment, make sure you wile down questions. Patient in procedure room You way also need a biopsy. When you restructions in hand and waiking to pharmacy, taking a pape mith your instructions on it. Be sure to sak your doctor so file and pape mith your instructions on it. Be sure to a great with segue you wile down questions and waiking to pharmacy, taking a phoremacy, taking a phoremacy, taking a phoremacy, taking a pho			
shot of front info desk If you get lost, ask for help The waiting room might look different than this one, but the patients are just like you. You will meet similar providers to those who cared for you at children's hospital. Such as a pharmacist to help with your medicine; a nurse coordinator to help with general questions; a dietician to help you with your diet and nutrition, mental health coursier? description?; social worker to help you access resources you made need (Who all who your medicine; a nurse coordinator, dietician - to help with general questions; a dietician to help you with your nutrition questions; mental health; social worker University staff calling patient from waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Thought Bubbles with Pharmacist, whealth; social worker Patient meeting with doctor or nurse coordinator of paper with doctor or nurse coordinator, pulls out slip of paper with doctor or nurse coordinator, pulls out slip of paper with doctor or nurse coordinator, pulls out slip of paper with ductor or nurse coordinator, pulls out slip of paper with ductor or nurse coordinator, pulls out slip of paper with ductor or nurse coordinator, pulls out slip of paper with ductor or nurse coordinator, pulls out slip of not desk. Depending on your visit, you may have to get an ultrasound your with structions in hand and walking to not. Be sure to ona the fort desk to make a follow-up appointment. Patient taking with a friend, looking at phone call coming in and not wanting to answer When you answer your phone. The doctor's office may call you after you appointment, make sure to call (who') in advance to cancel Be sure to call (who') in advance to cancel			Arrive 15 minutes early to your
Patient waiting room The waiting room might look different than this one, but the patients are just like you. You will meet similar providers to those who cared for you at children's hospital. Such as a pharmacist to belp with your medcine, a nurse coordinator to help with general questions; a deticitation to help you with your detication to help you with your fuel to help you access resources you made need (Who at with your runtition questions; mental health counsier? description?; social worker University staff calling patient from waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Patient standing on scale or getting BP taken You will get your vitals taken You will get your visit stafe You will get your visit stafe Patient meeting with doctor or nurse coordinator Before your appointment, make sure you write down Patient meeting with doctor or nurse coordinator, pulls out sip Depending on your visit, you may have to get an ultrasound You will get a paper with your instructions in hand and walking to pharmacy, taking a they now with instructions in hand and walking to pharmacy, taking a they now with a finand, looking at phone call coming in and not wanting to answer Mex you answer your phone. The doctor's office may call you after you appointment, make sure you inhe results, your upportiment, make sure you answer your phone. The doctor's office may call you after you appointment, make sure you rist, you may have to gick on make a follow-up appointment, and to wanting to answer <	University laboratory	(someone?) will let you know if you do.	appointment
Patient waiting room The waiting room might look different than this one, but the patients are just like you. You will meet similar providers to those who cared for you at children's hospital. Such as a pharmacist to belp with your medcine, a nurse coordinator to help with general questions; a deticitation to help you with your detication to help you with your fuel to help you access resources you made need (Who at with your runtition questions; mental health counsier? description?; social worker University staff calling patient from waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Patient standing on scale or getting BP taken You will get your vitals taken You will get your visit stafe You will get your visit stafe Patient meeting with doctor or nurse coordinator Before your appointment, make sure you write down Patient meeting with doctor or nurse coordinator, pulls out sip Depending on your visit, you may have to get an ultrasound You will get a paper with your instructions in hand and walking to pharmacy, taking a they now with instructions in hand and walking to pharmacy, taking a they now with a finand, looking at phone call coming in and not wanting to answer Mex you answer your phone. The doctor's office may call you after you appointment, make sure you inhe results, your upportiment, make sure you answer your phone. The doctor's office may call you after you appointment, make sure you rist, you may have to gick on make a follow-up appointment, and to wanting to answer <			
patients are just like you. You will meet similar providers to those who cared for you at children's hospital. Such as a pharmacist to help with your medicine; a nurse coordinator to help with general questions, a dictician to help you with your det and nutrition; mental health counsel? description?, social worker to help you access resources you made need (Who all with your nutrition questions; mental health counsel? description?) Nurse Coordinator; dietician - to help with your nutrition questions; mental health : social worker University staff calling patient from waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Investity staff calling patient from waiting room You will get your vitals taken You will see many people who are here to help take care of you and they will ask if anything has changed with your health. It's important to be honest, so they can give you the best care possible Patient meeting with doctor or nurse coordinator person with ultrasound probe Depending on your visit, you may have to get an ultrasound person with ultrasound probe patient in procedure room You will so the form desk to make a follow-up appointment. Patient leaving room with instructions in hand and waiking to ford desk When you area one, you will be results. Patient leaving to any waiking to pharmacy, taking and not wanting to answer MyChart Mychart at computer using MyChart Mychart sa so a great way to see you riab results, your upcorning appointment, make sure to call Shot of patient at compute	shot of front info desk	If you get lost, ask for help	
patients are just like you. You will meet similar providers to those who cared for you at children's hospital. Such as a pharmacist to help with your medicine; a nurse coordinator to help with general questions, a dictician to help you with your det and nutrition; mental health counsel? description?, social worker to help you access resources you made need (Who all with your nutrition questions; mental health counsel? description?) Nurse Coordinator; dietician - to help with your nutrition questions; mental health : social worker University staff calling patient from waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Investity staff calling patient from waiting room You will get your vitals taken You will see many people who are here to help take care of you and they will ask if anything has changed with your health. It's important to be honest, so they can give you the best care possible Patient meeting with doctor or nurse coordinator person with ultrasound probe Depending on your visit, you may have to get an ultrasound person with ultrasound probe patient in procedure room You will so the form desk to make a follow-up appointment. Patient leaving room with instructions in hand and waiking to ford desk When you area one, you will be results. Patient leaving to any waiking to pharmacy, taking and not wanting to answer MyChart Mychart at computer using MyChart Mychart sa so a great way to see you riab results, your upcorning appointment, make sure to call Shot of patient at compute			
those who cared for you at children's hospital. Such as a pharmacist to help with your medicine; a nurse coordinator to help with general questions, a dietican to help you with your diet and nutrition, mental health consiler? description?; social worker to help you access resources you made need (Who at health ; social worker Thought Bubbles with Pharmacist, Murse Coordinator, dietican - to help with general questions; an adde need (Who at health ; social worker Patient waiting in waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Image: the social worker Patient standing on scale or getting BP taken You will get your vitals taken Image: the social worker Patient meeting with doctor or nurse coordinator, pulls out sible Before your agopointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them person with uitrasound probe Depending on your visit, you may have to get an uitrasound popointment. Patient looking up at signs and walking to find desk Depending on your visit, you may have to pick up medicine at the pharmacy. Patient taking with a finend, looking at phone call coming in and not wanting to answer MyChart MyChart is also a great way to see you wile serve to read on a sone ad to send messages to your doctors and nurses. MyChart is also a great way to see you tab results.		The waiting room might look different than this one, but the	
those who cared for you at children's hospital. Such as a pharmacist to help with your medicine; a nurse coordinator to help with general questions, a dietican to help you with your diet and nutrition, mental health consiler? description?; social worker to help you access resources you made need (Who at health ; social worker Thought Bubbles with Pharmacist, Murse Coordinator, dietican - to help with general questions; an adde need (Who at health ; social worker Patient waiting in waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Image: the social worker Patient standing on scale or getting BP taken You will get your vitals taken Image: the social worker Patient meeting with doctor or nurse coordinator, pulls out sible Before your agopointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them person with uitrasound probe Depending on your visit, you may have to get an uitrasound popointment. Patient looking up at signs and walking to find desk Depending on your visit, you may have to pick up medicine at the pharmacy. Patient taking with a finend, looking at phone call coming in and not wanting to answer MyChart MyChart is also a great way to see you wile serve to read on a sone ad to send messages to your doctors and nurses. MyChart is also a great way to see you tab results.		patients are just like you. You will meet similar providers to	
pharmacist to help with your medicine; a nurse coordinator to help with general questions; a delician to help you with your det and nutrition; mental health counsie? descriptions?) Thought Bubbles with Pharmacist, Nurse Coordinator, delician - to help with your nutrition questions; mental health; social worker Patient waiting in waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Nurse Coordinator, delician - to help with your nutrition questions; mental health; social worker Patient standing on scale or getting BP taken You will see many people who are here to help take care of you and they will ask if anything has changed with your health. It's important to be honest, so they can give you the best care possible Patient meeting with doctor or nurse coordinator, pulls out slip of paper with questions. Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them Patient leaving room with instructions in hand and walking to front desk Depending on your visit, you may have to get an ultrasound you leave when you may have to pick up medicine at the pharmacy. Patient talking with a friend, looking at phone call coming in and not wanting to answer Make sure you rou pointment, walke sure you wile pointment were you after you after your appointment, make sure to call (who?) in advance to cancel			
help with general questions; a dielician to help you with your diet and nutrition; mental health counsiler? description?; social worker to help you access resources you made need (Who at should be included and what are their descriptions?) Thought Bubbles with Pharmacist, Nurse Coordinator, dielician - to help worker to help you access resources you made need (Who at should be included and what are their description?) Thought Bubbles with Pharmacist, Nurse Coordinator, dielician - to help worker University staff calling patient from waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Image: Coordinator is the point of the point			
def and nutrition; mental health counslet? description?; social Nurse Coordinator; dietician - to help wirker to help you access resources you made need (Who all should be included and what are their description??) Nurse Coordinator; dietician - to help wirker to help you access resources you made need (Who all should be included and what are their description??) Patient waiting no cale or getting BP taken They will call your name when it is time to start your visit. (domt think it is necessary to explain this step) Patient standing on scale or getting BP taken You will get your vitals taken You will get your vitals taken You will see many people who are here to help take care of you and they will ask if anything has changed with your health. It's important to be honest, so they can give you the best care possible Patient meeting with doctor or nurse coordinator, pulls out slip of paper with questions. Before your appointment, make sure you write down question so ask your doctor. This will make it easier to remember what you wanted to ask them Patient leaving room with instructions in hand and walking to prove you are done, you will get a paper with your instructions on it. Be sure to stop at the front desk to make a follow-up appointment. Be sure to make a follow-up appointment Patient laking with a friend, looking at phone call coming in and not wanting to answer Make sure you are your phone. The doctor's office may call you after your appointment with a bresults. your upcoming appointments, and to seed you and pointments, and to seed you and pointments, and to seed you are pointment with a bresults. Your will a tresure you after your appointment with a bresults. your upcoming ap			Thought Bubbles with Pharmacist.
Patient waiting in waiting room worker to help you access resources you made need (Who all should be included and what are their descriptions?) with your nutrition questions ; mental health; social worker Patient waiting in waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Image: comparison of the start your visit. (don't think it is necessary to explain this step) Image: comparison of the start your visit. (don't think it is necessary to explain this step) Patient standing on scale or getting BP taken You will get your vitals taken Image: comparison of the start your visit. (don't think it is necessary to explain this step) Image: comparison of the start your your health. It's important to be honest, so they can give you the best care possible Patient meeting with doctor or nurse coordinator, pulls out sip Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them Image: comparison of the star you write to ask them Patient leaving room with instructions in hand and waiking to front desk Depending on your visit, you may have to get an ultrasound your instructions on it. Be sure to stop at the front desk to make a follow up appointment. Be sure to make a follow-up appointment Patient looking up at signs and waiking to pharmacy, taking a ticket (a prescription?) Men you leave when you may have to get can gue appointment Be sure to make a follow-up appointment Patient talking with a frie			
Patient waiting in waiting room should be included and what are their descriptions?) health : social worker University staff calling patient from waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) is time to start your visit. (don't think it is necessary to explain this step) Patient standing on scale or getting BP taken You will get your vitals taken You will get your vitals taken Patient meeting with doctor or nurse coordinator You will get your vitals taken Patient meeting with doctor or nurse coordinator, pulls out silp of paper with questions. Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them person with ultrasound probe Depending on your visit, you may have to get an ultrasound you are done, you will get a paper with your instructions on it. Be sure to stop at the front desk to make a follow up appointment. Patient leaving room with instructions in hand and walking to front desk When you are done, you will get a paper with your instructions on it. Be sure to stop at the front desk to make a follow up appointment. Patient leaving you at signs and walking to pharmacy, taking a ticket (a prescription?) Make sure you answer your phone. The doctor's office may call you after your appointment with lab results. All on twanting to answer Make sure you after your appointment, make sure to call (who?) in advance to cancel Make sure to call			
University staff calling patient from waiting room They will call your name when it is time to start your visit. (don't think it is necessary to explain this step) Patient standing on scale or getting BP taken You will get your vitals taken You will get your vitals taken You will get your vitals taken Patient meeting with doctor or nurse coordinator You will see many people who are here to help take care of you and they will ask if anything has changed with your health. It's important to be honest, so they can give you the best care possible Patient meeting with doctor or nurse coordinator, pulls out slip of paper with questions. Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them Depending on your visit, you may have to get an ultrasound patient in procedure room Patient leaving room with instructions in hand and walking to front desk Depending on your visit, you may have to get an ultrasound appointment. Patient leaving room with instructions in hand and walking to front desk When you are done, you will get a paper with your instructions on it. Be sure to she to pick up medicine at the pharmacy. Patient talking with a friend, looking at phone call coming in and not wanting to answer Make sure you answer your phone. The doctor's office may call you after your appointment, make sure to call (who?) in advance to cancel	Patient waiting in waiting room		
University staff calling patient from waiting room (don't think it is necessary to explain this step) Patient standing on scale or getting BP taken You will get your vitals taken You will get your vitals taken You will get your vitals taken Patient meeting with doctor or nurse coordinator You will get your vitals of homest, so they can give you the best care Patient meeting with doctor or nurse coordinator, pulls outsing Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them person with ultrasound probe Depending on your visit, you may have to get an ultrasound patient leaving room with instructions in hand and walking to front desk You may also need a biopsy. Patient toking up at signs and walking to pharmacy, taking a ticket (a prescription?) When you leave when you may have to gick up medicine at the pharmacy. Patient talking with a friend, looking at phone call coming in and not wanting to answer Make sure your appointment with lab results. Shot of patient at computer using MyChart MyChart salso a great way to see your lab results, your upcoming appointment, make sure to canle Kivho?) in advance to cancel Whon?) in advance to cancel		should be included and imat are their descriptions ()	ileanit, social worker
University staff calling patient from waiting room (don't think it is necessary to explain this step) Patient standing on scale or getting BP taken You will get your vitals taken You will get your vitals taken You will get your vitals taken Patient meeting with doctor or nurse coordinator You will get your vitals of homest, so they can give you the best care Patient meeting with doctor or nurse coordinator, pulls outsing Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them person with ultrasound probe Depending on your visit, you may have to get an ultrasound patient leaving room with instructions in hand and walking to front desk You may also need a biopsy. Patient toking up at signs and walking to pharmacy, taking a ticket (a prescription?) When you leave when you may have to gick up medicine at the pharmacy. Patient talking with a friend, looking at phone call coming in and not wanting to answer Make sure your appointment with lab results. Shot of patient at computer using MyChart MyChart salso a great way to see your lab results, your upcoming appointment, make sure to canle Kivho?) in advance to cancel Whon?) in advance to cancel			
Patient standing on scale or getting BP taken You will get your vitals taken You will see many people who are here to help take care of you and they will ask if anything has changed with your health. It's important to be honest, so they can give you the best care possible Patient meeting with doctor or nurse coordinator Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them Patient in procedure room Depending on your wisit, your may have to get an ultrasound pote you are done, you will get a ploty with your instructions in hand and walking to from desk. Patient taking with a friend, looking at phone call coming in and not wanting to answer When you after your appointment with lab results. your upcoming appointments, and to send messages to your doctor's office may call you after your appointment with lab results. Shot of patient on the phone, looking at calendar If you need to change your appointment, make sure to call (who?) in advance to cancel			
You will see many people who are here to help take care of you and they will ask if anything has changed with your health. It's important to be honest, so they can give you the best care possible Patient meeting with doctor or nurse coordinator Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them person with ultrasound probe Before your appointment, make sure you write down questions to ask tyour doctor. This will make it easier to remember what you wanted to ask them person with ultrasound probe Before your appointment, wist, you may have to get an ultrasound Patient leaving room with instructions in hand and walking to front desk Depending on your visit, you may have to get an ultrasound you may also need a biopsy. Be sure to make a follow-up appointment. Patient leaving room with instructions in hand and walking to front desk Depending on your visit, you may have to get an ultrasound you any also need a biopsy. Be sure to make a follow-up appointment. Patient looking up at signs and walking to pharmacy, taking a and not wanting to answer When you any have to pick up medicine at the pharmacy. Make sure you answer your phone. The doctor's office may call you after your appointment with lab results, your upcoming appointments, and to send messages to your doctors and nurses. Shot of patient at computer using MyChart If you need to change your appointment, make sure to call (who?) in advance to cancel			
Patient meeting with doctor or nurse coordinator possible Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them Patient meeting with doctor or nurse coordinator, pulls out sill of paper with questions. Depending on your visit, you may have to get an ultrasound you are done, you will get a paper with your instructions on it. Be sure to stop at the front desk to make a follow up appointment. Patient leaving room with instructions in hand and walking to front desk When you leave when you may have to get an ultrasound appointment. Patient looking up at signs and walking to pharmacy, taking a ticket (a prescription?) When you leave when you may have to pick up medicine at the pharmacy. Patient looking up at signs and walking to answer Make sure you aswer your phone. The doctor's office may call you after your appointment, make sure to set us the area your upcoming appointments, and to seed messages to your doctors and nurses. Shot of patient at computer using MyChart If you need to change your appointment, make sure to call (who?) in advance to cancel	Patient standing on scale or getting BP taken	You will get your vitals taken	
Patient meeting with doctor or nurse coordinator Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them Patient meeting with doctor or nurse coordinator, pulls out slip of paper with questions. Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them Patient leaving room with instructions in hand and walking to front desk Depending on your visit, you may have to get an ultrasound you are done, you will get a paper with your instructions on it. Be sure to stop at the front desk to make a follow up appointment. Patient leaving room with instructions in hand and walking to front desk When you are done, you will get a paper with your instructions on it. Be sure to stop at the front desk to make a follow up appointment. Patient leaving with a friend, looking at phone call coming in and not wanting to answer Make sure you answer your phointent with lab results. MyChart is also a great way to see your lab results, your upcorning appointments, and to send messages to your doctors and nurses. Make sure to canlel Shot of patient on the phone, looking at calendar If you need to change your appointment, make sure to call		You will see many people who are here to help take care of	
Patient meeting with doctor or nurse coordinator possible Before your appointment, make sure you write down Before your appointment, make it easier to remember what you wanted to ask them Patient meeting with doctor or nurse coordinator, pulls out slip of paper with questions. Depending on your visit, your make it easier to remember what you wanted to ask them patient in procedure room Vour may also need a biopsy. Patient leaving room with instructions in hand and walking to fort desk To use yalso need a biopsy. Patient looking up at signs and walking to pharmacy, taking a trick (a prescription?) When you are done, you will get a paper with your instructions on it. Be sure to stop at the front desk to make a follow-up appointment. Patient looking up at signs and walking to pharmacy, taking a trick (a prescription?) When you leave when you may have to pick up medicine at the pharmacy. Patient talking with a friend, looking at phone call coming in and not wanting to answer Make sure you answer your appointment, with lab results, your upcoming appointments, and to send messages to your doctors and nurses. Shot of patient on the phone, looking at calendar If you need to change your appointment, make sure to call (who?) in advance to cancel		you and they will ask if anything has changed with your health.	
Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them Patient meeting with doctor or nurse coordinator, pulls out slip of paper with questions. Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them person with ultrasound probe Depending on your visit, you may have to get an ultrasound patient leaving room with instructions in hand and walking to front desk Depending on your visit, you may have to get an ultrasound appointment. Patient looking up at signs and walking to pharmacy, taking a ticket (a prescription?) When you leave when you may have to pick up medicine at the pharmacy. Patient looking up at signs and walking to pharmacy, taking a dn ont wanting to answer Make sure you answer your phone. The doctor's office may call you after your appointment with lab results. Shot of patient at computer using MyChart MyChart is also a great way to see your lab results, your upcoming appointment, make sure to call (who?) in advance to cancel		It's important to be honest, so they can give you the best care	
Patient meeting with doctor or nurse coordinator, pulls out slip of paper with questions. Before your appointment, make sure you write down questions to ask your doctor. This will make it easier to remember what you wanted to ask them person with ultrasound probe Depending on your visit, you may have to get an ultrasound patient in procedure room You may also need a biopsy. Patient leaving room with instructions in hand and walking to front desk Depending on your visit, you may have to get an ultrasound you are done, you will get a paper with your instructions on it. Be sure to stop at the front desk to make a follow up appointment. Patient looking up at signs and walking to pharmacy, taking a ticket (a prescription?) When you leave when you may have to pick up medicine at the pharmacy. Patient looking up at signs and walking to answer Make sure you answer your phone. The doctor's office may call you after your appointment with lab results. Shot of patient at computer using MyChart MyChart is also a great way to seey our lab results, your upcoming appointments, and to send messages to your doctors and nurses. Shot of patient on the phone, looking at calendar If you need to change your appointment, make sure to call (who?) in advance to cancel	Patient meeting with doctor or nurse coordinator	possible	
Patient meeting with doctor or nurse coordinator, pulls out slip of paper with questions. questions to ask your doctor. This will make it easier to remember what you wanted to ask them person with ultrasound probe Depending on your visit, you may have to get an ultrasound patient in procedure room You may also need a biopsy. When you are done, you will get a paper with your instructions on it. Be sure to stop at the front desk to make a follow up appointment. Be sure to make a follow-up appointment Patient laking with a friend, looking at phone call coming in and not wanting to answer Make sure you answer your phoine. The doctor's office may call you after your appointments, and to send messages to your doctors and nurses. Shot of patient on the phone, looking at calendar If you need to change your appointment, make sure to call (who?) in advance to cancel		Before your appointment, make sure you write down	
of paper with questions. remember what you wanted to ask them person with ultrasound probe Depending on your visit, you may have to get an ultrasound patient in procedure room You may also need a biopsy. When you are done, you will get a paper with your instructions Be sure to make a follow-up appointment. Patient looking up at signs and walking to pharmacy, taking a trick (a prescription?) When you leave when you may have to pick up medicine at the pharmacy. Patient laking with a friend, looking at phone call coming in and not wanting to answer Make sure you answer your phone. The doctor's office may call you after your appointment with lab results. Shot of patient on the phone, looking at calendar If you need to change your appointment, make sure to call (who?) in advance to cancel	Patient meeting with doctor or nurse coordinator, pulls out slip		
person with ultrasound probe Depending on your visit, you may have to get an ultrasound patient in procedure room You may also need a biopsy. When you are done, you will get a paper with your instructions Be sure to make a follow-up appointment. Patient looking up at signs and walking to pharmacy, taking a ticket (a prescription?) When you leave when you may have to pick up medicine at the pharmacy. Patient looking up at signs and walking to pharmacy, taking a direct appointment. When you leave when you may have to pick up medicine at the pharmacy. Patient looking up at signs and walking to pharmacy, taking a direct apprescription?) Make sure you answer your phone. The doctor's office may call you after your appointment with lab results. Patient looking to answer Make sure you after your appointment with ab results. Shot of patient at computer using MyChart MyChart is also a great way to seey our lab results, your upcoming appointments, and to send messages to your doctors and nurses. Shot of patient on the phone, looking at calendar If you need to change your appointment, make sure to call (who?) in advance to cancel			
patient in procedure room You may also need a biopsy. Patient leaving room with instructions in hand and walking to front desk When you are done, you will get a paper with your instructions on it. Be sure to stop at the front desk to make a follow up appointment. Be sure to make a follow-up appointment. Patient tokking with a friend, looking at phone call coming in and not wanting to answer When you are you answer your phone. The doctor's office may call you after you after you after you appointment with lab results. Make sure you after you rappointment with lab results. Shot of patient on the phone, looking at calendar If you need to change your appointment, make sure to call (who?) in advance to cancel			
Patient leaving room with instructions in hand and walking to pharmacy. When you are done, you will get a paper with your instructions on it. Be sure to stop at the front desk to make a follow up appointment. Patient looking up at signs and walking to pharmacy, taking a tricket (a prescription?) When you leave when you may have to pick up medicine at the pharmacy. Patient looking up at signs and walking to pharmacy, taking a tricket (a prescription?) Make sure you answer your phone. The doctor's office may call you after your appointment with lab results. Mochart is also a great way to see your lab results, your upcoming appointments, and to send messages to your doctors and nurses. MyChart is also a great way to see your appointment, make sure to call (who?) in advance to cancel			
Patient leaving room with instructions in hand and walking to front desk on it. Be sure to stop at the front desk to make a follow up appointment. Be sure to make a follow-up appointment. Patient looking up at signs and walking to pharmacy, taking a ticket (a prescription?) When you leave when you may have to pick up medicine at the pharmacy. Be sure to make a follow-up appointment. Patient looking up at signs and walking to pharmacy, taking a ticket (a prescription?) Make sure you answer your phone. The doctor's office may call you after your appointment with lab results. Image: the pharmacy of the pharmacy is the pharmacy. Patient looking at phone call coming in and not wanting to answer Make sure you after your appointment with lab results. Image: the pharmacy is the pharmacy is the pharmacy. Shot of patient at computer using MyChart MyChart is also a great way to see your lab results, your upcoming appointments, and to send messages to your doctors and nurses. If you need to change your appointment, make sure to call (who?) in advance to cancel	parton in procedure room		
front desk appointment. appointment Patient looking up at signs and walking to pharmacy, taking a ticket (a prescription?) When you leave when you may have to pick up medicine at the pharmacy. When you leave when you may have to pick up medicine at the pharmacy. Patient taking with a friend, looking at phone call coming in and not wanting to answer Make sure you answer your appointment with lab results. MyChart is also a great way to see your lab results, your upcoming appointments, and to send messages to your doctors and nurses. MyChart Shot of patient on the phone, looking at calendar If you need to change your appointment, make sure to call (who?) in advance to cancel	Patient leaving room with instructions in hand and walking to		Be sure to make a follow-up
Patient looking up at signs and walking to pharmacy, taking a tricket (a prescription?) When you leave when you may have to pick up medicine at the pharmacy. Patient talking with a friend, looking at phone call coming in and not wanting to answer Make sure you answer your phone. The doctor's office may call you after your appointment with lab results. Shot of patient at computer using MyChart Make sure you and to send messages to your doctors and nurses. If you need to change your appointment, make sure to call (who?) in advance to cancel If you need to change your appointment, make sure to call			
ticket (a prescription?) the pharmacy. Patient talking with a friend, looking at phone call coming in and not wanting to answer Make sure you answer your phone. The doctor's office may call you after your appointment with lab results. Shot of patient at computer using MyChart MyChart is also a great way to see your lab results, your upcoming appointments, and to send messages to your doctors and nurses. Shot of patient on the phone, looking at calendar If you need to change your appointment, make sure to call (who?) in advance to cancel			appointion
Patient talking with a friend, looking at phone call coming in and not wanting to answer Make sure you answer your phone. The doctor's office may call you after your appointment with lab results. And not wanting to answer Make sure you answer your appointment with lab results. MyChart is also a great way to see your lab results, your upcoming appointments, and to send messages to your doctors and nurses. Shot of patient at computer using MyChart If you need to change your appointment, make sure to call (who?) in advance to cancel			
and not wanting to answer call you after your appointment with lab results. MyChart is also a great way to see your lab results, your upcoming appointments, and to send messages to your doctors and nurses. Shot of patient at computer using MyChart If you need to change your appointment, make sure to call If you need to change your appointment, make sure to call (who?) in advance to cancel			
Shot of patient at computer using MyChart MyChart is also a great way to see your lab results, your upcoming appointments, and to send messages to your doctors and nurses. Shot of patient on the phone, looking at calendar If you need to change your appointment, make sure to call (who?) in advance to cancel			
Shot of patient at computer using MyChart upcoming appointments, and to send messages to your doctors and nurses. Shot of patient on the phone, looking at calendar If you need to change your appointment, make sure to call (who?) in advance to cancel	and not wanting to answer		
Shot of patient at computer using MyChart doctors and nurses. If you need to change your appointment, make sure to call (who?) in advance to cancel			
If you need to change your appointment, make sure to call Shot of patient on the phone, looking at calendar (who?) in advance to cancel	Chat of nations at computer using MuChart		
Shot of patient on the phone, looking at calendar (who?) in advance to cancel	Shot or patient at computer using MyChart		
	Chat of nations on the phone, looking at calend		
For more information visit (website link?)	Shot of patient on the phone, looking at calendar	(wno?) in advance to cancel	
For more information visit (website link?)			
		For more information visit (website link?)	



Suggested video shot	Voice Over (Narration)	Text on screen (optional)
Picture of kids feet and child smiling	Learning to tie shoes is a skill	
Show pictures of different kids feet with tied shoes		
Picture of a child holding up the shoe laces (one in each hand)	Hold the laces in each hand	
Show the shoe laces crossed to make an "X", with a green "X"	cross the laces to make an "X"	
show the lace placed through the hole with the laces pulled	Put one lace under the other and pull tight with one lace in	
tight next to the shoe	each hand	
show making a loop with two hands	Make a loop in both laces	
Shoe the shoe laces loops crossed to make an "X", with a green "X"	Hold the loops and cross them to make an "X"	
show child putting one loop under the other and and pulling the		
loops tightly to secure the shoe lace	Put one loop under the other loop and pull tight	
Show child smiling and parents clapping	Now you can have fun tying your shoes!	
Text Slide: For more information, contact the Occupational Therapy Department at Children's Colorado at 720-777-6611.	For more information, contact the occupational therapy department at Children's Hospital Colorado	



Suggested video shot	Voice Over (Narration)	Text on screen (optional)
	How to create a back to school asthma care plan for your	How to create a back to school
	child	asthma care plan for your child
School: Parent and child are coming home from shopping for	If your child has asthma, it is important to fill out the Colorado	
child's back to school supplies. School supplies are on table,	Asthma Care Plan. The "Colorado Asthma Care Plan" is a	
parent is reviewing checklist. Child gets up and gives parent	form that helps you, your child's school nurse, and your child's	
the Back to school asthma care plan. Camera will zoom in on	doctor work together to plan for your child's asthma care	
form	during the school day.	
	There are several steps to successfully fill out this form	
Text on screen	Step 1: Get a the "Colorado School Asthma Care Plan" form	Step 1: Get the "Colorado School Asthma Care Plan" form from your child's school nurse
Text on screen	from your child's school nurse	1
Text on screen	Step 2: Make an appointment with your child's doctor	Step 2: Make an appointment with your child's doctor
Text on screen	Make sure you take the form with you to the doctor's appointment	Make sure you take the form with you to the doctor's appointment
Provider office: Parent, child and provider meet. Provider checking child. Reviewing and completing the form	Step 3: Review and complete the "Colorado School Asthma Care Plan" form with your child's healthcare provider.	Step 3: Review and complete the "Colorado School Asthma Care Plan" form
	Once the provider fills out the form, it will have important	
	information that tells the school nurse about your child's	
	asthma triggers, how to prevent asthma symptoms and what	
Visual: Colorado Asthma Care Plan	to do if the child has an asthma attack.	
	Step 4: Ask for 2 quick relief inhalers and spacers; this way	
Show two "quick reflief" inhalers and spacers	your child will have one for school and one for home.	
On a table: Completed Colorado School Asthma Plan form,	Step 5: Take your finished Colorado Asthma Care Plan form,	
inhaler, and spacer.	one inhaler, and one spacer to your child's school	
School office: School nurse, parent, and child meet and greet. Parent gives completed form, medication and spacer to school nurse.	Step 6: Go over your child's completed asthma care plan with the school nurse	
	For more information, visit the website on your screen	For more information, visit childrenscolorado.org/asthma

Suggested video shot	Voice Over (Narration)	Text on screen (optional)
	Bring crutches close to the step and push down on the	
Mimics voice over	handgrips	
	Caregivers, stand behind and slightly to one side of your child.	
Mimics voice over	Place one hand on his/her back. Stay close.	
	Place your good foot on the next step and straighten, bringing	
	your sore leg up with it. Do not put weight on your sore leg	
Mimics voice over	unless instructed to by your doctor.	
Mimics voice over	Bring up crutches, place close to the next step and repeat.	
	Caregivers step up with your child on each step after they have	
Mimics voice over	completed the step up staying close.	
Transition to next section: How to go down with crutches		
Mimics voice over	Bring crutches down to step below.	
	Caregivers stand on the step below the one your child is about	
	to step down on. Do not stand directly in front of your child, rather	
Mimics voice over	to the side.	
	Have one hand on your child's back and one hand hovering in	
	fron of your child's chest. Do not get your hands in the way of the	
Mimics voice over	crutches. Stay close.	
	Lower your sore leg between the crutches, do not put weight on	
Mimics voice over	your sore leg unless instructed to by your doctor.	
	Lean forward towards your crutches, this will help you to not fall	
Mimics voice over	back as you go down the step.	
Mimics voice over	Step down with your good leg, putting weight on the handgrips.	

Suggested video shot	Voice Over (Narration)	Text on screen (optional)
Mimics voice over, show distance with two fingers	Underarm supports should stand 2 inches below the armpit	
Mimics voice over	Adjust the handgrip so the elbow bends a little	
Mimics voice over	Use the bolts and wing nuts to adjust the height	
Transition Slide to next section: How to stand up with crutches		
	With your good foot flat on the floor, place both crutches in one	
Mimics voice over	hand, and place the other hand on the seat or armrest	
	Caregivers stand next to your child, not in front. Place your	
	hands around your child under the outside of his/her shoulder	
	blades. If needed, give them support as they stand up. Do not	Do not pull them by their hands or
Mimics voice over	pull them by their hands or arms.	arms (show with "X")
Mimics voice over	Slide your bottom to the edge of the seat.	
	Leaning forward, put your weight on your hands and good leg	
Mimics voice over	and foot, and then stand.	
	Caregivers, keep your hands on their upper back if they need	
Mimics voice over	help to stay balanced and steady.	
Transition Slide to next section: How to walk with crutches		
Mimics voice over, show distance with arrows and length in		
inches	Place the tips of the crutches about 3 to 4 inches in front of you	
	Balance on your good leg and keep your sore leg lifted. Do not	
Mimics voice over	put weight on your sore leg unless instructed to by your doctor.	
	Push your weight into the handgrips and step up to the crutches	
Mimics voice over	with your good leg.	
Mimics voice over	Caregivers, walk next to your child at a close distance.	
	As they learn to walk with the crutches, they may be unsteady or	
	uncoordinated at first. If they are, have one hand around their	
Mimics voice over	back keeping out of the way of their arms and crutches.	
	Keep a close eye on them in case they start to lose their	
Show parent helping an unsteady child	balance and need you to help steady them.	
		Make sure they are not walking too
	Make sure they are not walking too quickly or taking too big of a	quickly or taking too big of a step as
	step as they are learning.	they are learning (Show with an "X")



Filming: Picking Your Location

- Find a location that makes sense for the context of the video
 - Studio is helpful for videos where you need the viewer to focus on the actions
- Background isn't too busy or distracting
 - Too many people, too much visual clutter





Filming: Finding Your Actors

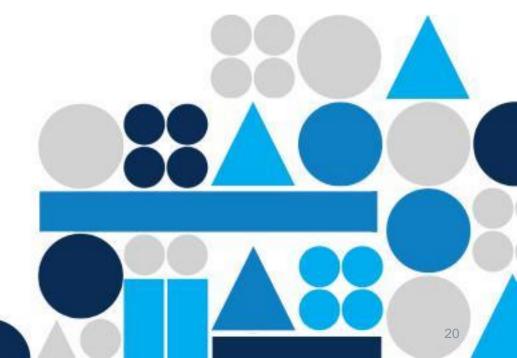
- Attire
 - Limit busy patterns
- Consent forms
 - Make sure consent forms are signed
 - Make sure consent forms include photo
- Challenges





Let's Practice

From script to video shot





Editing

- Audience
- Sensitive Information
 - Patient Information
- Duration
- Audio
 - Music
 - Voice Over
- Design
 - Text placement
 - Graphics
- Dialogue
 - Clear do vs. don't





How to Stand Up With Crutches





Editing

- Audience
- Sensitive Information
 - Patient Information
- Duration
- Audio
 - Music
 - Voice Over
- Design
 - Text placement
 - Graphics
- Dialogue
 - Clear do vs. don't

How to Stand Up and Walk With Crutches



Editing

- Audience
- Sensitive Information
 - Patient Information
- Duration
- Audio
 - Music
 - Voice Over
- Design
 - Text placement
 - Graphics
- Dialogue
 - Clear do vs. don't





Marketing Your Videos

- YouTube
 - Embedding other videos
 - Playlists
- Social Media
 - Engaging with your audience





Marketing Your Videos

- YouTube
 - Embedding other videos
 - Playlists
- Social Media
 - Engaging with your audience

Children's Hospital Colorado January 28 - 🌣

"I'm completely astounded by the strength of parents and what they will do for their babies," says Dr. Cassidy Delaney, who cares for babies and their families in our NICU.

...



306		31	31 Comments 55 Shares 18K Views			
	ഹ	Like	💭 Comment	Ŵ	Share	
Oldest	•					
View 29	e more	comments				
	Brad Colburn Congrats Cassidy Delaney! Empathy and compassion, the qualities I always felt from you.					
	Like	Reply - 4w				
	Children's Hospital Colorado We're so happy to hea you had a great experience with Dr. Delaney. We'll be sure sees all of these complimentary comments.					
		Like · Reply	- 4w			
8	Emily	/ Thielman E	mma Lee Bee, I thoug	ht of you. 🤎		
	Like	Reply - 1w		01		



Lessons Learned:

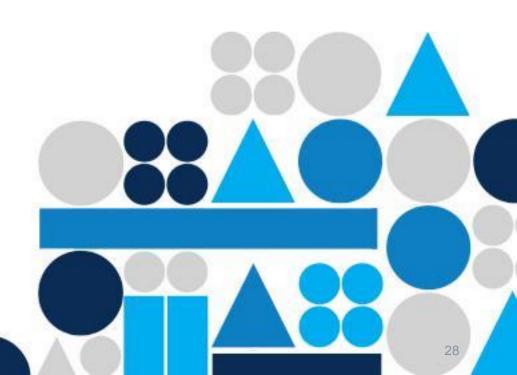
- This process takes time
- Need to have script finalized before you start filming
- Need to determine criteria
- Need to be flexible





Questions?





References

Krouse, H. J (2001), Video modelling to educate patients. Journal of Advanced Nursing, 33: 748-757. doi:10.1046/j.1365-2648.2001.01716.x

Murphy, P.W (2000), Comparing the Effectiveness of Video and Written Material for Improving Knowledge Among Sleep disorders Clinic Patients with Limited Literacy Skills. Southern Medical Journal, 93(3): 297-304.

Sudore, R.L and Schillinger, D. (2009) Interventions to Improve Care for Patients with Limited Health Literacy. Journal of Clinical Outcomes Management. 16(1): 20-29

West, A.M (2013), The Effects of preoperative, video-assisted anesthesia education in Spanish on Spanish-speaking patients' anxiety, knowledge, and satisfaction: a pilot study. Journal of Clinical Anesthesia, 26: 325-329

