

Better outcomes, fewer readmissions and greater patient satisfaction

Leading healthcare organizations create value by driving strategies to improve patient-centric care. An often-overlooked output is the voice recording of care continuation instructions provided during inpatient discharge, hospital rounds, and home or telehealth visits.

Recording these discussions and making them available via the patient portal can help patients, family members and designated caregivers better understand and comply with care instructions. Clear, consistent communication of instructions can, in turn, lead to better health outcomes, fewer readmissions and greater patient satisfaction.

Enhance Communications

The Trace® platform from Vyne Medical provides a convenient, unobtrusive method to capture verbal care instructions. With seamless integration to the EHR, recording is performed through a one-click integrated workflow within the patient record. Recordings close gaps in the care process and give patients and caregivers the ability to replay important information as often as needed from the comfort and convenience of home.

Key Instructions Recorded:

- Follow-up appointments and transportation
- Pending tests and lab work
- Medication delivery and side effects
- Durable medical equipment and visiting nurse information
- Diet, therapy and activity level
- Monitoring signs and symptoms
- Contact information



Instant Accessibility to Recorded Instructions

An effective approach to patient care instructions can dramatically impact a hospital's ability to prevent avoidable readmissions, improve patient outcomes and enhance patient engagement. Vyne Medical is helping hospitals navigate this complex process with face-to-face and bedside voice recording solutions that help hospitals capture, clarify and share these critical instructions

Vyne Medical's voice recording solutions give clinicians the ability to record verbal care instructions given at the patient's bedside. Recording is typically conducted through a small USB microphone attached to a tablet or workstation on wheels. Recordings are indexed to the patient account and exported as audio files to the patient

portal for convenient at-home access. Verbal instructions, along with the discharge summary and written instructions, give patients and caregivers the information they need to understand what's required after a hospital stay while encouraging patients to effectively adhere to guidelines for follow-up appointments, medication delivery, warning signs, and more.

Deliver More Effective Patient Care Instructions

Patient understanding and observance to instruction is often dependent on the quality of the information communicated by providers. A recent study of discharged patients showed that 40 percent of patients were unable to accurately describe the reason for their hospitalization, and 54 percent could not accurately recall instructions about their follow-up appointments.¹ Hospitals need a reliable approach to gauge the quality and consistency of instructions and to train team members in best practices for patient communication.

A recent study of discharged patients showed that 40 percent of patients were unable to accurately describe the reason for their hospitalization, and 54 percent could not accurately recall instructions about their follow-up appointments.

By recording patient-provider encounters, supervisors and quality representatives can listen to ensure providers communicate effectively and employ strategies such as the teach-back method for patients to verbalize their understanding of the guidance provided.

Create a More Accessible Patient Record

There are numerous benefits to recording and sharing patient and provider interactions. Studies show that increasing patient accessibility to health information through patient portals improves patient-provider communication, adherence to quality of care measures, and patient engagement in the care process.² In addition, portal use has been shown to reduce patient anxiety and the pressure to understand and retain complex information given at discharge.

Access to health information also helps family members and caregivers who may not be present at the time instructions are given. Better-informed caregivers can provide better care post-discharge, supporting patient recovery and reducing the risk for health setbacks and hospital readmissions.

1. Source: Comparative Study JAMA Intern Med. 2013.

2. J Med Internet Res 2019 | vol. 21 | iss. 4.

For more information, contact a Vyne Medical sales representative today.

vynemedical.com | 800.864.2378

800.864.2378
100 Ashford Center North, Suite 300
Dunwoody, GA 30338
vynemedical.com



YVNE-MED-RECORDING-CARE-INSTRUCTIONS-0920

Any case studies, testimonials, examples, and illustrations included originate from customer statements as general experiences, which are intended for informational purposes with no guarantee of users achieving similar results.

All third-party trademarks and tradenames (including logos and icons) referenced are and remain the property of their respective owners.

© 2020 Napa EA/MEDX, LLC. All rights reserved. Vyne logos, product and service names, including but not limited to, Trace mentioned herein are registered trademarks and are the property of The White Stone Group, LLC or their respective affiliated entities.