

Patient Guide Distribution Checklist: Where, When, and How

Target time: 4 Weeks Before Launch

Goal:

Create a plan that ensures every patient receives a Patient Guide and understands how to use it throughout their hospital stay.

Decide who will be responsible for providing the guide to patients and when patients will receive it. *This is the most important step in distributing your guide.*

You may already have a staff member in mind for this role. If not, here are suggestions used by other hospitals:

- A unit or departmental secretary upon patient admission
 - A registration representative during patient admission (while collecting patient information, signatures, and forms)
 - A Patient Experience representative upon new patient admission round
 - The admitting nurse or tech, once the patient arrives in their room
 - EVS after the room has been cleaned for a new admission (the guide can be left on the bedside table or another highly visible location)
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Decide *where* your hospital's Patient Guide will be stored.

Here are some tips to consider as you're identifying the perfect location to store your Patient Guide. Ensure the area you choose:

- Can be easily accessed by staff whenever guides are needed
 - Is always clean and dry
 - Is not used to store liquids or chemicals
 - Has enough space to store the number of boxes you want to keep on-hand (your shipment boxes are 9¼" tall x 9½" wide x 11¾" deep)
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Implement your distribution plan into the employee workflow.

Once you've decided who will be responsible for providing the guide to your patients, when they'll give the guide to patients, and where the guide will be stored, meet with the responsible employee (or team) and ensure they know:

- When to give the guide to patients

- Where your Patient Guide will be stored
- How to reorder guides when needed
- How to explain the guide to patients so they understand how to use it

Talking Points: Brief, simple examples of how to introduce patients to the guide:

“This guide is designed to make your hospital stay easier by putting important information in one place.”

“This guide has everything you need to know during your stay and when you go home. You can use it to make notes and keep track of medications and follow-up appointments.”

If your Patient Guide has a pocket cover, staff can also encourage patients to use the pockets for prescriptions, discharge instructions, and other important paperwork.

Be prepared for reorders, so you never run out of your Patient Guide.

- Track how many guides you distribute each month, so you can accurately predict how long your stock will last
- Decide the quantity level that triggers a reorder (keep printing and shipping times in mind as you plan)
- Determine who will place reorders and ensure they know how to contact your Patient Guide Solutions’ advocate
- Involve your materials management team, if needed, and include the reorder process in their staff education