

Email/Memo to Frontline Nursing Staff

(can be sent by Nursing Directors)

Subject: Introducing the [Inpatient Guide]

Team,

In the coming weeks, we will begin using a new **[Patient Guide]** to help us provide clear, consistent information to patients and their loved ones during their hospital stay.

You already do an incredible job of educating and supporting patients. This guide is designed to make that work easier by reinforcing what you share at the bedside, supporting teamwork across departments, and giving patients one place to reference — and keep — important information.

Why this matters:

- Patients and families often feel overwhelmed; the guide provides a reliable resource
- It helps keep messaging consistent across care teams
- It supports the compassionate, coordinated care we strive to deliver

This guide is not meant to replace your patient conversations or add extra steps — think of it as another tool to help patients feel informed and supported.

We will share quick tips and resources soon, so you are comfortable using the guide on your unit. Please continue to share feedback — your experience and insight are essential to the guide's success.

Thank you for everything you do for our patients and for each other.

With appreciation,

[Your signature]