

MEET JOHN SMITH

A warehouse manager at a wholesale company



They/Them/Their

Their work

John works as a forklift operator/material handler. They're sitting on the forklift most of the day, but when they aren't, they're usually found lifting heavy loads of materials.

Their life

John is a 47-year old single parent of 2 young children. They often run from work to their kids' sports games and picking up fast food for dinner on their way home.

Their health

John feels like they don't have time to seek medical care. But when they complained of blurry vision and extreme fatigue, their boss told them they couldn't work the forklift until they sought care.



Experiences multiple symptoms: increased thirst blurred vision fatigue

1 Visits the doctor's office

Undergoes a physical exam
checking for diabetes and related conditions such as hypertension and heart disease, and receiving related patient education

Proceeds to additional testing
undergoing a random blood glucose test, A1C test, and other blood tests

Receives a diagnosis of type 2 diabetes
visiting their primary care provider to learn about their care plan, which includes referrals to an endocrinologist and registered dietitian

Sees an endocrinologist
learning about their treatment plan, medications, and follow-up exams, and receiving related patient education



Visits the patient portal viewing 1 HealthSheet and 2 Krames videos

2 Takes measures to improve his own health

Receives Continued Care SMS check-in
on medication adherence.

Revisits the patient portal
viewing, and favoriting patient education on care for diabetes and related conditions. Downloads and shares tips on living a healthy lifestyles with family

Goes to follow-up appointments
Seeing their endocrinologist and dietitian, receiving patient education along the way.

Follows their care plan
complying with blood sugar monitoring, physical activity, dietary, and medication regimens; while returning to the patient portal for healthy eating and activity tips



John Smith feels more in control of their health and provides positive feedback on a patient education survey. Their lifestyle changes have improved their blood sugar levels, vision, and alertness, so they're able to return to work as a material handler. After undergoing an A1C test 3 months later, they're cleared to safely operate the forklift.

NOTES:

MEET VERONICA

A physician assistant for a large health care system



Her work

Veronica is a 45-year-old physician assistant in a hospital's endocrinology department. Working 3 shifts a week—with most shifts exceeding 10 hours—and seeing an average of 20 patients a day, and desires structure and efficiency.



Blazing a trail in personalized patient education

1 Visits with the patient

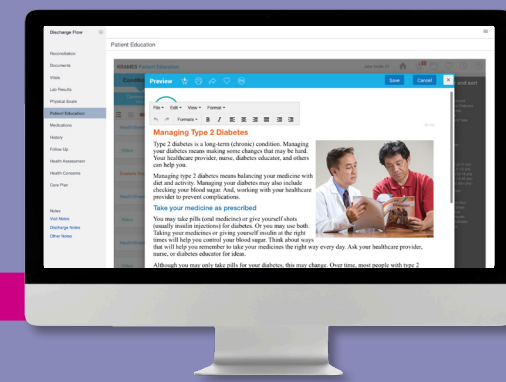


Sees a patient viewing their medical history, blood glucose, A1c and other blood test results in the hospital's EHR system

Discusses the patient's symptoms reviewing their test and physical exam results with her physician supervisor; together, they diagnosis the patient with diabetes



Reviews suggested content viewing patient education populated by the EHR system, on topics from diagnosis to lifestyle tips



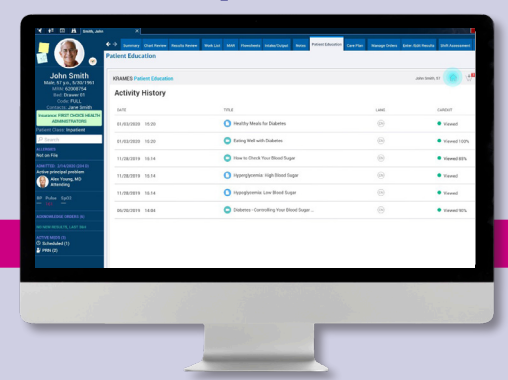
Personalizes patient education

The department's diabetes care pathway includes a folder of content specially designed for a newly diagnosed patient. In addition to this, Veronica chooses 2 videos and edits a Healthsheet™ from her favorites folder to personalize information to this patient's unique needs.

Delivers the patient education through the patient portal

prescribing the customized HealthSheet, and 2 Krames videos from the EHR to the portal

2 Sees the patient for a follow-up visit



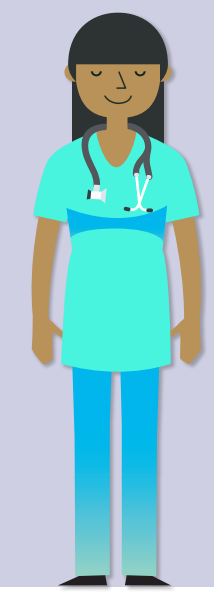
Discusses the patient's progress

Reviewing his assessment

Going over next steps



Finds additional patient education to prescribe sending content to them from the EHR to the patient portal



Veronica is relieved that she has minimal paperwork to do, since the majority of the patient education documentation was done during the visit. She spends her extra time with the patient, answering their questions and advising them to schedule a follow-up appointment.

Verifies the patient's education usage

quickly seeing in the EHR that they viewed the HealthSheet and videos

NOTES: