

A QR code tool allowing consumers access to important patient brochures in the top 4 languages of Liverpool.

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Background

Maintaining access to patient information brochures on wards has always been a challenge.

It is difficult

- keeping brochures up to date,
- ensuring copies are available in multiple languages, and
- managing infection prevention guidelines that required the removal of brochures from the public in clinical areas.

Aim

We wanted to develop a tool that would achieve a number of outcomes:

- Easy access to the most up to date and highly relevant patient information brochures.
- Increase access to information in the top 4 languages of Liverpool Hospital.
- Reduce the footprint on the environment caused by unnecessary printing of brochures.

Method

- A list of relevant patient information brochures was generated along with links directly to the authors' websites.
- A poster was developed that included simple instructions (in the top 4 languages of Liverpool) with a QR code to scan providing electronic access to the patient brochures.

Results

- All wards and clinics at Liverpool Hospital have the poster displayed.
- Patients, visitors, and carers now have access to the new QR code tool providing easy access to all highly relevant patient information.
- The QR code has been promoted to staff via newsletter.
- Staff have access to a weblink to access this tool and can print relevant up to date copies (in the top 4 languages of Liverpool Hospital) of patient brochures for their patients when required.

Conclusion

- The new QR code tool developed will help staff and patients access highly relevant patient information in multiple languages.
- It will assist staff to distribute the most up to date versions to patients across Liverpool Hospital.
- It will reduce unnecessary printing which will be better for the environment.

Scan here to find patient brochures

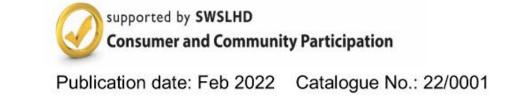


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Acknowledgements

This project came to fruition following discussions with our consumer representatives at Liverpool Hospital Consumer & Community Participation Network meetings. They were the driving force in achieving our goal of developing a tool that would help staff, patients, visitors, carers and families get access to the most recent versions of important patient information brochures.

We would like to acknowledge the input of the SWSLHD Webmaster and multiple staff at Liverpool's Ken Merten Library.

Last but not least, thank you to the 6 wards, their Nurse Unit Managers, and Nurse Educators, who worked with us to get to the final product.

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