

TechOWL



Technology for Our Whole Lives



Communication First in Collaboration with ACES: **Accessing Better Communication for Deciding Together (ABCD)**



Institute on Disabilities



ACES: Talking with Doctors

What I Want My Doctor to Know

November 17, 2020



Institute on Disabilities

Housekeeping

- Have mic turned off when not speaking
- Questions and comments can be typed in the chat
- There will be time at the end for more questions
- If you use your device, you will want to turn up your volume so all can hear

Things to Keep in Mind

- Respect the privacy of other participants
- Things that are shared here, stay here
- This is a safe and collaborative space
- You do NOT need to share if you are not comfortable
- You do NOT need to have your video on
- All communication is valued here (devices, mouthwords, typing, etc.) → use what you are comfortable with!

Topics for Today

- Introducing your video
- Creating a script
- Creating the video
- Ways to film
- Recording your AAC app on the iPad
- Getting technical support
- Hosting your video online?
- Using QR codes

Before We Get Started

- We will be referring to the tool as a “video”
- Your tool does NOT need to be a video
- Your tool could be a:
 - Voice recording
 - Slide show
 - Book, binder, or folder
- Many of the options we talk about for “videos” can be applied to other tool formats

Things to Think About

- Do I want 1 video to use for ALL my appointments
- Do I want 1 introduction video that I can use for all appointments and then create additional videos that are appointment specific?
- What do I need/want to say? What do I need/want my doctor to know?
- Do I want to talk/narrate the entire video or have pictures/written information?
- Where do I want to my video to be stored?
- Do I need a backup plan?

How to Start

- Decide what tool I want to make
- Create an introduction to your video
 - Who I am
 - What this video is and why it is important
- Plan out what I want to say
 - How I communicate
 - Personal information
 - Health background
 - How I want my appointment to go

Introducing Your Video

- Introductory message
- Directing them to the content
- Letting the doctor know how important their attention is
- Purpose of the video



How I Communicate

- What are my communication strategies?
- How do I want the doctor to proceed if I am having trouble communicating?
 - Do I need a break and how to come back to the topic?
 - Do I want my communication partner to support me?
- What do I need the doctor to do during our conversation?

Personal Information

- Name/pronouns
- Date of birth
- Important diagnoses
- Values/preferences



Health Background

- What MUST all doctors know about me and my body?
 - Allergies? Seizures? Reactions?
- What do I NEED the doctor to know right away?
- Medications, previous healthcare, etc.
- What are ongoing concerns that I have about my healthcare?
- Other information that is general to my health

How I Want My Appointment to Go

- What do I expect to get out of my appointment?
- Reiterate how I want the doctor to communicate with me
- Additional instructions/requests for the doctor
 - Emails, texts, etc. for follow up
 - Use of patient portals
- Share with your doctor:
 - Need to Know document
 - Advance directive

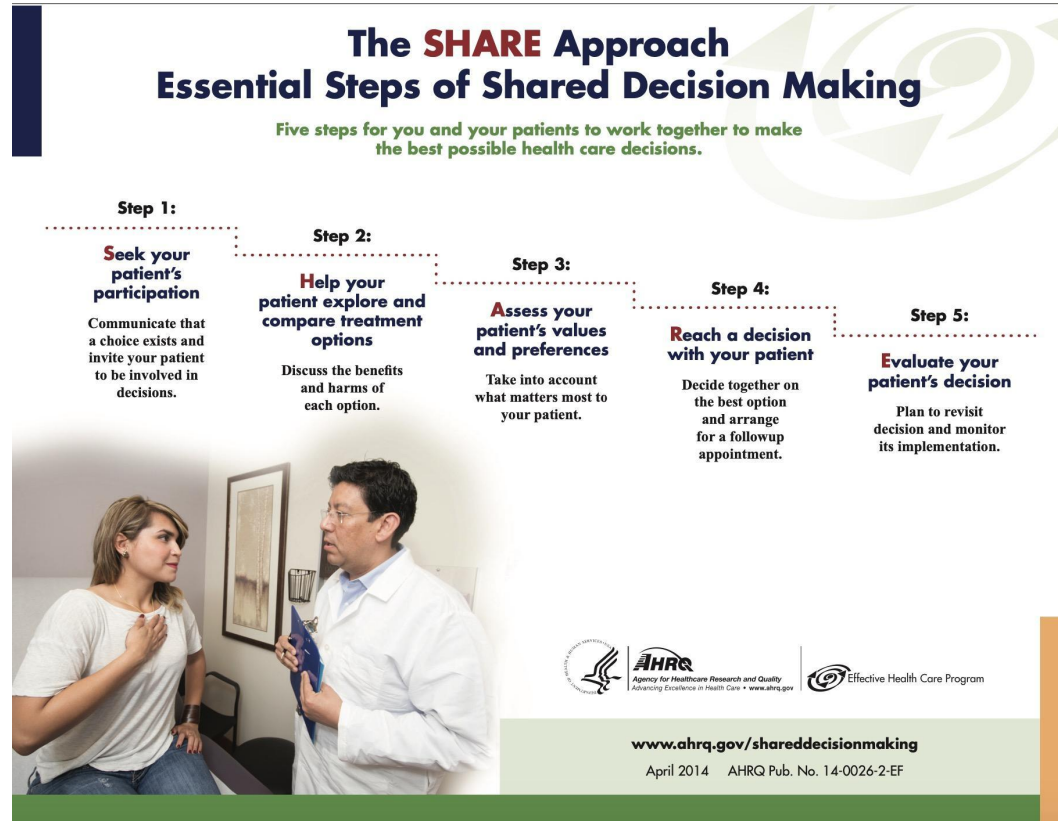
SHARE Approach: The Patient

The **SHARE** Approach

5 Essential Steps of Shared Decision Making



The SHARE Approach One-Pager



<https://www.ahrq.gov/sites/default/files/publications/files/shareposter.pdf>

Letter Boards

- What do I want to film?
 - My letterboard?
 - My typing?
 - The interaction with my communication partner?
- Who voices your video?
 - Your communication partner?
 - A narrator?
 - A synthesized voice?

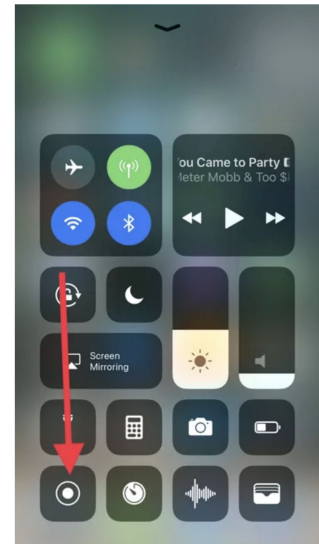
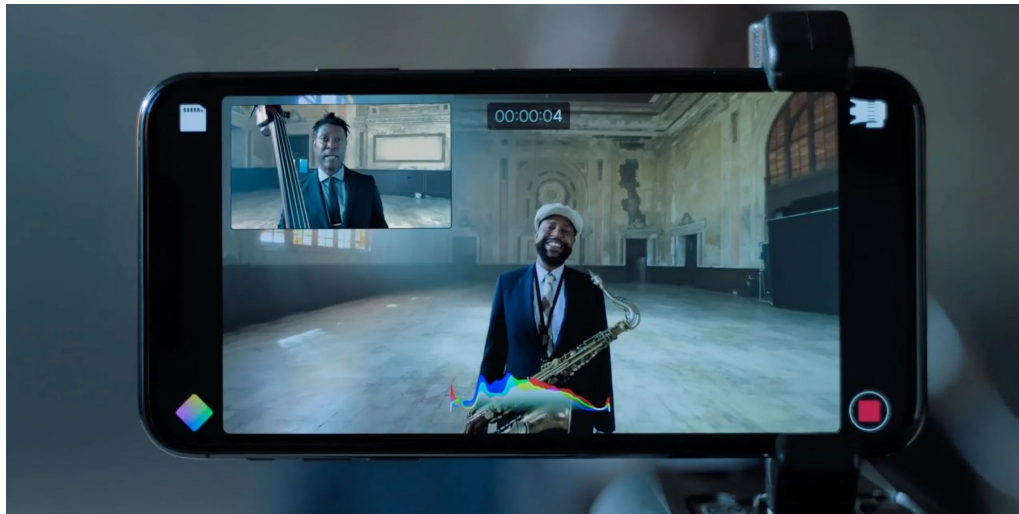
Device Users

- What do I want to film?
 - Me using my device?
 - Just me?
 - My device screen?
 - Combination?



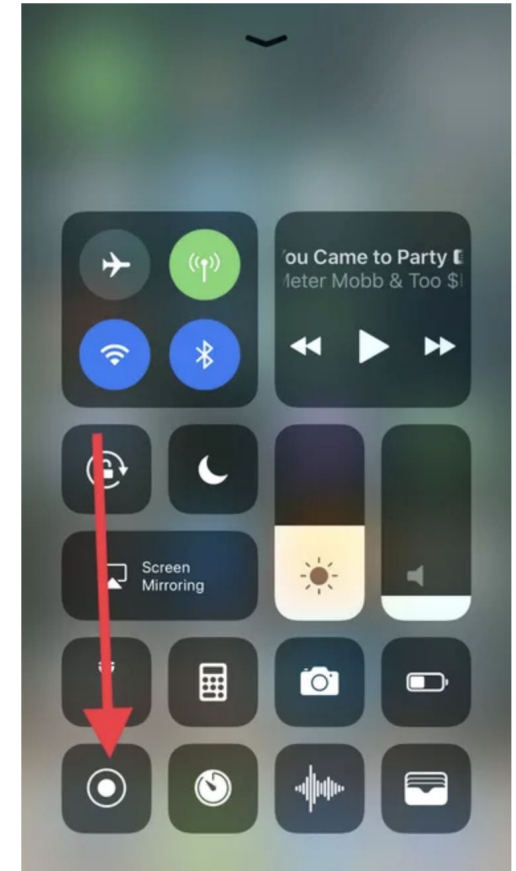
Recording Platforms

- iPhone/Android built-in camera
- iPad/tablet built-in camera
- External camera (will need to upload to different device)



Filming Yourself on the iPad

- Screen recording
 - Putting it in your Control Center
 - Will I see my button press?

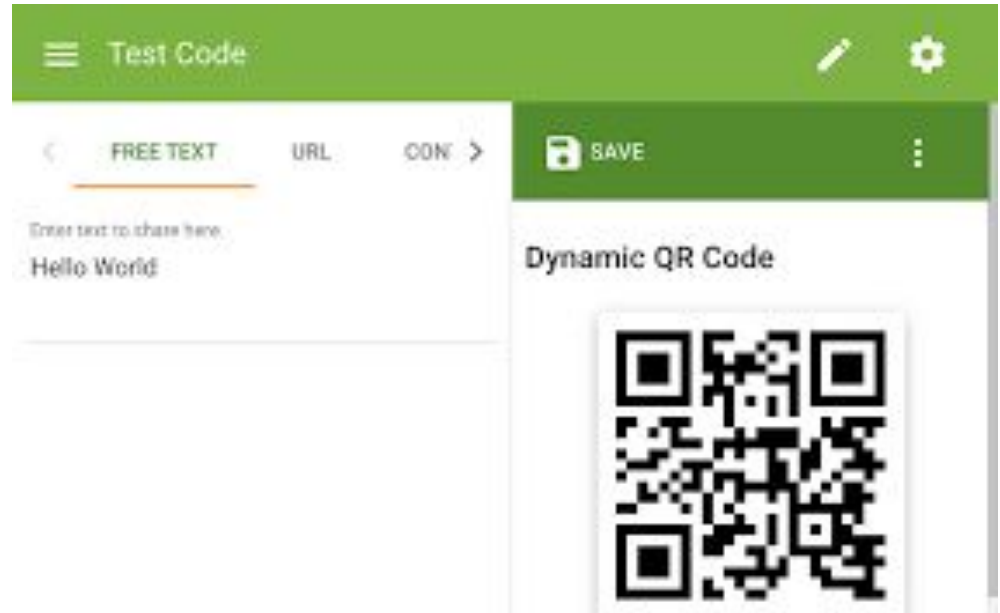


Uploading Your Files

- Google Drive
- Dropbox
- Email
- YouTube
- AAC device

Using QR Codes

- There are free QR code generators online
- Doctors can scan the code with their phone and view your video



Technical Support

- Editing
- Captioning
- Privacy settings
- Contact: thomas.diagostino@temple.edu



Contact Information

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Thank You: Please Complete This Survey!

Presenters: ACES

Topic: ACES Talking with Doctors Webinar 4

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