

Exam Room Solutions



Will having a computer in the exam room work for you — and your patient?

For additional information on this and other Exam Room Solutions please contact us at 503.704.2546 or by email info@therobertsongroup.org.

PatientBridge™

To meet the challenges of using the Electronic Health Record (EHR) during medical consultations, **The Robertson Group** developed PatientBridge. It is a program for physicians, physician assistants, nurse practitioners and staff that teaches skills to create, maintain and enhance effective patient relationships while using the EHR.

The key benefits of leveraging the power of PatientBridge include:

- Regain clinical efficiency: Get home in time for dinner!
- Improve patient satisfaction
- Enhance clinician confidence to complete most EHR work before the patient leaves
- Leverage the EHR for greater ROI
- Foster patient partnership in managing their health

PatientBridge Training helps develop new effective patterns of communication

The introduction of the EHR disrupts the familiar patterns of clinicians. As a result, some avoid using the EHR features completely. Others use them but find patient visits no longer go smoothly. Either way, the potential benefit is diminished for patients and the health system.

THE CHALLENGE: *To help clinicians and office staff improve communications with patients while using exam room computers.*

Clinicians who have used the EHR with patients for a period of time see it as a tool that improves and even revolutionizes how they provide care. Effective communication utilizing the EHR helps patients experience it as a complementary medical tool. In short, the tool helps:

- Enhance their confidence in care
- Encourage adherence to medical regimens
- Invites their active participation in maintaining their health

PatientBridge Workshops provide practical, hands-on training

With a successful track record in EHR implementation and adoption, **The Robertson Group** offers several workshops to help clinicians and office staff. Through these hands-on sessions, they learn critical

communication skills to ease the transition to EHR. Participants learn how to organize office visits and develop personal, effective connections with patients and families.

Trainers and Leaders

The Robertson Group offers 2.5 days of in-depth training to EHR trainers, Physician Champions and Super Users that will prepare them to:

- Demonstrate the use of PatientBridge skills while training clinicians and office staff
- Integrate “just-in-time” learning of PatientBridge skills into the EHR training they are already conducting

- Coach clinicians and staff during circle back training on how to optimize their EHR use with PatientBridge skills
- Identify and support clinicians who struggle with the adoption to accelerate their comfort and performance with EHR during patient visits