



WRH MY CARE JOURNEY APP

**The right
information
at the right
time**

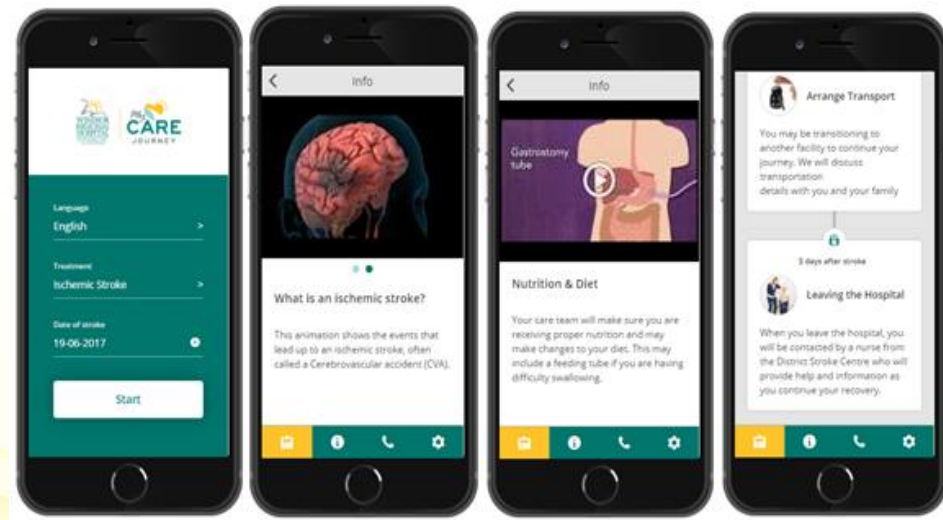
**WRH My
Care
Journey
Mobile App
Staff
Education**

Download the WRH My Care Journey app for free



What is the app?

- Condition and hospital specific content created by WRH clinical staff
- Complements and reinforces existing education material
- Includes diagnosis information, a daily guide to what patients can expect and tips to prepare them for discharge
- Includes videos to better understand important moments

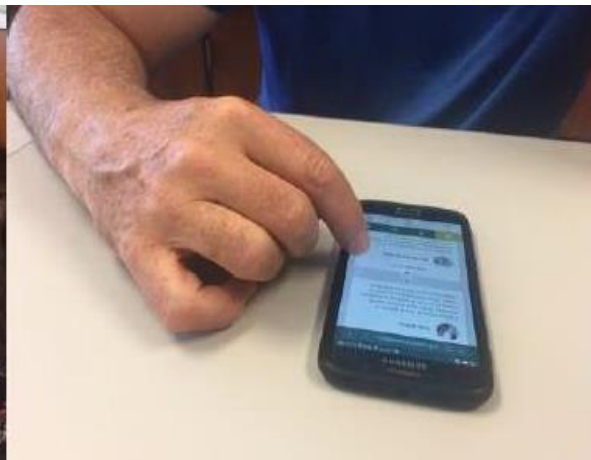


What is the purpose?

- Patients have told us it is hard to remember information and they often have additional questions about their care while in the hospital and at home
- Help patients know what to expect so they can actively participate in their recovery and move towards discharge
- Give patients answers to common questions at their fingertips
- Allows family members easy access to the same info
- Alleviates fear and confusion by keeping patients informed
- Allows them to take an active role in their recovery

What are patients saying?

- “When you have a life changing situation, you cannot get enough information. You would want that app and that information!”
- “I would have asked less questions of my nurse. I would have asked better questions.”
- **“Finding out I would be discharged came as a complete surprise. We need to know when we will be leaving the hospital so we can get ready to leave.”**



What is the expectation of staff?

1. Know about the app and download it
2. Know the general content of the app so you can refer patients to the app and answer questions
3. Provide the postcard to patients and family members when they arrive on the floor
4. Suggest the use of the app to patients during conversations about their care
5. Direct any feedback or questions about the app itself to your Manager or app@wrh.on.ca

App Champions

- Your role is critical to successful implementation!
- **Share the excitement about this great new tool!**

- Review your App Toolkit! It includes:
 - Expectations of the App Champion
 - Posters
 - Postcards for Patients and Family Members
 - FAQ
 - All information on WRHow.ca

- Questions: **app@wrh.on.ca**