Large Business Cards
Tool for engagement and communication

Background

Several CHART Phase 2 programs are using large business cards as a tool for engaging and communicating with patients, families, and other providers.
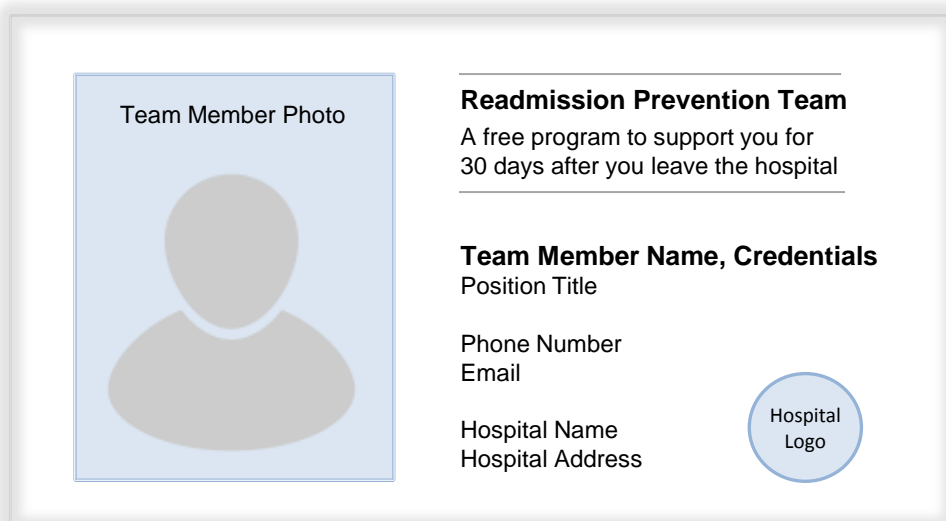
Why use large business cards?

- **To facilitate identification** among CHART team members, other providers, and patients and their families, for safety and engagement purposes.
- **To improve communication** with patients, their families, and other providers within the hospital and in the community, for care coordination purposes.
- Advantages of these cards :
    - **Color photos** and large size make them memorable
    - **Large text** makes them easier to read
    - **Large size** makes them harder to lose

Success Stories

- A CHART patient presented at the ED of a non-CHART facility. **The staff found the business card in the patient's belongings and contacted the CHART team** to obtain relevant information for care coordination.
- Long-distance family members note feeling a **sense of comfort and relief** when they are able to view a team member's face during phone conversations.

How are business cards used?

- All patient-facing CHART team members have cards.
- Cards are typically provided to patients (and families) during an initial meeting with CHART team members.
- Patients often request additional cards to share with caregivers, family, and other providers, such as primary care teams and transportation staff.
- Cards are also provided to staff at skilled nursing facilities to help build relationships and communication.
- Additional information (e.g., upcoming appointments, personal notes) can be handwritten on the back of the cards as helpful reminders.

- Cards included in patient folders at skilled nursing facilities **serve as a reminder for staff to contact the CHART team** with information on discharges.
- A local primary care provider was unaware that his patient was receiving CHART services until he was shown the card. **He contacted the CHART team to learn more about the program's services.**

Team Member Photo

Readmission Prevention Team
A free program to support you for
30 days after you leave the hospital

Team Member Name, Credentials
Position Title

Phone Number
Email

Hospital Name
Hospital Address

Hospital Logo

Actual size