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## Audio / Fax Health Information Overview

The Audio / Fax Health Information solution from LVM provides an excellent communication tool for consumers and patients. These automated health topics provide information to assist your customers in making informed decisions via the telephone, available 24 hours a day, 7 days a week. This solution requires no additional staff and can reduce the amount of time spent on health information inquiries and commonly encountered questions.

The benefits of Audio / Fax solution:

- Improve staff productivity by automating the answers to commonly asked questions
- Ensure consistency for messages, education materials
- Self-service: provide callers access to health information, 24 x 7
- Multi-channel: callers have option of audio or fax (print)
- Custom topics: develop a series of topics to address the 100 most commonly asked questions (parking, directions, instructions, department services)
- Currency: topics are reviewed and updated annually
- Statistical reports on usage provide valuable information on topic interest levels

The benefits to your customers (patients, plan members, community, employees)

- Access to health information and patient education, 24 x 7
- Anonymity – ability to gain information on “sensitive” topics without divulging identity
- Answers to commonly asked questions – even logistics, such as directions, parking, preparation before procedures, etc. (topics specific to your organization)
- Ability to receive a fax of the audio topic, if desired

LVM's audiohealth solution offers two sources of health topics: Barton Schmitt, MD, practicing pediatrician and well-known expert in pediatric telephone triage, and Family Doctor, written by the American Academy of Family Physicians (AAFP).

### **Parent Advice Messages (Schmitt) – 285 topics**

This Advice set was initially developed to address the most common inquiries received by pediatric practices. Approximately 95 topics cover acute childhood illnesses and care management instructions for parents. The remaining 190 address common behavioral health and developmental issues, from newborns to adolescents. The behavioral health topics are especially helpful to parents – assisting them to identify “normal” from problematic behaviors that may need professional attention.

### **Family Doctor (AAFP) – 650 topics +**

The AAFP developed this library of 650 topics as a robust collection of patient handouts for their member physicians to use in their practices. It was written and reviewed by physicians and patient education professionals and is available within the E-Centaurus software and WebLink products. The content set also includes links to an additional 150 health organizations and resources.

LVM provides a turn-key solution with the necessary PC hardware, voice and fax modems, audio health library and fax library. Clients need only to provide the phone lines. Most systems are connected to the PBX-based phone system, to provide for transferring calls into and out of the audio / fax system. When implementing the fax option, your organization's logo and phone number may be included on each faxed page.

Every activity is tracked and appropriate reports are produced to identify the call and topics selected. LVM offers several levels of the audio/fax health information to allow for a wide range of uses.

LVM can implement custom greetings or additional topics that you wish to add, or you can perform these functions with our easy-to-use menu driven software.

- ◆ Record personal greetings to front end messages
- ◆ Add additional audio or faxed topics, specific to your organization
- ◆ Voice-mail option, allowing callers to leave messages

## **Sample Topic: DIAPER RASH (Parent Advice Message)**

All children occasionally get diaper rashes. They are usually caused by chemical irritants produced when bowel movements and urine react with each other. Diaper rashes occur equally with disposable and cloth diapers. If your child has a routine diaper rash, here's what you can do:

**FIRST:** Change the diapers frequently to prevent skin contact with stool. It may be necessary to get up once during the night to change the diaper. The key to successful treatment is keeping the skin clean and dry so it can heal itself.

**SECOND:** Rinse your baby's skin with lots of warm water during each diaper change. Wash the skin with soap only after BMs because frequent use of soap can interfere with healing. Be sure to carefully clean the genital area, especially the scrotum in boys. Skin ulcers are usually due to specks of poop that become trapped in these areas. Diaper wipes are inadequate for cleaning off poop. They commonly leave a film of bacteria on the skin.

**THIRD:** Leave your baby's bottom exposed to the air as much as possible each day. When the diaper is on, fasten it loosely at the waist so air can circulate between the diaper and the skin. And avoid plastic pants.

**FOURTH:** Most diaper rashes don't need any creams or ointments. But if your child has diarrhea and a severe rash around the anus, use a nonprescription protective ointment such as petroleum jelly, A and D, or Desitin.

**FINALLY:** With proper treatment, diaper rashes are usually gone in three days. If not, a yeast infection has probably occurred. In that case, use a special cream called Lotrimin (that's L-O-T- R-I-M-I-N). You won't need a prescription. Apply it 4 times a day. However, don't forget the basics. The Lotrimin cream can't heal the yeast infection unless air exposure, skin cleaning, and frequent changes are also provided.

If you think your child may need to be seen, call your healthcare provider for advice.

Parent Advice Messages by Barton Schmitt, MD  
Copyright (c) 1995 - 2005 Last Reviewed 9/2005

## **Sample Topic: MONONUCLEOSIS (Family Doctor)**

### **What is mononucleosis?**

Mononucleosis (often called "mono") is an infection caused by the Epstein-Barr virus. Signs of mono include fever, sore throat, headaches, white patches on the back of your throat, swollen glands in your neck, feeling tired and not feeling hungry.

### **How is mono passed?**

Mono is not spread as easily as some other viruses, such as the common cold. The mono virus is found in saliva and mucus. It is usually passed from one person to another through kissing, although it may rarely be passed in other ways, such as coughing. Signs of mono usually develop 4 to 6 weeks after you're exposed to the virus. Generally, people only get mono once. It's most common among people 15 to 35 years old.

### **How is mono diagnosed?**

Your doctor will probably first ask you some questions about your symptoms and then may do blood tests to confirm the diagnosis. One common test used to diagnose mono is called the Monospot test. Sometimes other blood tests are needed if the results of the Monospot test aren't clear.

### **Does mono have any complications?**

Sometimes. The main serious concern with mono is that the spleen will enlarge and even rupture (tear open). The spleen is like a large gland. It's located in the upper part of your abdomen on the left side. It helps filter your blood.

Although a ruptured spleen is rare in people with mono, it's wise to be aware of the signs and call your doctor right away if you notice any of them. Signs of a ruptured spleen include pain in the left upper part of your abdomen (under the left chest), feeling lightheaded, feeling like your heart is beating fast and hard, bleeding more easily than usual and having trouble breathing.

### **Can mono be cured?**

No. But mono will go away on its own. Symptoms usually last about 4 weeks.

### **How is mono treated?**

The main point of treatment is to relieve your symptoms. The following list includes tips on treatment.

- Rest.

- Drink plenty of fluids.
- If you have a sore throat, gargle with salt water, or suck on throat lozenges, hard candy or flavored frozen desserts (such as Popsicles).
- You may want to take acetaminophen (one brand name: Tylenol) or ibuprofen (some brand names: Advil, Motrin, Nuprin) to relieve pain and fever. Do not give aspirin to children. Aspirin should be avoided because it has been associated with a disease called Reye's syndrome in children. Reye's syndrome is a serious illness that can lead to death.

### **Do I need an antibiotic?**

Antibiotics like penicillin are of no help in mono. Mono is caused by a virus, and antibiotics don't work against viruses. If you have a bacterial infection in addition to having mono, your doctor may give you an antibiotic.

### **What about sports and exercise?**

Avoid sports, activities or exercise of any kind until your doctor tells you it's safe. Moving around too much puts you at risk of rupturing your spleen. You need to avoid physical activities for about 3 to 4 weeks after the infection starts.

### **Source**

American Academy of Family Physicians    Created: 9/2000    Reviewed/Updated: 2/2006

## Topic Categories (and number of topics per category)

### **Parent Advice Messages**

#### **Sick Children**

Skin Problems - 25

Allergies - 8

Eye Problems - 5

Ear Problems - 10

Nose Problems - 9

Mouth and Throat Problems - 7

Respiratory and Breathing Problems - 8

Digestive Problems - 12

Urinary Problems - 3

Bone, Joint and Muscle Problems - 4

Brain and Nervous System Problems - 5

Fever - 6

Other Problems - 5

Home Care Tips for Illnesses - 10

Medicines - 8

Injuries - 6

First Aid for Emergencies - 4

#### **Healthy Children**

Newborn Care - 16

Infant Care - 8

Feeding (Infants) - 16

Eating (Older Children) - 18

Accident Prevention - 8

Health Promotion (Staying Well) - 13

#### **Behavior**

Sleep Problems - 11

Toilet Training/Bedwetting - 6

Discipline Problems - 32

School Issues and Problems - 13

Teenagers - 6

Family Issues and Problems - 10

Other Behavior - 8

For a complete list of the Parent Advice Messages, visit LVM's online Download Center:

<http://www.lvmsystems.com/download/download.php>

## Topic Categories (and number of topics per category)

### Family Doctor

|                                      |                                    |
|--------------------------------------|------------------------------------|
| Allergies - 8                        | Injuries / Wounds - 5              |
| Arthritis - 3                        | Medications - 17                   |
| AIDS/Immune System - 5               | Men's Health - 7                   |
| Birth Control - 3                    | Mental and Behavioral Health - 43  |
| Blood, Circulation and Lymph - 8     | Muscles, Bones and Joints - 10     |
| Brain and Nervous System - 13        | New Baby Care - 8                  |
| Children's Health - 47               | Nutrition and Diet - 9             |
| Common Illnesses - 2                 | Organ Health - 4                   |
| Cancer - 30                          | Pain Disorders - 13                |
| Digestive System / Eating - 17       | Parenting - 16                     |
| Mouth and Teeth - 10                 | Pregnancy and Reproduction - 27    |
| Diabetes - 25                        | Patient Rights - 1                 |
| Eye Care / Disorders - 2             | Lungs and Breathing - 14           |
| Ear, Nose and Throat Disorders - 10  | Substance Abuse - 25               |
| Fitness and Exercise - 18            | Safety - 8                         |
| First Aid - 13                       | Sleep Disorders - 4                |
| Family Concerns - 3                  | Skin, Hair and Nails - 18          |
| Foot Health - 2                      | Sexually Transmitted Diseases - 18 |
| Feeding (Infants) - 4                | Sexuality - 2                      |
| Geriatrics - 11                      | Teen Health - 11                   |
| Healthy Living - 23                  | Thyroid - 2                        |
| Heart and Cardiovascular Health - 37 | Urinary System / Kidneys - 2       |
| Infections - 25                      | Women's Health - 44                |
| Information and Help- How to Get - 2 | Weight Loss - 2                    |

For a complete list of the Family Doctor topics, visit LVM's online Download Center:  
<http://www.lvmsystems.com/download/download.php>

## Sample Report Excerpts

### Call Termination Reasons

| <u>Termination Reason</u> | <u>Number of Calls</u> | <u>Percent of Total Calls</u> |
|---------------------------|------------------------|-------------------------------|
| End Call Selected         | 55                     | 59.1                          |
| Fax Sent                  | 27                     | 29.1                          |
| Caller Hung Up            | 11                     | 11.8                          |
| =====                     |                        |                               |
| Total                     | 93                     |                               |

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### Error Log

| <u>Date</u> | <u>Line</u> | <u>Component</u>     | <u>Script</u>                                                                                 |
|-------------|-------------|----------------------|-----------------------------------------------------------------------------------------------|
| 4/1/99      | 1           | Infofast Fax Manager | <i>No dial tone detected prior to dialing. Phone able may be bad or Improperly connected.</i> |

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### Call Summary By Line

| <u>Line</u> | <u>Total Calls</u> | <u>Average Call Length</u> | <u>Longest Call</u> | <u>Shortest Call</u> |
|-------------|--------------------|----------------------------|---------------------|----------------------|
| 1           | 63                 | 5.3min                     | 20min               | 1min                 |
| 2           | 30                 | 4.8min                     | 10min               | 3min                 |
| 3           | 22                 | 4.9min                     | 5min                | 2min                 |

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### Document Activity Report

| <u>Description</u>         | <u>Times Accessed</u> | <u>Fax Duration</u> | <u>Last Accessed</u> |
|----------------------------|-----------------------|---------------------|----------------------|
| High Blood Pressure        | 15                    | 2.1min              | 11/15/02             |
| Tests – When and How Often | 10                    | 2.5min              | 01/01/03             |
| Immunization Schedule      | 28                    | 2.9min              | 03/15/03             |
| Teeth- All About Brushing  | 17                    | 3.1min              | 04/01/03             |

## **SAMPLE AUDIO HEALTH TRANSCRIPT**

Thank you for calling the health information library.  
If, this is an emergency, please hang up and dial 911.  
You may enter your choice of options at any time.

To listen to a selected health topic, Press 1.

To receive a fax of a selected health topic, Press 2.

For instructions, Press 3. (Sub menu only spoken if option selected)

This audio library contains topics on various health information  
To review a topic you must know the associated topic number.

To go back, Press the star key.

To go to the main menu, Press 7.

To speak with a counselor, Press 0.

To end this call, Press 9 or hang up.

To listen to a list of health topic numbers, Press 4.

To receive a fax of available health topic numbers, Press 5.

To leave a voice mail, Press 6.

To speak with a counselor, Press 0.

To end this call, Press 9 or hang up.