

Cardiac Rehabilitation Peer Mentor: Bedside Script

Materials needed:

- iPad
- Referral form
- Clipboard
- Pen
- Motivational letter, pamphlet, and list of relevant websites
- Conversation Form (for mentor)

Check the room. Is it a private place to talk? Are there family members present? It is okay to talk in front of other people if it is okay with the patient. Close the curtains if needed.

“Hello my name is _____. I am Cardiac Rehabilitation Mentor at the University Health Network (UHN). I am here to talk to you about what happens after you leave the hospital if you are interested, and to provide you with some information about cardiac rehabilitation. Do you feel up to talking with me for a few minutes?”

If no: “Okay, would you like me to come back at another time?”

If another time: record when. Ask when patient is being discharged. If you will not be able to meet with the patient before then, ask if patient would like a phone call at home. Leave written materials about cardiac rehabilitation (program pamphlet, motivational letter, list of websites). Ask nurse-practitioner or other care provider if patient is being referred to cardiac rehab.

If not another time: “Thank you very much for your consideration. I wish you a speedy recovery!” Cardiac mentor leaves room.

If yes: Take a moment to develop rapport with patient and find out how patient is doing.

ABOUT CARDIAC REHAB

“I was also a heart patient. I am here to talk to you about what happens after you leave the hospital.

- I want to help you get the services you need to help you be as healthy as possible. One of the services that you might not already know about is called CARDIAC REHABILITATION.
- Cardiac rehabilitation is a program to help heart patients recover quickly and improve their overall physical, mental, and social functioning. Basically, it helps you get back to being you! It can help you:
 - Feel better, reduce your risks for future heart problems, adopt healthy habits, quit smoking if you need to, manage stress, exercise safely and regularly, return to your usual activities as soon as possible, and live a longer and fuller life. Who wouldn't want that!
 - Cardiac rehabilitation programs can help you be active in a safe environment. These programs help to improve physical fitness, help people stop smoking, improve

cholesterol and blood pressure, help with making the best food choices for your heart health, and improve their well-being.

- *IF FEMALE:* Unfortunately not many women attend cardiac rehab. That is why the program offers this service to female patients. Some programs also offer a class where there are only women participating, including the program at Toronto Western Hospital.

To give you a better understanding of what cardiac rehabilitation is and what to expect I would like to show you a short video. Would you like to watch it?”

If no: “Ok. Well I can provide you some written information about cardiac rehabilitation.”

Discuss. Cardiac mentor continues onto “PROCESS – WHAT PATIENT CAN EXPECT” section.

If yes: *Cardiac mentor shows (CardioSmart/ AACVPR from YouTube/ TR CR program) video on iPad.*

Show them our Facebook page on the iPad and tell them that they may join. The link to it is in the list of websites.

“Do you have any questions?” *Cardiac mentor answers questions from patient – **important that cardiac mentors are not answering any clinical type questions and make it clear these must be directed to staff.***

“I am also going to provide you with some written information about cardiac rehabilitation you can take home with you.” *Cardiac mentor gives 1) cardiac rehabilitation website information sheet, 2) program pamphlet, and 3) motivational letter to the patient.*

PROCESS – WHAT PATIENT CAN EXPECT

“It is very important that you talk to your healthcare provider about your referral to cardiac rehabilitation before you leave the hospital so that the paperwork is completed.

We have a wonderful program that is located at Toronto Western Hospital. There are also other cardiac rehabilitation programs located throughout Ontario. The cardiac rehab staff here will refer you to the program closest to your home.

Once your referral has been received, the program will call you at home to arrange a time for your first visit. At Toronto Western the first visit is an education session, so don't worry if you are not feeling too energetic yet.

If you live closer to another rehab program, once the UHN program receives your referral they will re-refer you there.

Once your referral is received by that program, they should contact you at home. If you haven't heard from a program in 2 weeks from your discharge, you can call them at the phone number provided here on this program pamphlet.” **SHOW PATIENT.**

Ask them if they would like a referral form to give to their doctor. If yes, give them the referral form.

NEXT STEPS

“I would like to follow-up with you after you get home to see how you are doing, answer your questions and to see if you have been contacted by the cardiac rehabilitation program. Would this be okay with you?”

If yes: “Thank you. I will mail you some more information. Let’s choose a date and time in about 2 weeks that works well for both of us.” Cardiac mentor fills out with a patient conversation documentation form with required information. Cardiac mentor continues with next section below.

If no (and to wrap up session): “Do you have any other questions or comments? Thank you very much for your time today, I hope I was able to provide you with some useful information.” Cardiac mentor leaves room.

Mentor TO Dos:

- 1. Ask nurse-practitioner or other care provider if patient is being referred to cardiac rehab.*
- 2. Document discussion and outcomes on form*
- 3. Direct any clinical questions or concerns to the nurse-practitioner or other health care provider on duty*
- 4. Document time for phone call to patient*