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TEXTING

FOR

PATIENT CARE

Mobile technology may help patients engage in post-care. One study looked at patient engagement with a 4-week post-assault text message program (iCare), which assessed patients' safety and well-being, if they needed assistance with various follow up procedures. Overall, the program appeared helpful. Benefits and drawbacks of text messaging are presented.



Texting increased the program's post-exam communication with patients

Allows nurses to provide information related to patient well-being and help patients access follow-up healthcare appointments

Personalized, two-way interactive text messaging allows nurses to utilize reflective listening skills to build rapport and respond to patients' needs

Allows patients to raise new concerns or ask questions on topics not directly related to standardized messaging



Most patients stopped replying by the 3rd message

1/3 of patients had the texts blocked by their phone carriers because they did not support shortcodes

Few patients utilized the nurse's offers of assistance

Two-way interactive text messaging requires staffing resources

65% of patients responded at least once during the program, but only two responded to every text. 22.5% requested the texts stop before the end of the program. 42.5% did not opt out. The program increased communication but patients rarely utilized the nurse's offers of assistance.

Hicks, D. L., Patterson, D., & Resko, S. (2017). Lessons learned from iCare: a postexamination text-messaging-based program with sexual assault patients. *Journal of Forensic Nursing*, 13(4), 160-167.



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