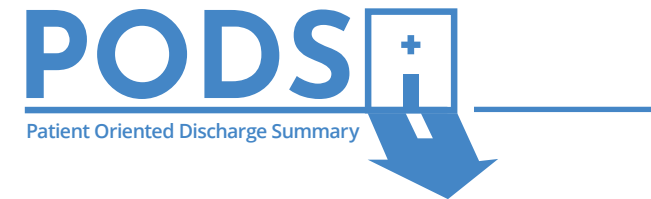


The patient-oriented discharge summary (PODS™) is a simple tool that arms patients with 5 key pieces of information they need to know in order to effectively manage their health after a hospital discharge:



What medications they need to take.



How they might feel and what to do.



Changes to make in their routine.



Appointments they have to go to.



Where to go for more information.

## Contact us:

Would you like to be involved in the PODS initiative?

Do you have a positive or negative discharge story you'd like to share?

If you have any questions or comments, contact:

## Website

[pods-toolkit.uhnopenlab.ca](http://pods-toolkit.uhnopenlab.ca)

## e-mail

[Shoshana.hahn-goldberg@uhn.ca](mailto:Shoshana.hahn-goldberg@uhn.ca)

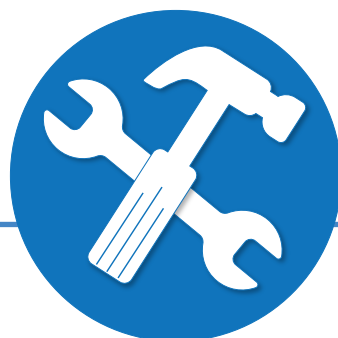
## Provider Guide



PODS™ was designed with the help of caregivers and patients and is being adopted in hospitals across Canada:

### How will PODS™ benefit patients and providers?

Patients and their family will consistently receive information they need to know in order to effectively manage their health the moment they leave the hospital. PODS™ contains information most relevant and actionable for patients, presented in an easily understandable and usable form. PODS™ will help structure the conversation with patients, making it efficient to get most critical information across. PODS™ is also a communication aid that could be used as part of a teach-back process.



As a health care provider, you may not always realize you are speaking another language. For example, some common phrases are:

#### Common Instruction

Take this medication 4 times a day.

Go see your primary caregiver within the next seven days.

#### Plain Language Translation

Take this pill with breakfast, lunch, and dinner, and at bedtime.

You need to have an appointment with a doctor who knows you by next Monday.



“This is a great piece. You guys are doing an awesome job. This would have saved me so much anxiety and fear of doing something wrong when I was discharged . . . Thanks for caring!”

*patient*

#### Process Tips

Patients and caregivers should be active participants in the discharge process - encourage questions, include family and caregivers in the discussion, use interpreters when needed, speak slowly and clearly, use plain language.