

10 tips for making technology part of your everyday practice

Using technology can bring significant benefits to patients. To really help them understand it and make it part of their lives, you need to also make it part of your own everyday practice. There are lots of practical steps you can take and these 10 tips are a great place to start.

Helping your patients

1. Ask appropriate questions

You can help patients use technology to manage their health better by understanding their barriers. What's holding them back? Don't be afraid to ask questions. Just be thoughtful, sensitive and empathetic.

2. Learn what local facilities are available

Patients may have little or no access to technology at home. Research local facilities that they may be able to use, such as libraries and Online Centres. Try and have the information to hand.

3. Get to know the online resources

Learn what online resources are available and get to know which ones might be useful to your patients. Don't just tell them about the resources. Where possible and appropriate, take time to show your patients.

4. Find and share relevant case studies

Seeing other people use technology helps patients see what's possible. Get to know what case studies are out there. You can start with the patient stories on our online resources page.

5. Be positive and focus on benefits

Many patients will have reservations about using technology to manage their health. Avoid talking about the technology and using jargon words. Instead, focus on the real-world benefits that will improve their lives.

Working with colleagues

1. Take small steps

Making changes to how you work can be daunting, especially when you're doing it as a team. Remember that small steps in the direction are good. Focus on one thing at a time and set realistic goals.

2. Share what you know

Chances are, you use technology and understand it more than you realise. If you learn something new or gain insight from working with a patient, tell your colleagues about it. Sharing information is vital.

3. Set up a regular team meeting

Everyone is busy, but often the best way to share knowledge is through a regular meeting. It could be every two weeks, monthly or slightly longer. What matters is getting your team together to talk technology.

4. Find a suitable online space to share information

Whether it's a Whatsapp group, Facebook page or Slack team, there are lots of options. You could even send a monthly newsletter update to your team using your email account or a service such as Mailchimp or Tinyletter.

5. Be a digital champion

If you want to help your team embrace technology, shout if from the rooftops. Be positive, listen to colleagues' concerns and show them the benefits with real-world examples that make their job easier.