

Diamond Institute for Infertility and Menopause

Sept 2011

Communication with patients in the time of new technology

“Hand in Hand with Patients” The Assistance You Require With The Care You Desire,

Open line of communication between patients and the medical staff is an important part to patient care. Patient knowledge of their medical condition, option of care, and what is needed of them to do to achieve their goal is the upmost important key to their success.

With modern medical care and treatment complexity, clear communication of medical information and treatment instructions become essential part of infertility treatment.

Patient's calls to Diamond Institute are always responded by one of our trained medical staff and not with an automated phone system. Our nurses and physicians are available to our patients 24 hours a day 365 days out of the year.

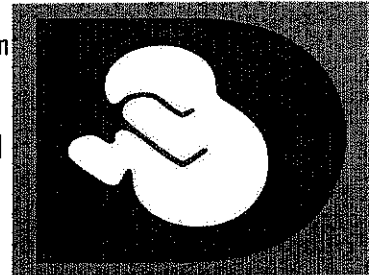
Diamond Institute is approaching our 5th anniversary since incorporating an electronic medical record system and has recently implemented a patient portal system. Most of our patients use electronic means of communication on a regular basis and

welcome this new portal system with enthusiasm.

“ I love the portal because all the instructions are written so there are no questions or confusion on doses or when to take medication. This is a big time saver and better overall patient experience.”

Testimonial from our patient M.C. who had successfully cycled with us before the portal system and just recently went through a cycle with our new means of communication.

The portal system gives our patients a sense of security. Diamond Institute grant patients secure HIPPA compliant access to their information. Patients can log into the system to check schedules, review bloodwork results, review their medical history, allergies, and their plan of care. In addition to communication with our patients face-to-face and via telephone we use the portal system as a means to deliver written IUI/IVF cycle instructions as well as other treatment information.



This allows the patient to view their instructions on their phone, Ipad, or computer at their convenience and enables us to monitor that patient successfully received their messages.

The patient messages are part of their medical record and they are available for the patient to review and re-review as many times as the patient may need to. The patients message is private secure and accessed only by the patient.

Being in touch with our patients on a daily basis is part of modern infertility care. We are happy with the advances in technology, not only has it helped with patient treatment, but also with daily practice operations. We believe that the future will open up to new technology that will strengthen the physician and patient communication to an even higher level.

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