



Phoenix
Children's

Phoenix Children's

"Show" Us What Phoenix Children's Can Do

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A Thriving Health System

Phoenix Children's is one of the nation's largest pediatric health care systems with Arizona's only freestanding hospital

484-bed Phoenix Children's Hospital

20 outpatient clinics

2 ambulatory surgery centers

7 community-service outpatient clinics

11 community pediatric practices

4 specialty and urgent care centers

3 mobile medical units that travel the state

12th consecutive year on USWR best children's hospitals list

Care Provided in 2022

269,900 attributed lives

106,300 emergency and trauma visits

77,200 urgent care visits

25,600 surgical cases

Employer of Choice

6,672 staff members, including more than 1,700 nurses, 478 physicians, and 200 residents and fellows

25th largest employer in Arizona

17th Healthiest 100 Workplaces in America in 2022

Amazon Echo Show

“Alexa, tell me how cool the
IT department is?”

**“The IT Department is cool,
real cool!”**




Background

- COVID (2020)
- Virtual Interpretation vs. In-person
- Responding to family social needs in the outpatient setting, but how?
- Remote providers and families
- Mental Health



Who does this impact?



**Patients
and Families**

**Providers
and Staff**

**Ancillary
Services**

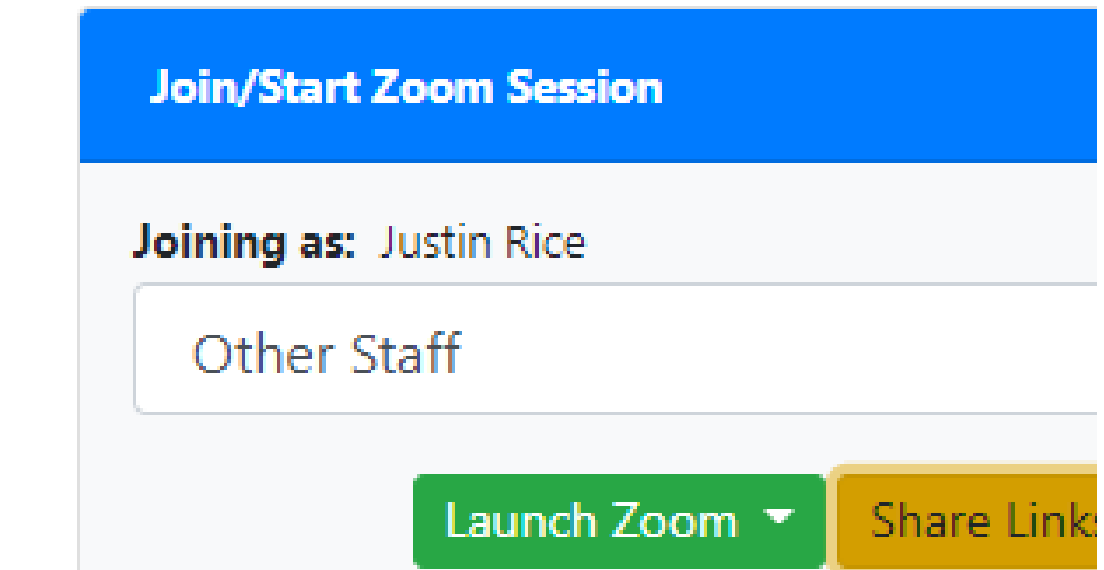
The Patient and Family

- **Scenario**

- Mom brings in her son to see the Gastroenterologist, dad texts mom that he'd like to be involved.

- **Solution**

- Using the My Visit Page send Dad the Zoom link to join virtually using Alexa.



Send Patient an Email Login Link

Send Patient a Text Message

Email Zoom Link to Yourself

Email Zoom Link to another Staff Member

Provider and staff

Scenario

Dr. Bauer is seeing a patient in the Allergy clinic in combination with Dr. Schroeder in Gastroenterology. Dr. Schroeder is working remotely today but still needs to be involved in the patient's care.

Solution

Dr. Bauer can send a Zoom link to Dr. Schroeder so she can join Alexa and "be in the room".



Launch Zoom ▾ Share Links ▾

- Send Patient an Email Login Link
- Send Patient a Text Message
- Email Zoom Link to Yourself
- Email Zoom Link to another Staff Member

Ancillary Services

- **Scenario A**

- Spanish speaking family comes to see Gen Peds and they need an interpreter.

- **Solution**

- Using the My Visit page on the dashboard, you can select the option to start a Zoom meeting and request an interpreter. The interpreter will then join via Zoom on the Alexa device and begin interpretation.

- **Scenario B**

- Provider or staff identify that a family needs social work assistance.

- **Solution**

- Similar to requesting an interpreter, you can request a social worker to join Zoom and be present on the Alexa.

Ancillary Staff Requests

Request an Interpreter

Request a Social Worker

Request an Interpreter

For which language are you requesting an interpreter?

Spanish

Your request for a Spanish interpreter will be sent to Phoenix Children's Interpreter Services. If they cannot fulfill the request within 5 minutes, we'll automatically request an interpreter from Cyracom.

Request Interpreter

Close

The Other Stuff – “Alexa,

Tell me a Joke

Give me a
High Five

Play White
Noise

Set a Timer

Convert 5
kilograms to
pounds

Tell me the
weather
tomorrow

How many
days until
Christmas

And more...

THANK YOU

