

Patient Connect Discharge

Frequently Asked Questions

What is a Patient Connect Discharge Meeting?

Patient Connect Discharge Meetings are video calls where the Mass General care team, patient and family members/home caretakers talk about what the patient will need after they leave the hospital.

Why is Mass General using Patient Connect Discharge Meetings?

These meetings make the discharge process easier. Often family members or friends who will be a part of post-discharge care don't learn about their role until the day of discharge. With Patient Connect Discharge Meetings, you can learn about your role earlier and at a more convenient time and location, by meeting with the Mass General care team over video.

What does a Patient Connect Discharge Meeting involve?

The patient's care team will schedule an appointment with the family/home caretaker, generally two to three days before the patient is expected to be discharged. Participants will receive an email with a link to join the meeting. At the appointment time, the patient's bedside tablet will automatically join the video call. Together, the patient and their care team will discuss post-discharge needs, including medication requirements, education on continuing care and the use of medical support devices.

How is a Patient Connect Discharge Meeting different from an in-person discharge meeting?

In-person discharge meetings require all participants to be at Mass General, on the patient's unit, at the same time. Patient Connect Discharge Meetings allow family and friends to join remotely, from any private location. Patients will receive the same discharge care and attention from their team regardless of whether the discharge meeting is in person or over video, but video meetings allow for more flexible scheduling than an in-person meeting.

Who will be present during a Patient Connect Discharge Meeting?

The patient (or their legal guardian or healthcare proxy) determines who will be invited to a Patient Connect Discharge Meeting. The call will involve at least one member of the Mass General care team, as well as friends/family identified as people who will be involved in the patient's post-discharge care.

How can friends or family get involved?

The patient (or their legal guardian or healthcare proxy) can request that friends or family be involved in their discharge planning. When the care team schedules a Patient Connect Discharge Meeting, participants will be emailed a link to join the video call. At the appointment time, they will be able to participate in the call by clicking on the link on their phone, laptop or tablet to join.

Where can I go for more information?

Ask staff members at the patient's unit for more information. Patient Connect Discharge Meetings are only available in select units.