APPENDIX D

Emmi

Emmi is an educational service that uses online and interactive services to engage patients in order to help them understand their disease process. Specifically, Emmi develops educational videos about numerous disease processes that are available online for patients to view on a computer. These educational videos provide information regarding pathophysiology and anatomy about specific diagnoses. They also provide information regarding treatment options, both pharmacological and non-pharmacological. The information in the videos is conveyed using appropriate health literacy terms in order to help patients with different learning styles. Mercy utilizes the Emmi video tools on all different units in the facility. Providers or nurses can order the videos. In addition, the ordering and use of the videos can be monitored and reported.