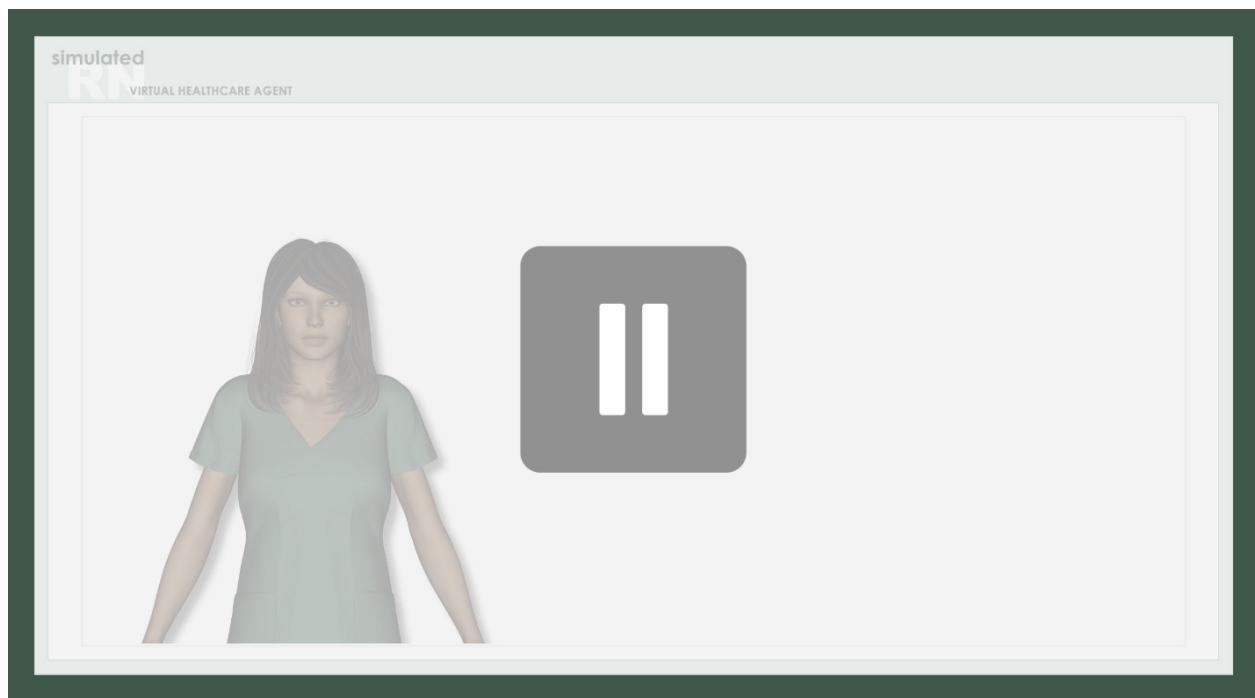


# SIMULATED RN | Virtual Healthcare Agent

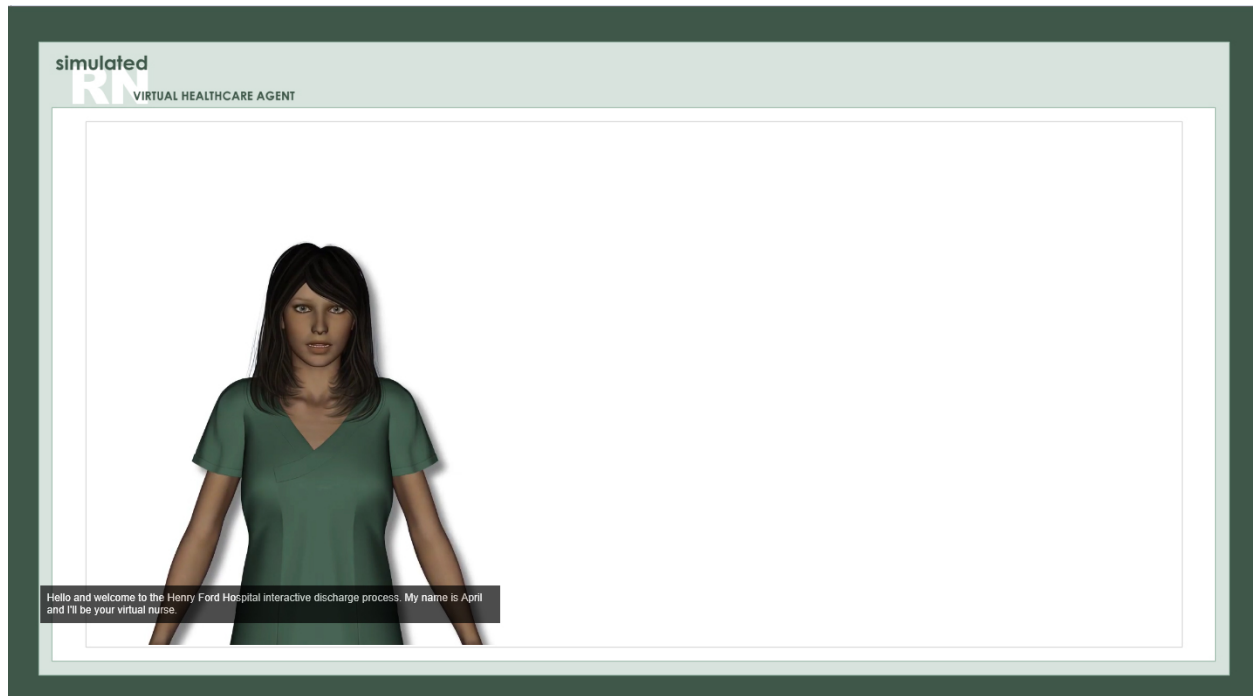
Beginning Screen



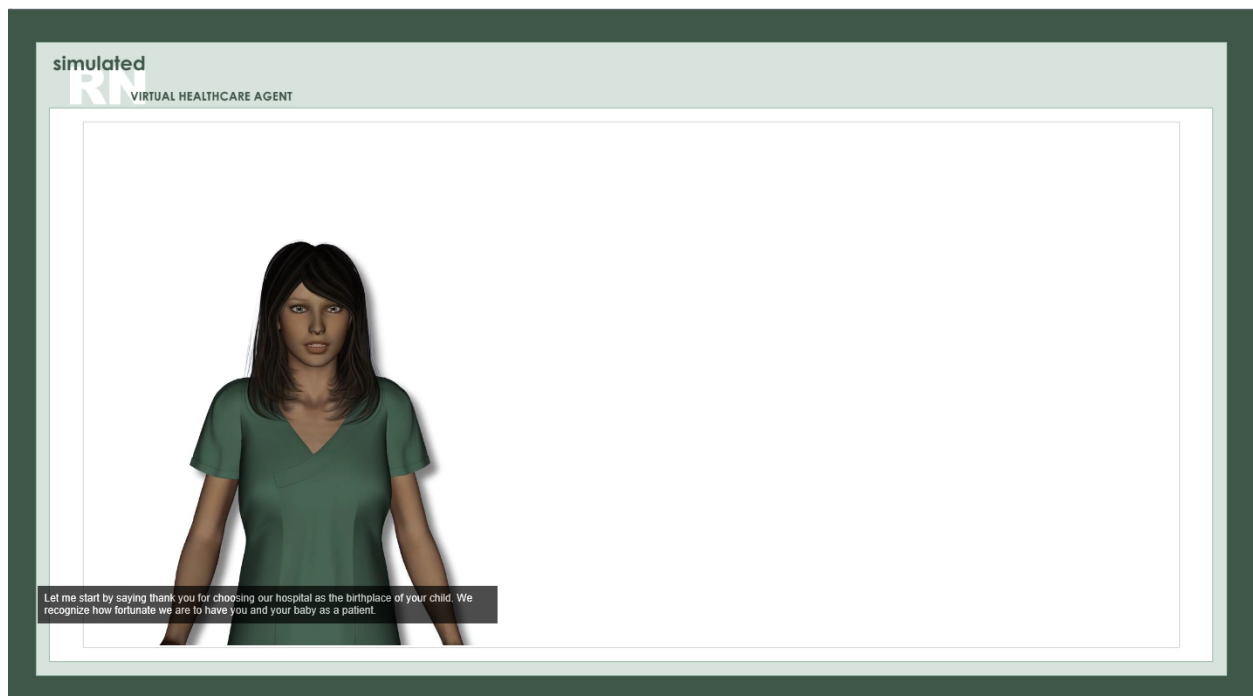
Users may pause the process at anytime, by touching the virtual agent



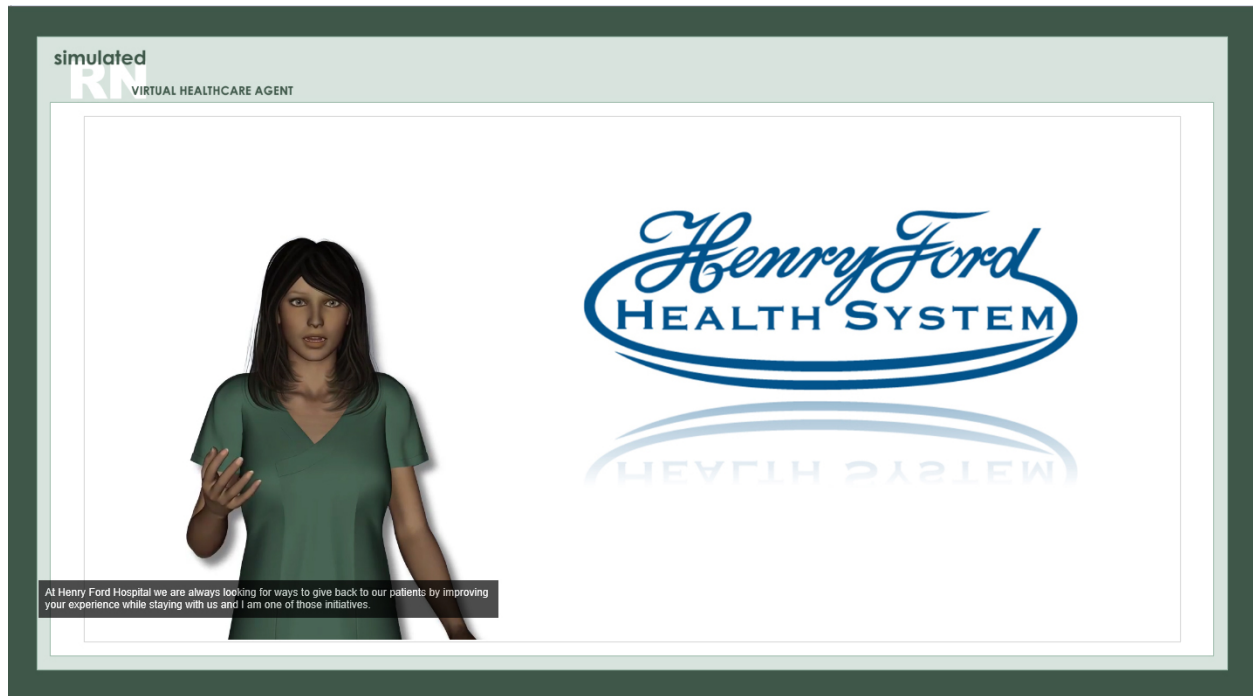
An introduction to the process and virtual agent (includes subtitles)



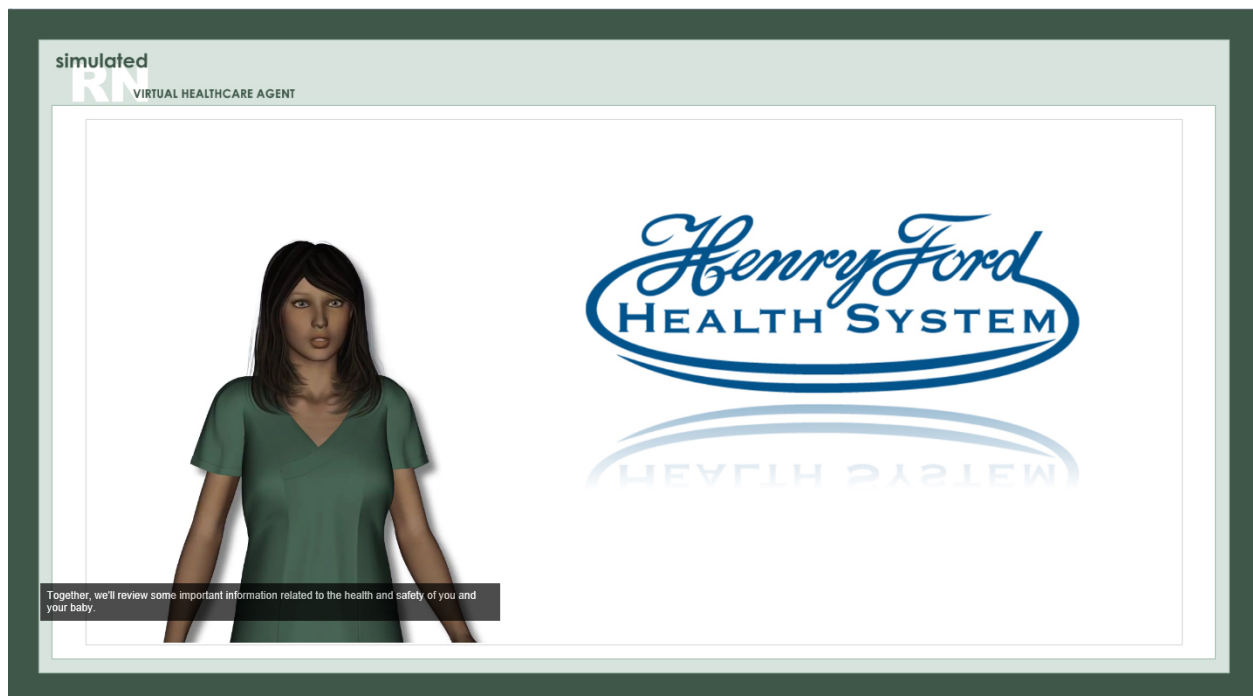
5 fundamentals of patient communication: Acknowledge, Introduce, Duration, Explain, Thank (AIDET)



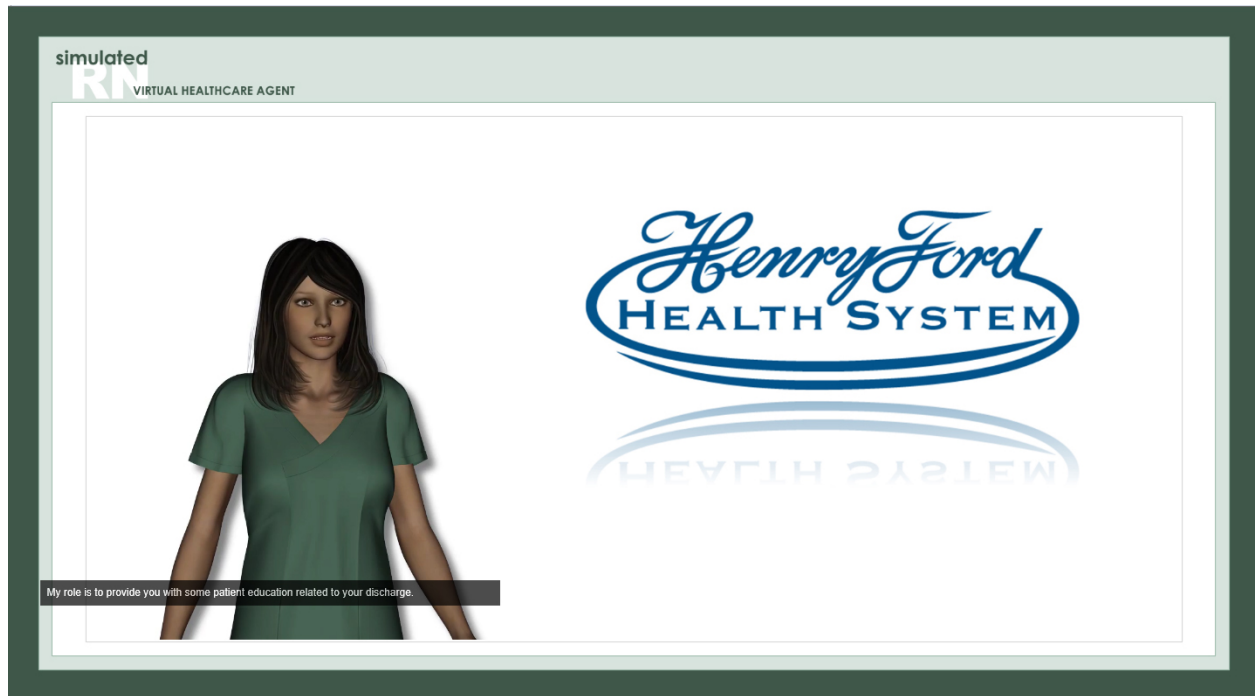
A segment for internal stakeholders (animated fade in of hospital logo)



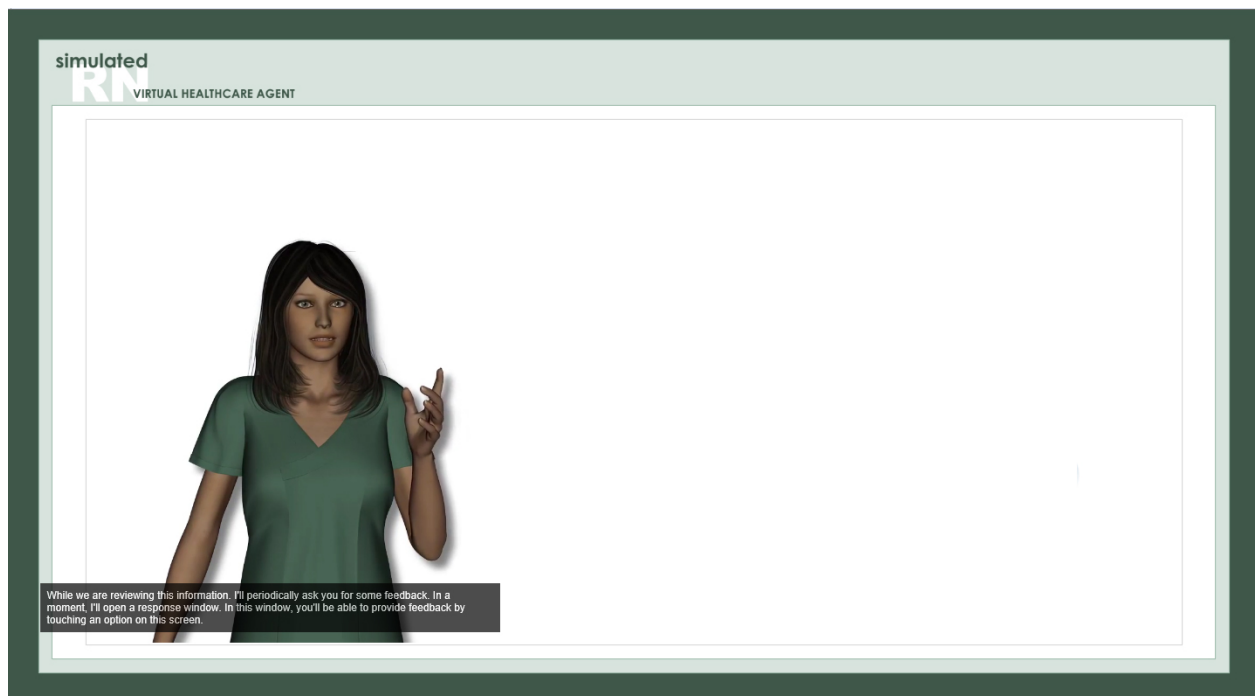
An instructional phase to the interactive process



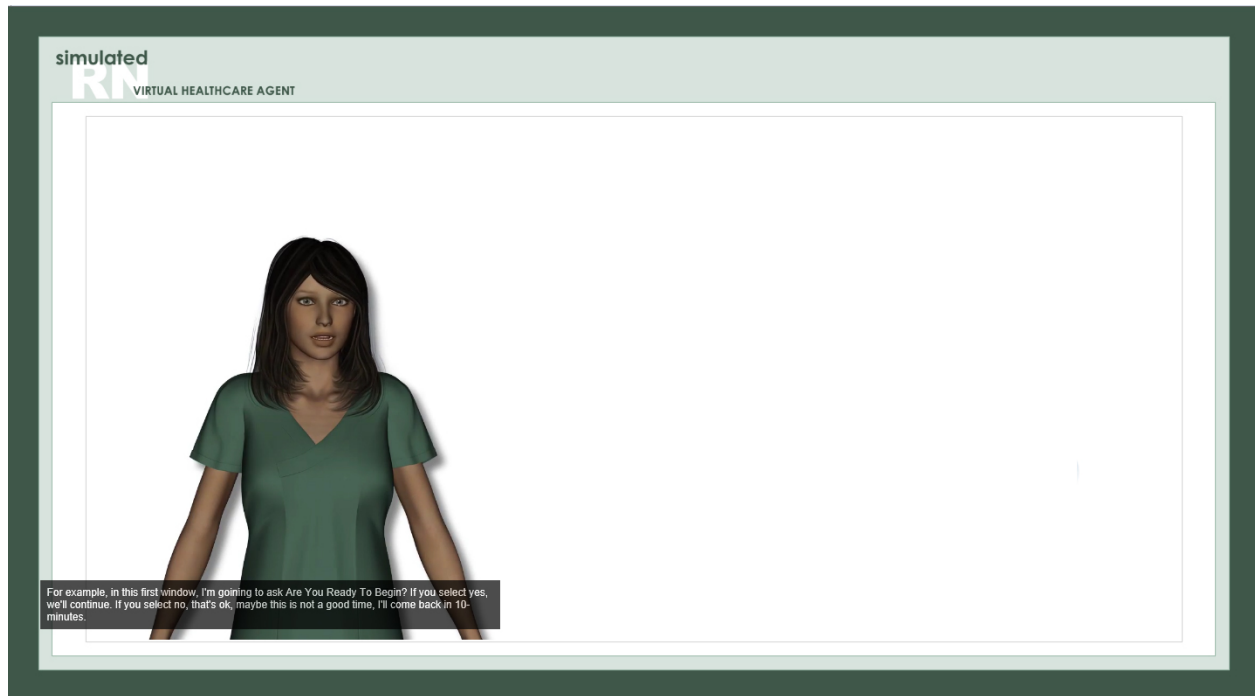
## An introduction of virtual agent role



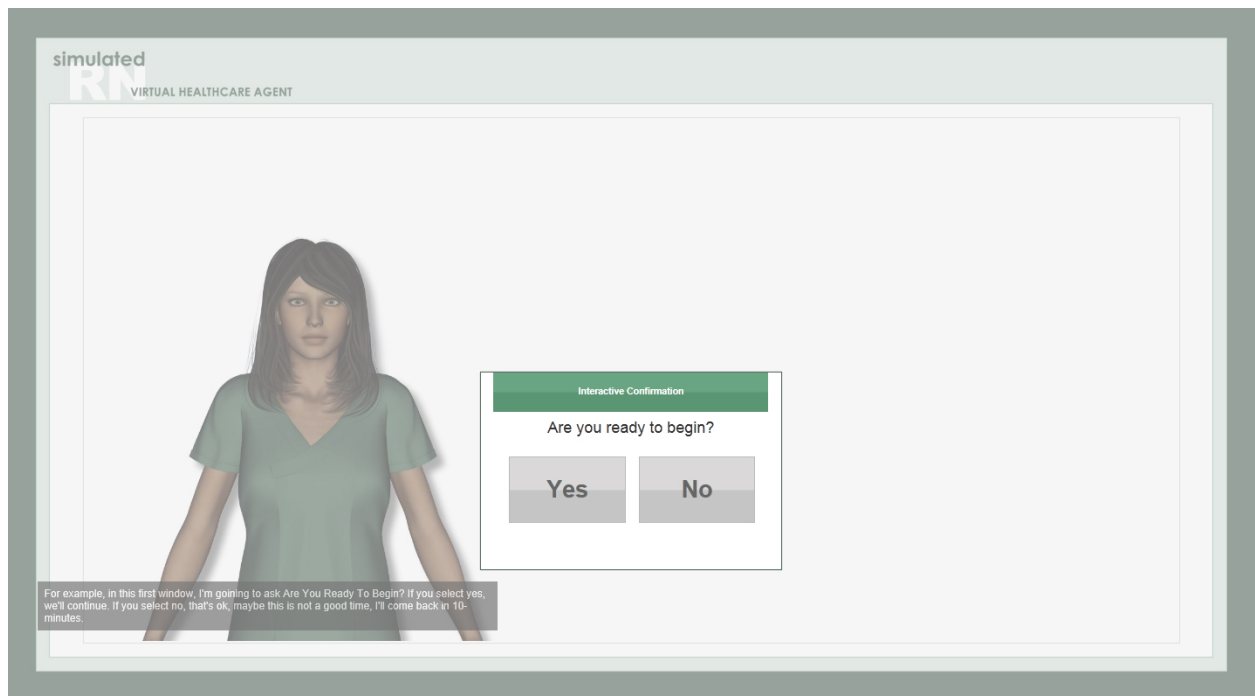
## Instructions for user input



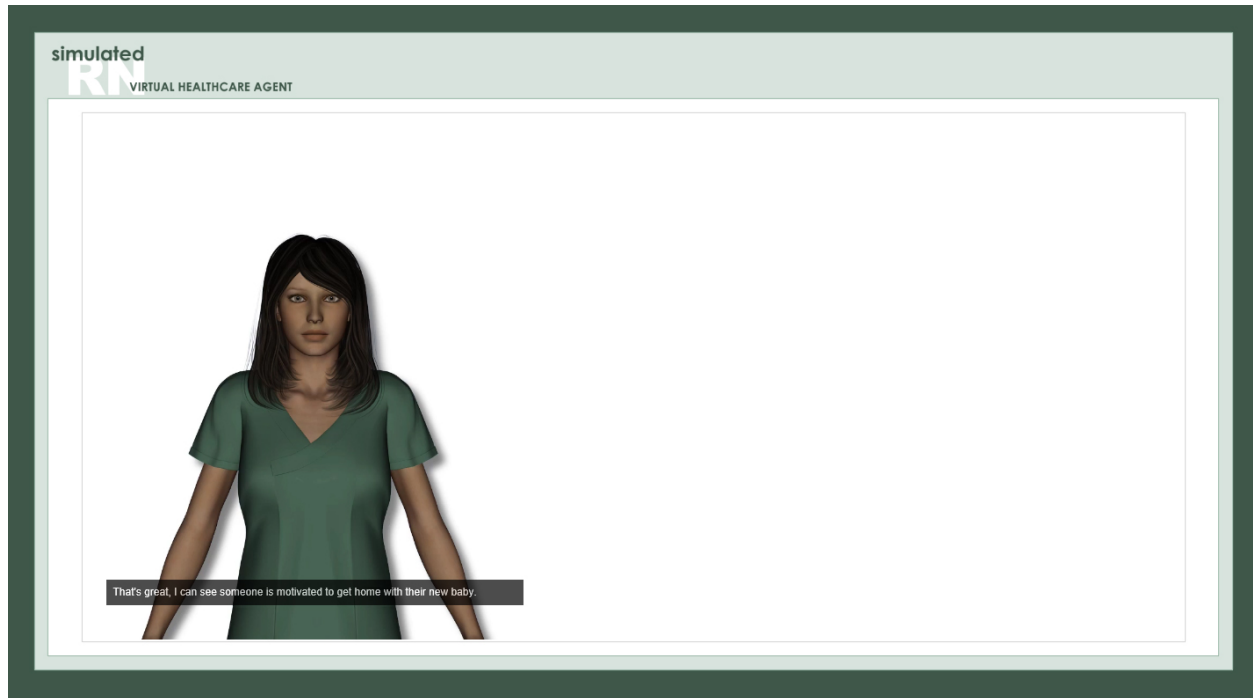
Instructions for user input continues



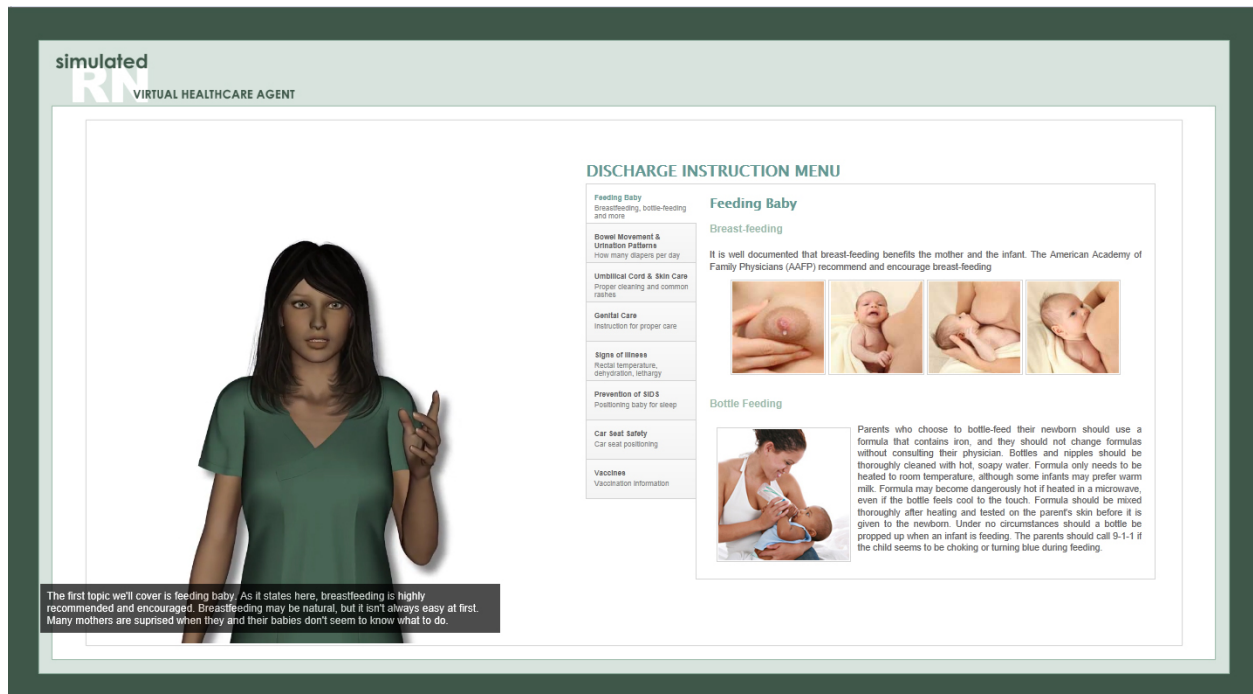
Modal user input box (includes large buttons, faded background)



The virtual agent responds to user input



An introduction to the educational content

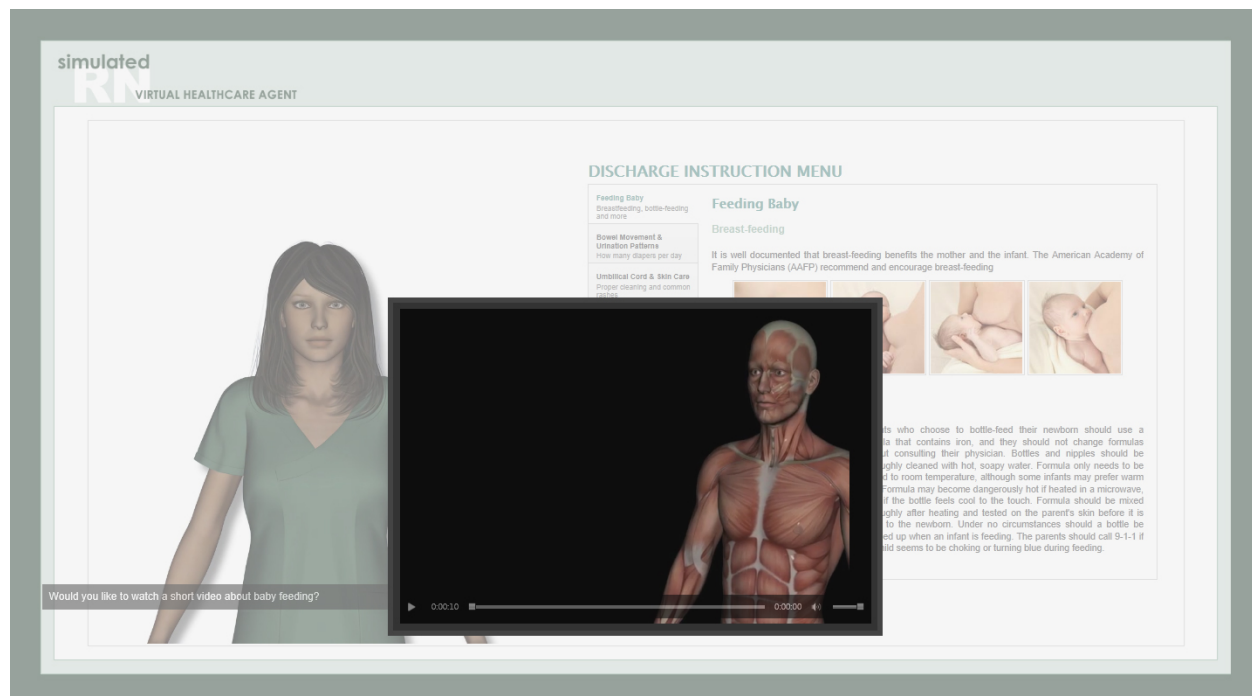


Educational content is provided by the virtual agent. Users can interact with the menu and review other material. When the virtual agent is ready to discuss a particular subject, she will change the content.

Optional user content. Users are asked if they would like to watch an instructional video.



In the prototype, the video is simply a placeholder video. The video is loaded in modal form and video controls are available to the user to pause or rewind. Once the video is complete the virtual agent will continue with the educational process.



Educational content in subsequent sections are patient-focused. A users previous selection influences future content. The idea is to focus information related to user interests.

simulated  
RN  
VIRTUAL HEALTHCARE AGENT



You selected that you plan to breast feed your baby. For a breast fed baby, they usually have 3 or more poopy diapers per day.

DISCHARGE INSTRUCTION MENU

Feeding Baby  
Breastfeeding, bottle-feeding  
and more

Bowel Movement &  
Urination Patterns  
How many diapers per day

Umbilical Cord & Skin Care  
Proper cleaning and common  
rashes

Genital Care  
Instruction for proper care

Signs of illness  
Rectal temperature,  
dehydration, lethargy

Prevention of SIDS  
Positioning baby for sleep

Car Seat safety  
Car seat positioning


Vaccines  
Vaccination information

Bowel Movement and Urination Patterns

Breast-fed Infants  
Breast-fed infants typically have more than three bowel movements per day and are rarely constipated. Watery stool may be normal; however, parents should contact their physician if the infant's stools run out of the diaper.  
Breast-fed infants typically have six or more wet diapers per day after they begin feeding. *Breast-fed infants are rarely constipated.*

Formula-fed Infants  
Formula-fed babies typically have less frequent bowel movements than breast-fed babies, although a bowel movement every other day is still considered normal.  
Bottle-fed infants should have six or more wet diapers per day after they begin feeding.

Constipation  
Parents should contact their physicians if their infant has had fewer than five bowel movements per week over a two-week period.  
Parents may give infants 1 oz. of sorbitol-containing juice (e.g., prune, pear, apple) to treat constipation. Parents also may increase their infant's fluid intake or use glycerin suppositories. If the constipation persists, the parents should contact the physician.



The system is capable of supporting multiple languages and Spanish is spoken in the SIDS section of the prototype.

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VIRTUAL HEALTHCARE AGENT



SIDS o Síndrome de Muerte Súbita del Lactante se refiere a cómo y donde duerme su bebé. Voy a empezar por poner de relieve esta importante pieza de información. Siempre ponga al bebé en su espalda, aun cuando puede darse la vuelta. Por favor, haga un momento para mirar a la Plaza de sueño seguro.

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Prevention of Sudden Infant Death Syndrome (SIDS)

Babies are dying because they are put to sleep in places that are not safe. Babies always need a safe sleep place.  
Parents whose babies have died want other parents to know:  

- Babies are not safe sleeping on a couch, pillow or anything soft.
- Babies are not safe sleeping with other children, adults or pets.
- Adult beds are not safe for babies. If you feed your baby in bed, put your baby back into his or her crib to sleep.

Safe Sleep Steps  

- Baby sleeps by him or herself in a crib, portable crib or bassinet.
- Always put baby to sleep on his or her back even when they can roll over.
- Nothing in a sleep area. No pillows, blankets, comforters, stuffed animals or other soft things.
- Keep baby's face uncovered during sleep for easy breathing. Use a sleeper instead of a blanket.
- Don't allow anyone to smoke anything around baby.
- Don't overheat the baby. Dress the baby in as much or as little clothing as you are wearing.
- Use a firm mattress with a tightly fitted sheet.





Content is covered across a spectrum of family medicine recommended topics.

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OK, in most cases the umbilical cord will fall off on its own within the first 2 weeks.

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Umbilical Cord and Skin Care

Umbilical Cord

Most cords will fall off naturally within the first two weeks of life. Keep the cord clean and dry. If the cord stump becomes dirty or sticky, wash it with soap and water. It's normal to see a drop or two of old blood as the cord gets ready to fall off. If the skin around the umbilicus becomes red or if purulent discharge is present, the physician should be notified.

Skin Care

Neonatal skin rashes are extremely common and are often caused by maternal hormones. If the infant has a rash in the hospital, (e.g., neonatal acne, erythema toxicum neonatorum), parents should be reassured that these rashes are common and will fade, most within the first four months of life. Parents should contact their physician immediately if an infant with a rash develops a fever or becomes dehydrated, lethargic, or inconsolable.



*Parents should contact their physician immediately if an infant with a rash develops a fever or becomes dehydrated, lethargic, or inconsolable.*

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Genital Care

Baby Boy

Current data are insufficient to support routine neonatal circumcision. If parents choose to have their child circumcised, they should moisten the front of the diaper with petroleum jelly at each changing to prevent the penis from sticking to the diaper (usually 1-3 days). Parents should continue this treatment until the skin is no longer moist, or completely healed (approximately five days). If the penis begins to bleed or swell, you should contact your physician.

Parents should gently cleanse uncircumcised genitals with warm water. The foreskin should never be forcibly retracted, because this may cause phimosis.

Baby Girl

The genitals of newborn girls should be gently washed with warm water. Bloody vaginal discharge at this age may be a normal response to maternal hormones.



*It is important to properly bath your infant, remembering to never leave the child unattended.*



Signs of illness are very important to pay attention to for obvious reasons.

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#### Signs of Illness

##### Temperature

Fever (rectal temperature of 100.5°F [38°C] or higher) is the most significant sign that a parent should look for, because a fever may be the only sign of a serious infection. Its important to have a rectal thermometer at home and to use it properly. Also, a child can be seriously ill and not have a fever.



##### Lethargy

Lethargy (e.g., difficulty feeding the infant) or irritability may also indicate serious infection and may require a visit to the physicians office.

##### Dehydration

Infants who become dehydrated should also see their physicians. Signs of dehydration may include decreased tears and dry mucous membranes.

*Parents should take their child to the nearest emergency department if they think the infant is seriously ill.*

##### Jaundice

Jaundice is the yellow color seen in the skin of many newborns. It happens when a chemical called bilirubin builds up in the baby's blood. Jaundice usually appears first on the face and then moves to the chest, belly, arms, and legs as bilirubin levels get higher. The whites of the eyes can also look yellow. Jaundice can be harder to see in babies with darker skin color.

Parents should take their child to the nearest emergency department if they think the infant is seriously ill.

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#### Car Seat Safety

Each year thousands of children are injured or killed in auto accidents. Car safety can help keep your infant safe and secure in your vehicle. But they need to be used correctly. Five important things you can do to keep your child safe.

1. Use a car seat every time your child rides in a car—no exceptions.
2. Have your child ride rear-facing for as long as the car seat allows.
3. Use your car seat according to manufacturer's instructions. Also check your vehicle ownerships manual.
4. Use car seats in the back seat of your vehicle. This is especially important if you have air bags in the front seat.
5. Switch to a booster seat when your child outgrows car seats.

*Children should ride in a rear-facing car seat until they are at least 1 year old and weigh at least 20 pounds.*

Car seats are either rear-facing or forward facing. As a rule, children should face the rear of the car for as long as possible. This is the safest position for a child in a car crash. How long a child must face the rear depends on their age, size and weight.

Check for these things to make sure your child is secured safely in a rear-facing car seat. Children should ride in a rear-facing car seat until they are at least 1 year old and weigh at least 20 pounds.



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