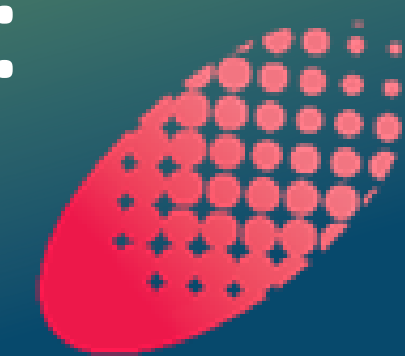


## Patient Education Video for Home Iontophoresis: A Pilot Initiative from National Skin Centre

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NATIONAL SKIN CENTRE  
National Healthcare Group

### Problem Statement

Patients can do iontophoresis from home at their own convenience with prescribed Glycopyronium Bromide solution from National Skin Centre. However, every patient requires an education session by a nurse, face-to-face live demonstration which takes an average of **30 minutes**, which is time consuming in the fast-paced clinic setting at National Skin Centre

*Iontophoresis is a treatment for palmar and plantar hyperhidrosis by using a low, direct electrical current to deliver ionized particles through the skin.*

### Potential Solutions

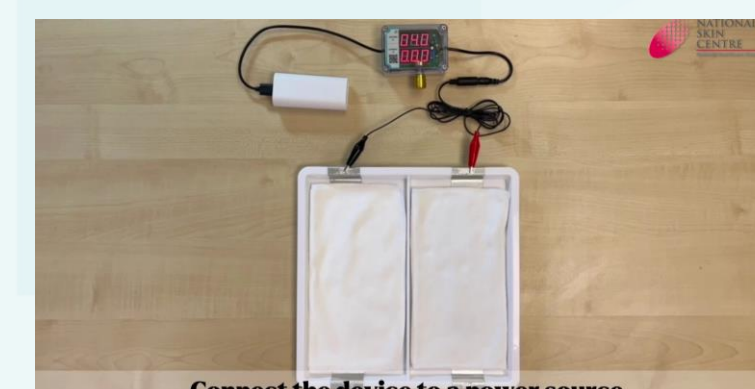
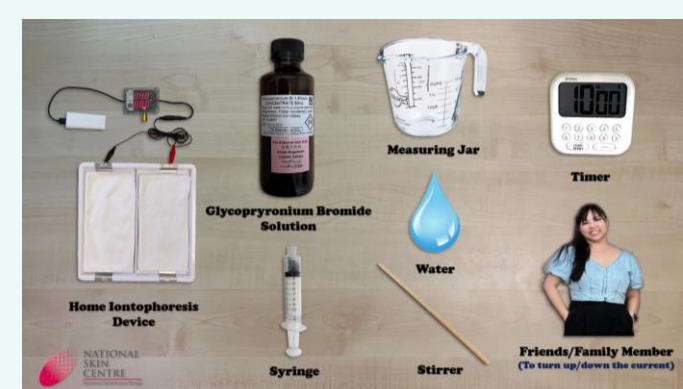
Patient education video on home iontophoresis was developed by the nurses to reduce time spent on didactic education

Interaction time with patients were used to assess patients' understanding via return demonstration

Simple voluntary survey was administered to collect feedback from the patients on this initiative



Screenshots of the patient education video for home iontophoresis



### Project Aim

To measure the amount of nurses' time saved with an educational video and whether there are positive patient outcomes from the intervention

To allow nurses to spend more time with patients with complex needs

### Lessons Learnt

1. Video recording and editing can be time consuming and repetitive to achieve the desired outcome

Working as a team and watching online tutorials will help to speed up learning

2. Seek constant and timely feedback from colleagues, friends and family members on the video content

Timely feedback and comments can help to reduce re-work and improve on the go!

### Outcomes & Impacts

96%

of the patients felt confident after watching the video and able to perform home iontophoresis

78%

of the patients felt that they do not require any face-to-face session with the nurse after watching the video

All the patients who watched the video mentioned will recommend home iontophoresis to those who had similar condition.

The nurses reported up to **20 minutes of time saved per patient**, which can be spent on attending to patients with more complex needs and care.

Video education is a viable option for simple procedures, helps to improve productivity and patient experience!