

Tips for Scaling the Human Touch of CDEs With Technology

- Leverage email, text, your phone, and video conferencing to communicate with your patients in ways that fit their lifestyle.
- Find out the patient's preferred communication method.
- Schedule frequent, short interactions of 10 to 15 minutes every week for the first 3 to 6 months to help patients make initial changes that lead to sustainable lifestyle changes.
- Focus on 1 or 2 targeted areas of concern at a time.
- Provide additional resources and touchpoints specific to the patient's needs as they arise.