

The 5 Minute Human Touch Framework

A quick, printable checklist for home health nurses to stay present while using AI and automation wisely.

Steps to Keep the Human Touch During Every Visit:

- **Pause at the Door**
Take a breath, center yourself, and leave the last visit behind. Your presence sets the tone.
- **Connect First, Chart Later**
Greet the patient warmly and ask one open-ended question before opening the EMR.
- **Observe & Listen**
Scan the environment and pick up on subtle cues AI can't detect.
- **Narrate Your Tech Use**
Explain why you're using the tablet or AI so patients stay engaged and reassured.
- **Close with Connection**
Before leaving, make eye contact, use teach-back, and set the next step together.

Using AI With Empathy — Not Instead of It

- Let AI handle busywork like documentation and reminders — not relationship-building.
- Narrate AI's role to keep patients included and reduce barriers.
- Trust your instincts when something feels “ off. ” AI supports your judgment — it doesn't replace it.

Pro Tip: Even 60 seconds of undivided attention can uncover issues AI might miss and build trust that lasts.

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