

Nemours Children's Health App Adds Spanish-Language Functionality to Enhance the Digital Care Experience of its Diverse Patient Base

The integration brings a user-friendly interface to Spanish-speaking patient families and is available on Apple, Android and web platforms.

ORLANDO, Fla. (May 14, 2024) – Nemours Children's Health, one of the nation's largest multi-state pediatric health systems, has enhanced its offering of digital tools with the addition of Spanish-language support and functionality to its app. Now, patient families can view test results, visit notes, communicate with their care teams, request prescription refills, manage payments and perform other important tasks, all in a user-friendly, Spanish-language interface.

"Technology has created avenues for us to engage with our patients and their families in ways that were not possible in the not-too-distant past," said David West, Chief Medical Informatics Officer for Nemours Children's Health. "We serve a diverse base of patients, and offering our app in Spanish enables us to meet them where they are."

The app, available for Apple, Android and web platforms, aims to enhance the digital experience for Spanish-speaking patients and families by enabling them to more fully engage in their care in the language most comfortable for them. Approximately 30% of Nemours Children's patient families are Spanish speaking. Overall, more than 80% of the patient families served by Nemours Children's actively use the app.

In building out the Spanish-language functionality, the digital health and patient experience teams at Nemours Children's worked directly with Spanish-speaking patient families to garner and incorporate their feedback and insights on elements like development, design, translation and user testing.

Users who already use the English version of the app have the option to change their preferred language in the settings menu.

About Nemours Children's Health

Nemours Children's Health is one of the nation's largest multistate pediatric health systems, which includes two free-standing children's hospitals and a network of more than 70 primary and specialty care practices. Nemours Children's seeks to transform the health of children by adopting a holistic health model that utilizes innovative, safe, and high-quality care, while also caring for the health of the whole child beyond medicine. Nemours Children's also powers the world's most-visited website for information on the health of children and teens, Nemours KidsHealth.org.

The Nemours Foundation, established through the legacy and philanthropy of Alfred I. duPont, provides pediatric clinical care, research, education, advocacy, and prevention programs to the children, families and communities it serves. For more information, visit [Nemours.org](https://nemours.org).

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