Sample Topics to assign to each student

Student	Script topic
	Hypertension
	Diabetes
	Chronic pain/Fibromyalgia
	Asthma
	Depression
	Anxiety/ panic disorder
	Hyperlipidemia
	Migrane Headaches
	Obesity
	Hypothyroidism
	Coronary Artery Disease
	Congestive Heart Failure
	Chronic Kidney Disease
	Tobacco use disorder
	COPD/emphysema
	Refulx/GERD/PUD
	Insomnia

Telehealth script writing instructions
- Please review the below materials before proceeding with this assignment
- One you have prepared, edit the below script template with your own language
    - You will write a 2 minute scripted talk on COVID
    - You will also write a 2 minute scripted talk on a chronic disease process
- Practice your scripts by reading them out loud or practicing with a friend/family member
- Please write this for "average person" health literacy.
- Try not to make apocalyptic predictions of the future! We don't know whats going to happen!
- Do your best to be honest but reassuring…. This is a time of extreme anxiety for everyone

Before student attempt to write this script… we recommend they review these resources:
1. Excellent interactive COVID case: http://casenetwork.com/webcontent/covid/#/

2. Practical Family Med guidance on counseling patients during COVID crisis (15 minutes): https://www.pri-med.com/online-education/podcast/frankly-speaking-cme-coronavirus

3. In depth management and case scenarios from a nationally respected ID expert (1 hour): https://thecurbsiders.com/podcast/200

4. Browse the discussion topics on the CDC FAQ page: https://www.cdc.gov/coronavirus/2019-ncov/faq.html

5. Complete this excellent CDC module on health literacy for public health professionals (1 hour): https://www.train.org/cdctrain/course/1078759/?activeTab=about

General telehealth template:

1. *Introduce self, who you're calling for.*
2. *Check in on patient*
3. *Perform medication reconciliation*
4. *Give short educational script on their chronic disease*
5. *Document patient questions.*
6. *Staff with MD/DO*
7. *Call patients back to answer questions after staffing.*

General Phone Visit Etiquette

1. Contact patient via phone number in chart (you may reach out to RN, MA, CSR staff to find additional/alternate phone numbers if needed)

2. Be sure to disclose who you are and the purpose of your call

3. Before initiating the phone visit, you must ensure that you are talking to the patient (two patient identifiers)

4. Have patient verbalize consent to the visit over the phone and that the patient has time for the appointment

   "Given the COVID-19 outbreak we are attempting to reduce in-person visits as much as possible. We want to continue to provide medical care and advice related to your health conditions during this time. If you have time, this phone call can be an alternative to an in-person. Would this be OK with you?"

5. Avoid distractions and noise in the background

6. Try to be warm & engaging

7. When in doubt escalate care to a facility and contact a faculty real-time

Sample Script

Intro:

Hello, I'm a medical student calling from the Saturday free clinic on behalf of Dr. (X). Is this _____(patient's full name)_____?

(If patient is not home but you get another person)

> *Hi, I am just calling to check in on ____(pt's name)____ for Dr. X at the Saturday Free Clinic. We're calling to checkup on your chronic conditions and answer questions about the virus epidemic. Myself or someone else from our clinic will try again at another time.*

(If speaking with the patient)

> *Hi, how are you doing? My name is _____, and I am a medical student from MCW working with the Saturday Free Clinic. We're calling to check in on our patients.*

Check in:
We are checking in on our patients because of the coronavirus and also about your general health.

Are you having any symptoms of coronavirus -- fevers, dry cough, shortness of breath?

> If having symptoms, get a brief symptom history. Please ask the patient if they would like to hold or have you call them back. Notify your preceptor and discuss next steps in management.

> If no symptoms*: I am glad to hear you're feeling well! Still, as you've probably heard, everyone right now is being asked to stay home. Would you like more information about the virus?* [go to corona script]

COVID-19 script:

Please insert an approximately 2 minute "script" on COVD-19 here. We recommend you say this out loud to yourself at least a couple times so you become familiar with the content and don't sound like you are reading.

COVID script should include the following:
Details on the virus in general: What is a virus? How does this one spread?
Prevention: How do you prevent yourself from getting sick?
Risk stratification: Who is at highest risk?
Symptoms: what is the "classic" presentation, and the "atypical presentations"
Available treatments: (don't get too specific here. We are mostly countering MISINFORMATION
Testing: Who actually needs it? Who are we testing right now in Wisconsin?

WHAT TO DO IF THE PATEINT has symptoms:
Who should stay home?
Who should go to the emergency room?
Who should they call to help them make that decision

Chronic Disease check in
 We'd also like to check in on your chronic health conditions if you don't mind. Have you been having any symptoms of _____ *(insert your disease).*

> *If having symptoms, get a brief symptom history. Please ask the patient if they would like to hold or have you call them back. Staff this with your preceptor.*

> *If no symptoms: I am glad to hear you're feeling well! Would you like some more info about (x-disease)*

Medication reconciliation

> *We wanted to check in with you and make sure you are taking your prescribed medication.*

> *What are you currently taking for (insert disease state)]?*

> *How many days out of the last week have you missed a dose?*

> *I see you also have been prescribed (x) -- are you taking that medication?*

> *Do you need any refills?*

> *Do you have questions about your medications?*

This will likely take some troubleshooting and require updating of the medical record.

2 minute Script on the relevant conditions:

We wanted to also take this opportunity to do some education on (X) condition. Do you have a couple minutes to learn about (X)?

Take 2 minutes (actually practice this aloud and time yourself_ to talk with your patient about their health condition. There is considerable flexibility here. Remember to write this for the "average joe" health literacy level

Options for your talk:
- How this disease relates to COVID
- Exacerbating factors for the disease
- Lifestyle modifications for the disease (diet, exercise, supplements, behavior)
- Basic explanation of the disease
- Overview of therapeutic options
- Overview of the causes of the disease
- Long term prognois (or prognosticating factors)

Do you have any questions about all this?

Questions would need to be staffed with your preceptor