Note to future facilitators:
The point of this assignment is to prepare students for telemedicine patient care experiences by giving them a “template” for discussing COVID-19 and a separate chronic disease process. Each student will be asked to edit the below template, writing a 2 minute “script” on both COVID-19 and their assigned disease. These scripts should then be shared with the students preceptor, so that they become more comfortable with the student’s ability to counsel patients.

Sample Topics to assign to each student

<table>
<thead>
<tr>
<th>Student Script topic</th>
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<tbody>
<tr>
<td>Hypertension</td>
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<tr>
<td>Diabetes</td>
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<tr>
<td>Chronic pain/Fibromyalgia</td>
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<tr>
<td>Asthma</td>
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<tr>
<td>Depression</td>
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<td>Anxiety/ panic disorder</td>
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<tr>
<td>Hyperlipidemia</td>
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<td>Migrane Headaches</td>
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<td>Obesity</td>
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<tr>
<td>Hypothyroidism</td>
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<td>Coronary Artery Disease</td>
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<tr>
<td>Congestive Heart Failure</td>
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<tr>
<td>Chronic Kidney Disease</td>
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<tr>
<td>Tobacco use disorder</td>
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<tr>
<td>COPD/emphysema</td>
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<tr>
<td>Refux/GERD/PUD</td>
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<tr>
<td>Insomnia</td>
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The below COVID active learning resources were provided in April 2020. They consist of an interactive COVID online case, 2 podcasts that discuss COVID, the CDC coronavirus FAQ page and a CDC module on health literacy. Because the medical evidence and science around COVID is evolving rapidly, this portion of the learning exercise may need to be updated by future facilitators. What is important is that students have adequate background in COVID care so that they can properly counsel patients. More up to date resources will likely need to be used from month to month.
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 what’s 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/#/
3. In depth management and case scenarios from a nationally respected ID expert (1 hour): https://thecurbsiders.com/podcast/200
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
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 COVID-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 prognosis (or prognosticating factors)

Do you have any questions about all this?

Questions would need to be staffed with your preceptor