



Telemedicine PA Interactive Visit – PEDS Grading Packet

Volunteer Packet Sample Eval Form – They will use an online form

PA /Evaluators Name _____ PA Student Name _____

Date of Visit _____ Time of Visit _____ max 30 minutes

Differential

Diagnosis..... _____

- Must name a minimum of 3 possible diagnoses and then note #1/"working" diagnosis

- 1.
- 2.
- 3.

Comments:

Exam Technique..... _____

- Please consider both kinesthetic skill and communication of patient instructions.

Comments:

Organization and Flow of Exam..... _____

Comments:

Exam Appropriateness..... _____

- Please note that class discussion taught that heart, lungs and abdomen are always appropriate as precursory exams

Comments:

Student is prepared for competency demonstrated by having all of their required equipment and being ready to go on time for their scheduled Zoom meeting..... yes no

Student is considered competent by virtue of your clinical Assessment for this case. Yes NO

Comments:

Pediatric Case 1

Student Scenario

You are assisting your clinic by answering telemedicine consults. Your clinic implemented telemedicine to better serve patients without consistent transportation as well to decrease non-emergent and urgent clinic-based visits.

You are asked to contact a patient who had made several phone calls attempting to be seen in the BH clinic ASAP but your clinic is not currently making face to face encounters due to CoVid-19. You are asked to complete a telemedicine visit to assess the patient and make the appropriate diagnosis and refer if needed.

Student Scenario

You will be caring for Ryan Smith, a 7-year-old elementary school student who has a chief complaint of rash on his face x 5 days. He is present with his mother.



Work through the case to reach a diagnosis and appropriately manage the patient through a telemedicine encounter.

Instructions: Place a check in front of each task that the student accomplished correctly.

Do not place a check for any tasks that were forgotten, done partially or incorrectly.

Telemedicine Required Identification/Consent/Documentation:

The student:

_____ 1. Introduces yourself to the patient, confirm your identification and credentials, notes your affiliation (Duquesne University), and your location.

_____ 2. Confirm the identity of the patient with 2 unique identifiers and note their location and address.

_____ 3. Explain the procedural aspects of the telemedicine visit and that it will be conducted in a similar but modified fashion from a clinic-based visit.

_____ 4. Explain the benefits and drawbacks of completing a virtual visit. Offering a future face to face alternative if the patient desires.

_____ 5. Assess equipment being used by the patient (including hardware/software and home medical equipment and document it.

_____ 6. Explain the cost of the telemedicine visit (for this visit none).

_____ 7. Explain the patients right to privacy and explain HIPPA changes in regard to ZOOM conferencing due to CoVid-19.

_____ 8. Ask the patient if they can see and hear with the technology they are utilizing (before you begin).

_____ 9. Makes any necessary adjustments for technologic issues (coach the patient to move camera when and if needed).

_____ 10. Verbalize that you will document the start time and the end time of the encounter.

_____ 11. Obtain verbal consent to proceed with the encounter.

Interpersonal and Communication Skills, Includes the Four Habits.



The student:

- _____ 1. Builds the relationship (not rushed, introduction, eye contact, attention, empathy, asks how to address)
- _____ 2. Establishes the agenda (elicits concerns, agrees upon agenda)
- _____ 3. Facilitates understanding (speaks clearly, avoids medical jargon, high priority information)
- _____ 4. Summarize and confirm understanding (summarizes plan, elicits questions, uses teach back)
- _____ 5. Showed listening body language (leaning forward, looking at patient)
- _____ 6. Used empathetic techniques (repeat feelings, legitimize concerns)
- _____ 7. Appropriately admitted uncertainty, and, if applicable, offered to get more information for patient

Case 1- 8-year-old with rash on face

Actor Script

CHARACTER: Parent of school child and elementary school aged child

DRESS: Casual, you are at home

SETTING: At your home, connecting to your physician assistant via telemedicine from your home device to your clinic.

Affect of child: Calm, appears content and no distress.

OPENING LINE: “Ryan has had a rash on his both cheeks for about 5 days”.

CHIEF COMPLAINT: Rash

HPI: An elementary school aged boy presents with a 5-day history of rash on both cheeks. It began after he began to pick at a scratch on the right cheek caused by a tree branch. He has continued to pick at the newer lesions on the face.

He has not had any fever or other symptoms. Mom has not tried anything for the rash. Has not had similar symptoms in the past. No sick contacts.

PAST MEDICAL HISTORY: Past medical history is unremarkable. Growth and development are normal, and immunizations are current.

SOCIAL HISTORY: He is doing well in school, and he is the starting first baseman on his Little League team.

MEDS: Multi- vitamin

ALLERGIES: None

FAMILY HISTORY: Noncontributory

Modified Physical Exam For Telemedicine:

Completes the appropriate modified HP for Telemedicine

Physical Exam Must include an attempt at vital signs

Modified Vital Signs based on patient equipment:

Obtains:

_____ Temperature (*WNL*)

_____ Pulse (*WNL*)

_____ Respiratory rate (*WNL*)

_____ Blood pressure (*WNL*)

_____ Pain (*0/10*)

_____ O2 sat if equipment is available and appropriate *NA*

_____ Weight: 55 lbs.

Performs General Inspection: _____

Asks patient to perform body maneuvers which will demonstrate their medical status.

Does a general inspection of the skin and the lesion:

There are multiple patches of vesicles, pustules, and honey-colored crusts on both cheeks and both volar forearms.

Assess Cognitive status using a screen:

_____ *appropriate for age*

_____ *Inspects surroundings for clues to patient status*

Modified HEENT Exam:

Eyes: (WNL)

- _____ Inspects pupils for size and shape
- _____ Tests pupil reflexes and accommodation if an assistant is available
- _____ Performs extra-ocular movement testing
- _____ Assesses for nystagmus- HINTS exam

ENT: (WNL)

- _____ Inspects external ears for deformities if able
- _____ Can they hear normal speech?
- _____ Ear canal /TMs if patient has equipment available Tytocare or similar.
- _____ Inspects external nose and internal nares.
- _____ Inspects oral mucosa and posterior pharynx with camera if available
- _____ maneuvers the patient to observe the oral pharynx, use a light if one is available, Ask for assistance from someone if available and the patient agrees (WNL)

_____ **maneuvers the patient to exam the neck region and other area for lymphadenopathy.**

Explains to the patient how to do this or to an assistant if one is available (There is no regional lymphadenopathy.)

- Submental
- Submandibular
- Tonsillar
- Parotid
- Pre-auricular
- Post-auricular
- Superficial cervical, present large boggy not tender
- Deep cervical
- Posterior cervical, large boggy not tender.



- Occipital
- Supraclavicular

Cardiopulmonary Exam: (WNL)

_____ Auscultates heart and lungs if equipment is available. If not, “asks the patient to take a deep breath in and out” while observing and listening.

Management: Impetigo (Staphylococcus aureus Infection)

How would you manage this patient?

Identify and communicate the diagnosis of Staph cellulitis: help the parent and child to understand the disorder and start effective treatment promptly.

Treatment for Staph:

1. _____ The student suggests a stepwise treatment algorithm, depending on severity, is as follows:

- **Suggests Supportive Care:**

_____ **Education-** provides information on Staphylococcus aureus . Identify and communicate the diagnosis of staph infection as early as possible to help people understand the disorder and start effective treatment promptly.

_____ **Pharmacological**

- Explains what medication they will call into pharmacy. (Augmentin and Bactroban)
- Discusses how to take medication and side effects. Provides signs of allergic reaction.
- Provides a clear accurate explanation of how wash rash.
- Provides worsening symptoms/signs and when they can return to school. Advises if and when to follow up.

2. Reassurance and advice

- _____ Reassure the parent that the prognosis is good and asks for questions

Advise the parent that: (Circle any noted)

- Gives ER precautions: If any worsening of symptoms, increasing pain, swelling, fever, >101.0, change in mental status of child

Plan for F/u next telemedicine visit or clinic visit scheduled for: _____

_____ Notes Ending time of Call

_____ Mentions post call survey of both provider and patient.

