

Telemedicine Quick Reference Guide

Introduction

Name/DOB

Address in case of emergency

Cell phone # in case we get disconnected

Medication history

- Includes OTC/supplements
- If they have HTN or DM I always ask if they take it at home and what their numbers have been

Allergies

PMHx

Hospitalizations/Surgeries

Injuries/accidents/broken bones

Social history (as applicable to the case)

- But always ask smoking, alcohol, and illicit drug history
- Can add living situation and what they do for a living if you think it is necessary
- Diet and exercise may also be important

Sexual history

- If applicable- typically ask:
- Sexually active: Y/N
- How many current/past partners
- STD checks

OBGYN- can add more depending on CC

- For females: always ask LMP, if they are regular
- If she is using some kind of contraception
- # of pregnancies/if she is trying to become pregnant

FHx

- Can ask generally the health of parents, grandparents, or siblings
- Or if you are expecting something that has a familial tendency then you can be specific

ROS

- General: fever, shakes, chills, changes in sleep, weight, or appetite
- Specific: depending on the CC ask more specific questions in that particular body system
- **Telemedicine PE Vitals**
- Is there someone with them that can help /

- Cranial nerves
 - 2: visual acuity
 - 3/4/6: eye movements: close to camera, tell them to look in each direction
 - Instruct them to look ALL the way to the L,R, up, and down
 - 5: ask about numbness/tingling on that side; use ice or tip of a pencil to touch on both sides and compare how it feels
 - 7: raise eyebrows, smile, close eyes
 - 8: comment that it is intact to voice
 - 9/10: dysarthria comment; close to camera and elevate palate
 - 11: shoulder shrug
 - 12: stick tongue out
- **HEENT:**
 - Can instruct the patient to feel for their own lymph nodes
 - Inspect mucous membranes have them shine light in mouth/show conjunctiva
 - Remember- you can't look in their ears or in their eyes so you have to ASK questions that would get you to the same answer
- **Cardio/pulm:**
 - Color of the patient, lips, skin
 - Breathing (normal or in distress)
 - Sound of their voice? Raspy, wheezing, gasping
 - Coughing? Clearing their throat
 - ASK if they have CP/palpitations or SOB since it is a telemed encounter
- **Abdominal:**
 - Right hand under ribs, any pain?
 - Lower belly on right side?
 - At belly button or below?
 - Left side?
 - Take 2 hands on top of each other and gently palpate starting in the upper right part of his belly; push soft and then harder- repeat this in each quadrant
 - Hit 6 inches to the side of the middle on the back; punch gently with a closed fist: CVA tenderness
- **MSK:**
 - Know Ottawa ankle and foot rules
 - Know your dermatomes and reflexes spots
 - Low back pain with complaints of loss of function with bowel problems-emergency
 - Appearance: swelling, bruising, erythema

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- relationship to the family member
 - Vitals: use thermometer or can use subjective thoughts
 - Instruct them to count their pulse and respirations
 - Index finger and middle finger on the inside of your wrist
 - Count in your head as I look at my watch, time it for 15 seconds
 - Count your breathing while I look at my clock
 - BP/pulse ox/temp only if they have equipment
 - General inspection: Begins when you start the encounter
 - Have them scan the camera from head to toe if possible to get an idea of body habits and general appearance
 - Mental status: (if necessary)
 - Speech, thought process—hallucinations etc., mood, affect, insight and judgment, cognition
 - MMSE if applicable
 - Palpation: explain to them where to push and see if it gives them pain
 - Movement: watch them to see if they can walk
 - Give differentials- explain why you expect it to be a certain condition
 - Order imaging/labs
 - Explain treatment, treatment options, or sequence of treatments
 - They love to know they have options and can make the choice that is right for THEM
 - Schedule follow up- either in the office or on telemed
- ALWAYS ALWAYS ALWAYS give ER precautions**
- Fever, increase pain, severe dehydration, N/V-can't keep anything down etc.
- Patient education:**
- ALWAYS important
 - Ask if they have any questions
 - Screen share and show pictures of their condition, the brace you will order, or medication/vitamin you recommend
 - Provide them with online resources they can look into if they are interested