



Telemedicine PA Interactive Visit – Internal Medicine/Family Medicine- Case #10

Volunteer Packet- Use 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:



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 incorrect.

Telemedicine Required Identification/Consent/Documentation:

The student:

- _____ 1. Introduces themselves to the patient, confirms their identification and credentials, notes their affiliation (Duquesne University), and their location.
- _____ 2. Confirms the identity of the patient with 2 unique identifiers and notes their location and address.
- _____ 3. Explains 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. Explains the benefits and drawbacks of completing a virtual visit. Offers an alternative face to face visit as a future time if the patient desires.
- _____ 5. Assesses equipment being used by the patient (including hardware/software and home medical equipment and documents it.
- _____ 6. Explains the cost of the telemedicine visit.
- _____ 7. Explains that they have a right to privacy and explains HIPPA changes in regard to ZOOM conferencing.
- _____ 8. Asked the patient if he could see and hear with the technology (before asked by the patient).
- _____ 9. Makes any necessary adjustments for technologic issues (coaches the patient to move camera if needed).
- _____ 10. Makes any necessary adjustments for technologic issues (coaches the patient to move camera if needed).
- _____ 11. Verbalizes that they will document the start time and the end time of the encounter.
- _____ 12. Obtains verbal consent to proceed with the encounter.

Interpersonal and Communication Skills

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. Summarizes and confirms understanding (summarizes plan, elicits questions, uses teach back)
- _____ 5. Shows listening body language (leaning forward, looking at patient)
- _____ 6. Uses empathetic techniques (repeat feelings, legitimize concerns)
- _____ 7. Appropriately admits uncertainty, and, if applicable, offers to get more information for patient
- _____ 8. Voices understanding of patient's context (cost, transportation)

Medical knowledge.

The student:

- _____ 15. If applicable- Avoids prescribing antibiotics for the patient's viral symptoms and provides a clear accurate explanation of why antibiotics are not recommended
- _____ 16. Got to the correct diagnosis
- _____ 17. Accessed medical history

Use of Technology.

The student

- _____ 18 . Remained patient-centered despite distractions (Keeps the focus of the visit on the patient rather than the technology)
- _____ 19. Was able to use technology to properly get a patient history and physical exam (prompt patient to move forward, or move screen for better visualization)

Comments for the student:



Case 10 – IM/FM

Student Scenario

You are doing a telemedicine consult. Your clinic implemented telemedicine to better serve patients without consistent transportation as well as to decrease non-emergent/urgent care office visits. You have been asked to complete a telemedicine encounter on this patient to assess her medical status and to develop a plan of care for the patient.

A 69-year-old woman or man reports waking up and noticing severe headache.

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

Actor Script Case 10

The Scenario:

CHARACTER: Jackie/Jack Daniels, 69

DRESS: Casual, you are at home

SETTING: At your home, connecting to your provider (student) via telemedicine from your home device to their home device.

Affect: You feel very anxious after walking up this morning with a severe headache.

Presentation: Headache right sided facial droop

CHIEF COMPLAINT:

"I woke up this morning with a severe headache and now my face is drooping."

HPI: No additional background given.

1. _____ Which side did the patient notice the facial weakness on?

The weakness is on the right side of my face.

2. _____ At what time did the patient first notice the facial weakness?

I brushed my teeth before bed the night before and my face was completely normal, then I woke up at 8am this morning my head was hurting, I went to the bathroom to get some Tylenol and that is when I noticed it.

3. _____ Does the patient have normal facial sensation?

The sensation in my face is fine, no numbness or anything.

4. _____ Is there any visual disturbance?

I can still close my eye and blink. My vision seems fine.

5. _____ Is the patient able to eat/drink/swallow normally?
I can swallow fluids and solids without any issues.
6. _____ Is the patient's speech normal? (e.g. dysarthria, expressive dysphasia, receptive dysphasia)
My speech slurred. I am having some trouble getting my words out.
7. _____ Does the patient have any weakness or sensory disturbance elsewhere?
Yes, I feel like I am weak on the right side of my body. I had trouble picking up a cup and dialing my cell phone.
8. _____ Does the patient have any dizziness or balance problems?
I haven't had any balance trouble or dizziness.
9. _____ Is the patient orientated in time, place and person?
They should ask the questions.
You then answer: *I've not felt confused at any point.*
10. _____ Is there any history of head trauma?
I haven't experienced any trauma.
11. _____ Is there any history of loss of consciousness?
I haven't had any loss of consciousness.
12. _____ Is there any recent history of illness?
I haven't had any infections recently
13. _____ Has the patient ever experienced anything similar in the past?
NO, I've never experienced anything like this before!

Past medical history

- _____ Previous similar episodes
- _____ Any recent infections
- _____ History of stroke or transient ischemic attack (**I felt like I had a brief loss of vision on one side the other day. But it only lasted about 30 seconds.**)
- _____ Neurological conditions
- _____ Thromboembolic disease
- _____ Cardiovascular risk factors:
- _____ Hypertension (**Pt has a hx of HTN**)
- _____ Diabetes
- _____ Hypercholesterolemia (**Pt. has a hx of hyperlipidemia**)
- _____ Smoking

I am supposed to take a tablet for high cholesterol and blood pressure. But I have been furloughed and I didn't take my medications for the past month or so.

Family history

- _____ Stroke (**Yes, the patient has a positive hx of stroke on her mother's side.**)
- _____ Other neurological conditions

Drug history

- _____ Antiplatelets or anticoagulants
- _____ Other regular medication
- _____ Recreational drug use
- _____ ETOH

I've never taken any recreational drugs and I don't smoke or drink.



Physical Exam:

Show picture to student:



Modified Vital Signs based on patient equipment:

Obtains:

- _____ Temperature (WNL)
- _____ Pulse (100)
- _____ Respiratory rate (WNL)
- _____ Blood pressure (150/100)
- _____ Pain (4/10, generalized HA)
- _____ O2 sat if equipment is available and appropriate NA

Performs General Inspection: Show the student the picture.

Asks patient to perform facial maneuvers, smile, raise eyebrows, stick out their tongue, Shoulder shrug.

_____ *There is obvious facial asymmetry on inspection. Forehead not involved.*

_____ *The patient is unable to lift her right eyebrow (forehead spared).*

_____ *There is obvious weakness on the right side of the patient's mouth and speech is slightly slurred..*

Assess Cognitive status using a screen:

_____ CAOx5, MOCA, ETC.

Modified HEENT Exam:

Eyes: (WNL)

- _____ Inspects pupils for size and shape
- _____ Tests pupil reflexes and accommodation if an assistant is available (There appears to be a visual field defect on the right eye)
- _____ 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
- _____ Assesses speech, “You can’t teach an old dog new tricks”.

Cardiopulmonary Exam:

- _____ Auscultates heart and lungs if equipment is available. for rate, rhythm and heart sounds

Neuromuscular Exam:

There are neurological deficits on the right side. Decreased DTRs, ROM on the right appears weak or impaired.

Balance and gait are abnormal with slightly ataxic gait.

Sensation appears abnormal on the right side of the face if tested.

+ Pronator drift right arm.

- _____ Completes gross assessment of remaining cranial nerves
- _____ Assesses motor strength in UE and LE bilaterally by instructing the patient through routine maneuvers.
- _____ Elicits DTRs in UE and LE bilaterally if assisted by a caregiver.
- _____ Assesses ROMs and point-to-point testing
- _____ Assesses for pronator drift, stretch arms out with palms up and eyes closed
- _____ Performs Romberg test
- _____ Assesses gait by instruction but only if the patient can do it safely.
- _____ Use Cincinnati stroke Scale

Dx and Management: R/ O Cerebral Vascular Accident

R/O CVA

INJURY ADVICE

This patient is at risk for stroke and needed immediate evaluation in the ER.

A careful medical examination has been carried out and there appears to be signs which are concerning that she/he may have be having a Stroke.

How would you manage this patient?

Explain your differential diagnosis and your plan to have the patient evaluated further.

Advise the patient that: (Circle any noted)

1. _____ You recommend calling 911 with transport to the ER.
2. _____ Explain the diagnosis and your concern over CVA, other differentials
3. _____ Explain the diagnosis requires a CT scan of the head
4. _____ Explain the concern of worsening neurological function and the need to address emergently.

5. _____ Gives ER precautions: The patient should not be left alone and must go to a hospital at once because they are experiencing: HA and neurological impairment as evidenced by slurred speech, visual field deficits, dysarthria, right sided weakness, etc.

- The student can offer to assist by calling 911 and giving report to first responders.
- Can assist by calling ahead to the closest medical facility for report.

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

At which time, a post-hospital evaluation will be made including; full medication reconciliation, a home safety risk assessment, and a stroke prevention plan. Offer to provide educational materials regarding the diagnosis.

7. _____ Notes Ending time of Call
8. _____ Mentions post-call survey of both provider and patient.

