

Videoconferencing Activity with Classmate (Module 10)

Directions: Below are the cases with a number assigned to each case. Please look at the spreadsheet (linked in this module) with emails and role assignments. You will have a role as a provider and as a patient that matches with one of the numbers/cases below. Please become familiar with the cases for both of your roles (patient & provider). You should not have any trouble portraying the cases or serving as the provider for your case. Remember, the focus is on Etiquette and the ability to start and conduct a visit/provide education. You will not be scrutinized on knowledge of patient management. Review the evaluation Rubric to identify how to conduct the visit and telehealth etiquette. *Also review the Module 7 Videos on Telehealth Etiquette, Module 8 Videos on Conducting a Physical Exam, and Module 9 Videos on Patient Education.* **Please post your evaluations of the student you are paired with and the zoom videoconferencing link (must be recorded in the cloud) under the Forum/Discussion for this module.**

Patient Cases

- 1. Frustrated discharged patient:** You are a caregiver of a patient with asthma. You are confused regarding how to keep the patient from developing an asthma attack. Your goal is to develop a better understanding of how to manage the environment to decrease the occurrences of asthma. You are having a telehealth educational visit with the patient's provider to learn to best manage the patient.
- 2. Diabetes:** You have recently been diagnosed with Type Two Diabetes. You are receiving a visit to educate you on how to assess and prevent complications involving your feet (i.e., skin lesions, poor circulation, injuries, poor sensory) and to use the diabetes sensor and pod.
- 3. Concussion:** You are on the soccer field where you hit your head on the goal post. You are concerned that you might have a concussion. The coach has contacted the athletic trainer or NP that will be doing a virtual concussion assessment via telehealth.
- 4. Ankle injury:** You are playing baseball and twisted your ankle coming into home plate. The coach is trying to decide if you can go home or if you need to go to the ED. You are meeting with the athletic trainer/NP via telehealth to best understand what you need to do.
- 5. Stroke:** You had a stroke and are now struggling with right sided weakness. Due to the difficulty traveling to the provider/therapist's office, you are having an initial visit post-discharge via telehealth. You are afraid of falling and are having trouble with your ADL's. You are also having trouble getting your words out.
- 6. Cardiopulmonary:** You have a history of CHF. Over the past few days, you have noticed shortness of breath, a weight increase and swelling in your ankles and abdomen. You have not been taking the Lasix 20 mg that you were prescribed because you hate to run to the bathroom frequently. You don't understand why the Lasix is so important.
- 7. Developmental Evaluation:** You are the parent of a 6-month-old that spent his first few months in the NICU. You live in rural Virginia and have trouble traveling to the hospital where your child received care. You are visiting with the NNP today via telehealth for your child's developmental follow-up.
- 8. G-Tube placement:** Your infant has recently had a G-Tube inserted. You are meeting with the NNP from the hospital where your child had been in the NICU. The NNP is assessing the G-Tube and providing you with instructions on G-Tube care and administering feedings.

- 9. Abdominal Pain:** You are a patient (pediatric or adult) that has been having abdominal pains for 3 days. Some vomiting and fever. No diarrhea. Your pain is in the right lower quadrant. You elicit rebound tenderness when you palpate to the right lower quadrant.
- 10. Sinusitis:** You have had horrible congestion, headache, and fever. You are afraid that you might be contagious so you have elected to have a telehealth visit with the PNP. The PNP will be conducting an assessment and then establishing needed care.
- 11. Prenatal assessment:** You live in a remote area and are thus planning to have a homebirth with a CNM. You are having your first prenatal visit today with the CNM via telehealth.
- 12. Preparation for Labor & Delivery:** You are 35 weeks gestation. You are meeting with the CNM to plan for the delivery. The CNM is meeting with you via telehealth and will be going over signs of labor, what you need to do when you think you are in labor, etc.
- 13. Anxiety:** You are considering becoming pregnant. However, you are quite anxious due to the COVID pandemic. You can't decide whether you should get the COVID Vaccine. You are afraid to bring a child into a world with COVID. You are afraid to leave your home for fear of getting the vaccine.
- 14. Knee Replacement:** You have had a knee replacement. Due to having to travel a long distance, you are having your initial visit post-surgery via telehealth.
- 15. Mental Health Counseling:** You have been feeling anxious with periods where you feel your heart is beating fast. You are very worried about getting COVID-19 and are unable to travel to see a provider due to COVID-19. You are to have your first visit to address your anxiousness.
- 16. Depression:** You have been feeling down for the past two months. You find that you cry very easily and just want to sleep. You miss going to church where most of your friends have been. You feel alone. Your kids live 300 miles away.
- 17. Mood Swings:** You are having trouble with your moods. They get worse about two weeks before your cycle but tend to improve after your cycle. You tend to get angry and argue easily. After your cycle, you find that you try to mend bridges. You feel like you are on a roller coaster with your emotions. Your boyfriend is threatening to leave if you don't "pull yourself together".
- 18. Stuttering:** You have had a long-term problem with stuttering. You are looking at a job that will require more conversing. You are interested in being evaluated to see if anything can be done to improve your stuttering.

Note: Between each Interview, discuss the case and what went well and other strategies to improve the case. Focus on Telehealth Etiquette and Physical Assessment/Education tools. At the end of the session, discuss ways the program can help you in providing telehealth or telehealth education in the future. You may add a little humor or bring props to the session.