**Family Medicine Clerkship Telehealth Session Discussion Guide**

**Case:** Chest Pain Case

**Patient:** Elaine/Ethan Butterfield

**Summary:** A patient with prediabetes, hypertension, and dyslipidemia presenting with progressive chest pain that has been ongoing for several weeks. The pain began only with exertion, but is now occurring at rest, including a severe episode that occurs during this telemedicine call.

**Goals and Objectives:**

* Understand the limitations of the telemedicine examination
* Recognize a potentially unstable patient and triage appropriately
* Discuss potential circumstances that care may need escalated
* Describe management options for patients that are potentially unstable

**Questions for discussion:**

1. What do you think was going on with this patient?
   1. What risk factors did the patient have for your leading diagnosis?
   2. What additional information would have been helpful?
2. What challenges did you encounter during this visit?
   1. What would have made this easier?
3. What was your management plan for this patient?
   1. Did you escalate care (e.g. instruct the patient to call 911)? Why or why not? How did you decide to make this decision?
   2. What other interventions did you consider (e.g. taking aspirin)?
4. What options could you consider if the patient declines escalation of care?

**Case:** Polypharmacy Case

**Patient:** Maria Rivera

**Summary:** A patient with uncontrolled hypertension and polypharmacy presents for follow up. She has multiple pill bottles, some with varying dosages, and in combinations that do not make sense (e.g. taking lisinopril AND losartan, which should not be combined).

**Goals and Objectives:**

* Recognize and intervene upon polypharmacy
* Appreciate the limitations of telemedicine for chronic disease management
* Understand the utility of telemedicine for chronic disease management
* Demonstrate the ability to triage symptoms appropriately
* Recognize limited health literacy and its impact on ongoing care

**Questions for discussion:**

1. What factors do you think led to this patient’s uncontrolled hypertension?
   1. How did you identify these factors?
   2. What other information would have been helpful?
2. What challenges did you encounter during this visit?
   1. What would have made this easier?
3. What management changes would you make for this patient?
   1. How comfortable do you feel making these changes based on this visit?
   2. What follow up, if any, would you plan for this patient?
   3. What things could you do to help with medication adherence for this patient?
4. How would you describe the acuity of this visit?
   1. Does anything need to be done emergently?
   2. Do the patient’s headaches impact the urgency of management?

**Case:** Rural Case

**Patient:** Rae/Ray Lanham

**Summary:** A patient with uncontrolled diabetes presents for routine follow up and reveals that they have a sore on their foot, and are requesting antibiotics.

**Goals and Objectives:**

* Appreciate the role of telemedicine in the care of patients in remote areas
* Recognize when to escalate care of a patient with a potentially serious health issue
* Understand the limitations of the telemedicine examination
* Describe management options for patients who may need more urgent care

**Questions for discussion:**

1. What do you think is going on with this patient?
   1. What risk factors did the patient have for your leading diagnosis?
   2. How serious is this problem? What factors did you consider when deciding how serious this is?
2. What challenges did you encounter during this visit?
   1. What would have made this easier?
3. What management decisions would you make for this patient?
   1. How do the patient’s wishes and current geographic limitations impact your treatment plan?
4. How would you manage a patient who is resistant to an escalation of care?
   1. What resources are available to you?
5. What follow up, if any, would you plan for this patient?

**Case:** Patient Confidentiality Case

**Patient:** Phil Mickelson

**Summary:** MSM with multiple sexual partners with purulent penile discharge and dysuria, who is in a public setting

**Goals and objectives:**

* Recognize potential barriers to confidentiality while using telemedicine
* Describe ways to maximize and preserve patient confidentiality
* Understand patient-centered language and avoidance of stigmatizing language

**Questions for discussion:**

1. What challenges did you encounter during this visit?
   1. What would have made this easier?
2. How did you preserve this patient’s confidentiality during this visit?
   1. What things would you have done differently?
3. If a patient is not concerned about their own confidentiality, how does that impact the way you manage the encounter?
4. What do you think is going on with this patient?
5. What was your management plan for this patient?
   1. Did you have the patient get tested? Did you empirically treat?
   2. How did you counsel the patient on the logistics of your management plan?