Medicare Wellness Visit Role Play Script

Cast:

Facilitator, RN, MA, group members (min. 7), 3 observers

Facilitator (F): Welcome to your first Medicare Wellness visit- we’re so glad you’re here! I know

most of you already, but I’m Dr Powers. This is nurse \_\_\_\_\_\_\_\_\_\_ and medical assistant \_\_\_\_\_\_\_\_\_\_. Each of you has an agenda in front of you- we have a lot to discuss and do today but stop me anytime for questions. This is a different type of doctor’s visit because there isn’t a physical exam today. This visit is a chance to get the most “bang for your buck” from your Medicare insurance and to make sure you stay healthy.

RN: You can share as little or as much as you want with the group. Each of you has already signed the group confidentiality agreement- thank you for doing that.

Supplies needed:

Computer for videos

Patient information packets

Educational handouts

Personalized health plans for each patient

Timer

MA: I got each of your vitals and tested your vision before you came in. I’m here to give any

vaccines you decide to get today and to help Dr. Powers and \_\_\_\_\_\_\_ order the tests & referrals

you decide to do. This is a great type of visit because it seems like patients hardly ever get the

chance to talk about staying healthy when they come to the doctor because all the time is spent

trying to get them to feel better when they’re already sick!

F: Just a reminder that restrooms are out the door and to the right and you can get a snack or drink

anytime you need to. Let’s begin by talking about colonoscopy & the FIT test, which

almost all of you are due for. Has anyone ever done a FIT test?

Man #1: Yes, I did one last year instead of getting a colonoscopy.

F: Do you mind telling the group what it consisted of?

Man #1: I guess so (*laughs nervously*)- I did a stool sample at home and then used the stick thing to put a sample of the stool onto a card. Then I dropped it off at the clinic and they checked it for blood. They called me later that day and told me the results. I actually ended up getting a colonoscopy later because it was positive for blood.

Woman #1: My last colonoscopy was 5 years ago- it was absolutely HORRID! I never want to do that again…I think doctors just make money from it anyway.

F: So what I’m hearing is that you had a poor experience last time and that you’re worried that colonoscopy isn’t really valuable to detect colon cancer. What do you think, group?

*SILENCE ….30 seconds…*

Man #2: I’ve never heard of the FIT test until today but I think colonoscopy is one of the only tests we have that can check for colon cancer and polyps that can turn into colon cancer. I wish they were doing more of those back when my mom died of colon cancer.

Woman #2: I agree. It’s not a fun test for sure but worth it to make sure I don’t have cancer. The FIT test sounds a lot easier though.

F: It’s important to understand the differences between the FIT test and colonoscopy, and who are candidates for each one. Raise your hand if you have a family history of colon cancer in a first degree relative, like you mom, dad, brother or sister. For all of you, FIT test is an option but colonoscopy is preferred because your risk of colon cancer is higher than average. You don’t have to do a prep for the FIT test and medicines and food don’t interfere with the test. FIT tests have to be done every year and if its positive, then you will need to talk to your doctor about doing a colonoscopy to find out the source of blood in your stool, which might be a cancerous or precancerous polyp.

MA: Each of your patient packets has a handout on colonoscopy and FIT test. Go ahead and take a moment to make on your personalized prevention plans which option you want- just write “FIT” or “Scope” in the space. We’ll send FIT test kits home with you today if you pick that option.

RN: If you are choosing to have a colonoscopy, please also write the name or office where you want to have us send the referral, if you know.

F: Let’s take a short break and do the clock drawing test. This is a test of your memory and mental abilities. Read the instructions and follow them exactly. Don’t ask anyone for help. We won’t be grading them in the group today, so don’t be nervous. *(Hand out clock drawing test and make sure everyone has a pen)*

F: Ok, thank you. Let’s move on to discuss AAA screening- and I’m not talking about roadside assistance! Not everyone needs one of these special types of ultrasounds to check for an aneurysm in your abdomen. Some of you are eligible to get this because you’re a man who smokes or used to smoke and you are age 65-75. You’re also eligible if you have a family history of AAA- abdominal aortic aneurysm.

Woman #3: My father died from a ruptured AAA but I’ve never smoked. Do I need an ultrasound?

F: Yes, you could get a 1 time ultrasound to get checked. It’s an easy, painless test and there’s no radiation. If they see an aneurysm, 2 things happen- it gets monitored closely or surgically repaired. Knowing you have an aneurysm could save your life and prevent you from dying suddenly.

Man #3: I quit smoking 30 years ago- do I still need an ultrasound?

RN: Did you smoke at least 100 cigs in your life?

Spouse of Man #3: Probably a lot more than that, honey, you were smoking ½ PPD back then.

RN: Then you could get checked. Go ahead and mark on your personalized health plans now and put a YES if you want us to schedule that for you. Then pass them to me while we discuss vaccines.

*🡪RN gathers forms and divides them in ½- MA and RN enter referrals and fill out imaging forms and puts them in a pile for Dr. to sign later.*

F: Let’s watch some short videos on the vaccines that Medicare covers.

*🡪Projects videos on iPad or projector or laptop in the room.*

1. Medicare Vaccines and You- 1:16min

[https://www.**youtube**.com/watch?v=ArBQ0G7mYw4](https://www.youtube.com/watch?v=ArBQ0G7mYw4)

1. Pneumonia vaccines- PowToon 3:30min

<https://www.youtube.com/watch?v=MTc_K6jRjYc>

MA: I’m ready to give the PCV13, pneumovax, flu shot, Tdap or Hepatitis B vaccines today to anyone who needs them. We don’t carry the shingles vaccine here at the clinic but you can get it at the public health department, Rite Aid or Fred Meyer Pharmacy here in town.

THE END!