

AURION // MEDICAL TRIAGE REPORT

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Time (HST): 01:17 PM - 01:19 PM

Patient: Mr. Loc

CHW Name: Unknown

CLINICAL ASSESSMENT SUMMARY

Mr. Loc reports forgetting to take his medication due to skipping meals as a consequence of financial instability after losing his job. He experiences domestic violence from his wife as a result of this situation. He expresses fear for his safety due to gang activity in his neighborhood. The CHW offers support, including food assistance and a willingness to help with the reported issues.

COMMUNICATION QUALITY ANALYSIS

Open-Ended Questions: 3

Closed-Ended Questions: 6

Open-Ended Ratio: 33.3%

Quality Assessment: EXCELLENT. High use of open-ended questions promotes patient narrative.

DETECTED ISSUES & GUIDED SOLUTIONS

ISSUE CATEGORY: Masked Distress

Patient Statement: "No, I forgot to take the medicine."

Recommended Action: RECOMMENDED ADVICE:

- **Review Instructions**:** Advise the patient to review the instructions or prescription label to understand the dosing schedule of their medication. Encourage them to follow any specific guidelines given by their healthcare provider or pharmacist regarding missed doses.
- **Missed Dose Protocol**:** Common practice for most medications is:
 - If it is close to the time for their next dose, skip the missed dose and continue with their regular schedule.
 - If it is not close to the next dose, take the missed dose as soon as they remember.However, emphasize that they should not double the dose to make up for the missed one unless specifically instructed by their healthcare provider.
- **Contact Healthcare Provider**:** Suggest that if they are unsure about what to do after missing a dose, they should contact their healthcare provider or pharmacist for personalized advice.
- **Medication Adherence Tips**:**
 - Encourage the patient to set reminders on their phone or use a pill organizer to help remember taking their medication.
 - Establish a routine by linking medication times with a specific daily activity like brushing their teeth.

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Disclaimers:

- The information provided is generated by an AI model and is intended for general informational purposes. It should not be considered medical advice or a substitute for professional consultation with a qualified healthcare provider.
 - Always encourage the patient to consult their healthcare provider for personalized medical advice and before making any changes to their medication regimen.
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ISSUE CATEGORY: Economic Stability, Masked Distress

Patient Statement: "I had nothing to eat last night, so that's why I forgot to take the medicine."

Recommended Action: Thank you for sharing the patient's complaint. Here are some suggestions that may help:

1. ****Regular Meal Scheduling:**** Encourage the patient to try and maintain a regular meal schedule. Eating balanced meals and snacks throughout the day can help with memory and provide energy for daily activities.
2. ****Medication Reminders:**** Suggest the patient use reminders. This could be setting alarms on their phone or using a pill organizer with a built-in timer to help remember to take their medicine, even if they miss a meal.
3. ****Setting Up a Routine:**** Advise the patient to establish a daily routine that includes both meals and medication times, making it a habitual part of their day.
4. ****Nutritional Support:**** If accessing food is a challenge, inform the patient about local food banks or community resources that can provide assistance.
5. ****Consult a Healthcare Provider:**** Encourage the patient to speak to their healthcare provider or pharmacist about any concerns with their medication regimen, especially if it requires being taken with food.

Please note that this advice is generated by an AI model and it is important for the patient to consult with a qualified healthcare provider for personalized advice and to address any specific concerns they have.

ISSUE CATEGORY: Economic Stability, Masked Distress

Patient Statement: "I had no money. That's why I had no food in my fridge."

Recommended Action: Thank you for sharing this concern. It's important to address both health and well-being needs. Here are a few recommendations that might help:

1. ****Local Food Pantries and Organizations**:** Many communities have food pantries or food banks that provide groceries to those in need. Check for local resources in your area. A Community Health Worker can help you identify these resources.
2. ****Government Assistance Programs**:** Consider applying for government assistance programs like the Supplemental Nutrition Assistance Program (SNAP) or Women, Infants, and Children (WIC) program, if eligible.
3. ****Community Meals and Soup Kitchens**:** Some community centers and churches provide free meals. These can be

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a good resource for immediate help.

4. **Budgeting and Financial Counseling**: Look for local non-profits that offer financial counseling services. They can help you develop a budget and find ways to manage resources more effectively.
5. **Local Charities and Non-Profits**: Some organizations may offer emergency assistance for basic needs such as food, utilities, and housing.
6. **Farmer's Market Vouchers**: Some areas offer vouchers for local farmers' markets, especially for fresh fruits and vegetables.

Please remember, these are general recommendations and it's best to consult with local resources or professionals who can provide personalized assistance. If you need further help finding resources, feel free to ask for a specific organization in your area. Note that these suggestions are generated by an AI model and should be verified with a healthcare provider or community service professional.

ISSUE CATEGORY: Economic Stability, Social Context, Masked Distress

Patient Statement: "You know, I just lost my job. That's why I do not have money. Moreover, my wife hit me."

Recommended Action: I'm sorry to hear about the difficulties you're facing. While I'm here to provide you with information, it's important to consult with a professional or contact local authorities if you're in immediate danger.

1. **Seek Support for Domestic Violence**: It's crucial to be in a safe environment. Consider reaching out to a local domestic violence hotline for guidance and support. They can provide resources to help ensure your safety and explore options available to you.
2. **Access Community Resources**: There may be community programs available that can offer temporary housing, food assistance, and counseling services. Local churches, charitable organizations, and community centers often have programs to support individuals in your situation.
3. **Unemployment Assistance**: Look into unemployment benefits or job assistance programs. Government websites can provide information on how to apply for unemployment benefits or connect you with job search resources.
4. **Emotional Support**: Dealing with both job loss and personal issues can be overwhelming. Consider talking to a counselor or therapist for emotional support. Some communities offer free or low-cost counseling services.

Remember, the recommendations provided here are suggestions based on typical practices and generated by an AI model. It's advised to reach out to professionals and local services for immediate assistance and tailored advice for your situation.

ISSUE CATEGORY: Social Context, Masked Distress

Patient Statement: "Because I lost my job, so she got angry with me. So that's why she hit me."

Recommended Action: I'm sorry to hear about your situation. It is important to prioritize your safety and well-being.

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Based on your complaint, here are some best-practice recommendations:

1. ****Safety First:**** If you are in immediate danger, please contact emergency services or find a safe place to go.
2. ****Reach Out for Support:**** Consider contacting a local domestic violence hotline or support service. They can provide confidential advice and assistance.
3. ****Talk to Someone You Trust:**** Share your situation with a trusted friend, family member, or counselor who can offer support and guidance.
4. ****Document the Incident:**** If you feel safe to do so, keep a record of incidents, including dates, times, and any injuries, which might be useful for legal or protective measures.
5. ****Explore Community Resources:**** Look for community services that can offer temporary housing, counseling, and job search assistance.

Remember, this advice is generated by an AI model and is not a substitute for professional help. It is important to speak to a counselor or legal advisor who can provide tailored support to your situation. You are not alone, and there are resources available to help you.

ISSUE CATEGORY: Social Context, Masked Distress

Patient Statement: "Yes. However, I think that we should not call the police because they cannot help with domestic violence."

Recommended Action: RECOMMENDATION:

The patient's concern requires addressing safety and support in cases of domestic violence. Here are some recommendations:

1. ****Encourage Seeking Help from Support Services**:** Advise the patient to reach out to local domestic violence hotlines or shelters. These organizations specialize in handling such sensitive situations and can provide immediate assistance and advice.
2. ****Create a Safety Plan**:** Encourage the patient to develop a safety plan, which includes identifying a safe place to go, keeping important documents and emergency contacts readily accessible, and having an emergency bag packed.
3. ****Connection with Community Resources**:** Suggest the patient get in touch with community resources like counseling centers or support groups that can offer guidance and emotional support.
4. ****Legal Assistance**:** While they prefer not to contact the police, inform the patient about the possibility of seeking legal aid for protection orders or other legal steps they may consider.
5. ****Discuss with a Healthcare Provider**:** Encourage the patient to talk to a healthcare provider about their situation.

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Healthcare professionals can provide further resources and take steps to ensure the patient's health and well-being are looked after.

It is important to note that these recommendations are being generated by an AI model and should be considered basic advice. It is essential for the patient to consult with professionals who specialize in domestic violence for comprehensive support and assistance.

ISSUE CATEGORY: Economic Stability, Environment, Masked Distress

Patient Statement: "Yes, please bring me some food. However, I'm a bit worried about my neighborhood."

Recommended Action: AI-GENERATED SUGGESTIONS:

1. **Community Resources**: Recommend that the patient connects with local community services that might provide food delivery. Organizations like food banks, churches, or non-profits often have programs designed to help those in need. They can also provide information on safety measures to ensure secure food delivery.
2. **Neighborhood Safety**: It is advised to encourage the patient to stay informed about neighborhood safety by joining local neighborhood watch groups or online community forums. These platforms often provide tips and updates about safety concerns and initiatives in the area.
3. **Personal Safety Measures**: Suggest implementing basic personal safety measures, such as ensuring to know the delivery person or having a friend or family member present during a delivery if possible.

DISCLAIMER: This advice is generated by an AI model and intended for informational purposes only. It's important for the individual to seek out professional assistance or get in touch with local authorities for concerns about personal safety or to address food insecurity.

ISSUE CATEGORY: Environment, Masked Distress

Patient Statement: "There are some gangsters here and they sell drugs."

Recommended Action: RECOMMENDATION:

Addressing issues related to gang activity and the illegal sale of drugs is primarily a matter for law enforcement and the community, rather than a health-related matter. However, as a Community Health Worker, you can provide some basic advice to support community health and safety:

1. **Encourage Safe Practices**: Advise the community to avoid confrontations with individuals involved in illegal activities and to prioritize personal safety.
2. **Report Suspicious Activity**: Encourage community members to report any illegal or suspicious activities to the local authorities. Emphasize the importance of communication with the police to ensure the safety and well-being of the community.
3. **Community Engagement**: Suggest that the community collaborate with local neighborhood watch programs or community organizations to address safety concerns collectively.

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4. ****Health Education:**** If there are concerns about drug use or addiction, consider providing information about local resources for addiction treatment and counseling services.
5. ****School and Youth Programs:**** Encourage community involvement in programs that engage youth and provide education about the risks of drug use.
6. ****Partner with Local Authorities:**** If appropriate, facilitate communication between the community and local law enforcement to discuss strategies for maintaining a safe living environment.

Please remind the patient that this advice is meant for informational purposes only and is generated by an AI model. It's important for them to seek professional support from law enforcement agencies and local organizations whenever necessary.

ISSUE CATEGORY: Environment, Masked Distress

Patient Statement: "I'm afraid that it's dangerous in the future."

Recommended Action: BEST-PRACTICE RECOMMENDATION:

It seems that the patient's complaint is focused on anxiety or fear about the future, which can sometimes be related to personal circumstances, health concerns, or wider societal issues. Here is a simple approach that the Community Health Worker can suggest to the patient:

1. ****Stay Informed, But Limit Exposure:**** Staying informed about current events is important, but too much exposure, especially to negative news, can increase anxiety. Encourage the patient to set limits on news consumption and take breaks when necessary.
2. ****Focus on What Can Be Controlled:**** Encourage the patient to focus on aspects of their life they have control over. This might include actions like maintaining a healthy lifestyle, building supportive relationships, or developing new skills.
3. ****Mindfulness and Relaxation Techniques:**** Mindfulness practices, such as deep breathing exercises, meditation, or yoga, can be helpful in managing anxiety. Suggest the patient try these techniques to help stay grounded in the present moment.
4. ****Engage in Positive Activities:**** Participating in enjoyable activities or hobbies can help keep the mind occupied and reduce anxiety levels. Encourage activities that the patient finds rewarding or fulfilling.
5. ****Social Support:**** Remind the patient of the importance of maintaining regular contact with friends and family who can provide emotional support. Strong social networks can be effective in managing worries about the future.
6. ****Seek Professional Help if Needed:**** If the patient's anxiety is significantly affecting their daily life, suggest that they consider speaking with a mental health professional who can offer support and guidance.

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is recommended to consult with licensed healthcare professionals for personalized treatment and support.

FULL TRANSCRIPT

CHW: Hello, Mr. Loc. How are you doing today?

Patient: I'm fine.

CHW: Did you take your medicines last night?

Patient: No, I forgot to take the medicine.

CHW: What happened? Why did you forget your medicines?

Patient: I had nothing to eat last night, so that's why I forgot to take the medicine.

CHW: Oh, no. Why didn't you have anything to eat? Do you have any problems?

Patient: I had no money. That's why I had no food in my fridge.

CHW: Oh, do you need any help with that?

Patient: You know, I just lost my job. That's why I do not have money. Moreover, my wife hit me.

CHW: Oh, no. Why did your wife hit you?

Patient: Because I lost my job, so she got angry with me. So that's why she hit me.

CHW: Do you need any help with that?

Patient: Yes. However, I think that we should not call the police because they cannot help with domestic violence.

CHW: Oh, I see. But if you want, I can help you in any way, okay? For now, do you want some food?

Patient: Yes, please bring me some food. However, I'm a bit worried about my neighborhood.

CHW: Why? What's the problem with your neighborhood?

Patient: There are some gangsters here and they sell drugs.

CHW: Oh, no. Do you have any problems with them?

Patient: I'm afraid that it's dangerous in the future.

CHW: Oh, I see. Okay.