

# AURION // MEDICAL TRIAGE REPORT

Report Generated: 2025-12-06 14:30

**Session Date:** 2025-12-06

**Time (HST):** 02:26 PM - 02:26 PM

**Patient:** Mr. Lok

**CHW Name:** Aqib

## CLINICAL ASSESSMENT SUMMARY

The patient, Mr. Lok, is experiencing economic instability due to job loss, which has impacted his ability to obtain food. He reports difficulty sleeping and expresses hunger, likely as a result of his current economic condition. The CHW, Aqib, responded to the immediate need for food assistance and plans to deliver it within 15 minutes.

## COMMUNICATION QUALITY ANALYSIS

Open-Ended Questions: 1

Closed-Ended Questions: 1

Open-Ended Ratio: 50.0%

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

## DETECTED ISSUES & GUIDED SOLUTIONS

### ISSUE CATEGORY: Health Care

*Patient Statement: "I could not sleep last night."*

Recommended Action: Thank you for sharing your concern about difficulty sleeping. Here is a basic best-practice recommendation for addressing sleep issues:

- \*\*Create a Sleep-friendly Environment\*\*:** Ensure that your bedroom is cool, dark, and quiet. Consider using earplugs or a white noise machine and blackout curtains.
- \*\*Establish a Bedtime Routine\*\*:** Engage in relaxing activities before bed, such as reading or taking a warm bath. Aim to go to bed and wake up at the same time every day, even on weekends.
- \*\*Limit Exposure to Screens\*\*:** Try to avoid screens from phones, computers, or TVs at least an hour before bedtime, as the blue light emitted can interfere with sleep.
- \*\*Watch Your Diet\*\*:** Avoid large meals, caffeine, and alcohol close to bedtime, as they can disrupt your sleep cycle.
- \*\*Physical Activity\*\*:** Regular exercise can promote better sleep, but try to avoid vigorous activity close to bedtime.
- \*\*Stress Management\*\*:** Practice relaxation techniques, such as deep breathing, meditation, or gentle yoga, to reduce stress before bedtime.

If these basic strategies do not help and sleep difficulties persist, it is important to seek advice from a healthcare

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professional to address any underlying issues.

Please note that these suggestions are generated by an AI model and are provided for informational purposes only. It's always best to consult with a healthcare provider for personalized advice.

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## ISSUE CATEGORY: Economic Stability, Social Context, Masked Distress

*Patient Statement: "I just lost my job and I was so sad."*

Recommended Action: I'm sorry to hear about your job loss. It's understandable to feel sad during such a challenging time. Here are a few suggestions that might help, but please note that these are generated by an AI model and should not replace professional advice:

1. **Acknowledge Your Emotions**: It's important to allow yourself to feel and acknowledge the emotions that come with losing a job. This is a significant life event, and feeling sad is a natural response.
2. **Reach Out for Support**: Connecting with friends, family, or community resources can provide emotional support. Don't hesitate to talk about how you're feeling.
3. **Create a Daily Routine**: Establishing a daily routine can help bring structure to your day and give a sense of normalcy. Try to include activities that you enjoy and that can boost your mood.
4. **Explore New Opportunities**: When you're ready, consider exploring new job opportunities. Updating your resume, reaching out to former colleagues, and looking for job openings online can be constructive steps forward.
5. **Practice Self-Care**: Engage in activities that promote your well-being, like exercise, a healthy diet, adequate sleep, and perhaps mindfulness or relaxation techniques.

If feelings of sadness persist or worsen, it may be beneficial to seek help from a mental health professional. They can provide support and resources tailored to your situation. Please remember, this is just advice and should not be seen as a substitute for professional guidance.

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## ISSUE CATEGORY: Economic Stability, Masked Distress

*Patient Statement: "I'm hungry now, but I have no food. Can you bring me some food?"*

Recommended Action: As a Medical Assistant, I can't physically provide food, but I can suggest some options that may help:

1. **Local Food Banks**: I recommend contacting nearby food banks or community pantries. These organizations often provide free groceries to individuals in need. Check online for local listings or contact local community centers or churches for information on food distribution programs.
2. **Government Assistance Programs**: Consider looking into programs like the Supplemental Nutrition Assistance Program (SNAP) if eligible, which can help provide funds for purchasing food.

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3. **\*\*Community Services:\*\*** Some communities have meal delivery services for those in need, such as Meals on Wheels. Inquire if there are any similar programs in your area.

4. **\*\*Online Resources and Apps:\*\*** There are apps and online platforms that connect people with excess food with those in need. Exploring these platforms may lead to immediate food resources.

Please contact local services for immediate assistance. Remember to verify any programs or services, as availability may change. This advice is generated by an AI model and should be supplemented with professional guidance where available.

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### FULL TRANSCRIPT

**CHW:** Hi, Mr. Lok. This is Aqib speaking. Just calling to check how you're doing today.

**Patient:** I could not sleep last night.

**CHW:** Oh, what happened?

**Patient:** I just lost my job and I was so sad.

**CHW:** How can I help you?

**Patient:** I'm hungry now, but I have no food. Can you bring me some food?

**CHW:** Oh, sure, I will. I'll be there in 15 minutes.

**Patient:** Thank you.