

# AURION // MEDICAL TRIAGE REPORT

Report Generated: 2025-12-06 14:16

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

**Time (HST):** 02:15 PM - 02:15 PM

**Patient:** Mr. Lok

**CHW Name:** Unknown

## CLINICAL ASSESSMENT SUMMARY

Mr. Lok reported not taking his medication and experiencing pain due to domestic violence, as mentioned when he stated his wife hit him. The CHW, whose name was not identified, did not explore the context further but agreed to bring pain relief. The patient's audio energy was low, potentially masking distress even when the text sounds positive.

## COMMUNICATION QUALITY ANALYSIS

Open-Ended Questions: 2

Closed-Ended Questions: 3

Open-Ended Ratio: 40.0%

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

## DETECTED ISSUES & GUIDED SOLUTIONS

### ISSUE CATEGORY: Masked Distress

*Patient Statement: "I'm fine."*

Recommended Action: Thank you for sharing that with us. While you're not currently expressing any specific health concerns, it's important to maintain regular check-ups and a healthy lifestyle for overall well-being. Please keep in mind that this advice is generated by an AI model and should not replace professional medical consultation. If anything changes or if you have questions in the future, don't hesitate to reach out to a healthcare professional.

### ISSUE CATEGORY: Health Care

*Patient Statement: "No, I did not take the medicine last night. Moreover, I feel painful."*

Recommended Action: Thank you for sharing the patient's concern. It's important to address the situation carefully. Here are a few suggestions:

- \*\*Encouragement to Follow Prescribed Medication\*\*:** Gently remind the patient about the importance of adhering to the medication regimen as prescribed by their healthcare professional. It helps in managing their condition effectively.
- \*\*Pain Management\*\*:** Since the patient is experiencing pain, they might try basic self-care measures such as rest, applying heat or cold packs to the affected area, and engaging in relaxation techniques like deep breathing.
- \*\*Consultation with Healthcare Provider\*\*:** Advise the patient to contact their healthcare provider for further guidance on managing their pain and discuss any concerns about their medication. It's crucial to seek professional medical advice to ensure their safety and well-being.

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4. **\*\*Keep a Symptom Diary\*\***: Suggest maintaining a record of their symptoms, including the intensity and duration of the pain, to provide detailed information to their healthcare provider during the next visit.

5. **\*\*Medication Side Effects\*\***: If the pain is related to medication side effects, inform the patient to communicate this to their healthcare provider, so adjustments can be made if necessary.

**\*\*Disclaimer\*\***: Please note that these suggestions are generated by an AI model and should not replace professional medical advice. It's essential to seek consultation from a qualified healthcare professional for proper diagnosis and treatment.

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### ISSUE CATEGORY: Social Context

*Patient Statement: "My wife hit me."*

Recommended Action: I'm sorry to hear that you're experiencing this situation. It's important to address domestic violence carefully. Here are some steps you might consider taking:

1. **\*\*Seek Immediate Safety\*\***: If you are in immediate danger, prioritize your safety. Consider contacting local authorities or emergency services for assistance.

2. **\*\*Contact a Support Network\*\***: Reach out to friends, family, or support groups who can offer support and guidance during this time.

3. **\*\*Consult a Professional\*\***: Speaking with a counselor or therapist who specializes in domestic violence can provide you with strategies to deal with your situation and improve your safety.

4. **\*\*Legal Support\*\***: Consider seeking legal advice to understand your rights and options.

Please remember that these suggestions are generated by an AI model and are meant to offer general guidance. It's important to consult with professionals who specialize in domestic violence cases to obtain personalized support and advice.

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### ISSUE CATEGORY: Social Context

*Patient Statement: "She got angry."*

Recommended Action: Thank you for sharing the patient's complaint. Here are a few general suggestions that might help manage anger:

1. **\*\*Deep Breathing Exercises\*\***: Encourage the patient to practice deep breathing exercises. Taking slow, deep breaths can help calm the nerves and reduce anger.

2. **\*\*Physical Activity\*\***: Regular physical activity, such as walking or running, can help reduce stress levels and improve mood.

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3. **Mindfulness and Relaxation Techniques**: Techniques such as meditation, yoga, or progressive muscle relaxation can be helpful in managing anger.
4. **Journaling**: Sometimes writing down feelings in a journal can help to process emotions and understand what triggers anger.
5. **Healthy Lifestyle Choices**: Encourage the patient to maintain a balanced diet, get enough sleep, and avoid alcohol and drugs, as these can affect mood and emotions.
6. **Time Out**: Advise taking a brief time out when feeling overwhelmed with anger, and returning to the situation when calmer.
7. **Seeking Professional Help**: If anger is a frequent issue, consider suggesting the patient talk to a mental health professional who specializes in anger management.

Please remember that these suggestions are for informational purposes only and should not replace professional medical advice. Consult with a healthcare provider for personalized medical advice.

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### ISSUE CATEGORY: Health Care

*Patient Statement: "Yes, I need a painkiller."*

Recommended Action: RECOMMENDATION:

The patient's request for a painkiller should be addressed with caution and appropriate guidance. Here are some general recommendations:

1. **Assess the Pain**: Encourage the patient to speak with a healthcare provider who can assess the nature, intensity, and cause of the pain before recommending or prescribing any pain medication.
2. **Over-the-Counter Options**: If the pain is mild and not chronic, over-the-counter options like acetaminophen or ibuprofen might be suitable, but the patient should follow the packaging instructions carefully to avoid any adverse effects.
3. **Non-Medication Approaches**: Suggest non-medication approaches such as applying a cold or warm compress, rest, gentle stretching, or relaxation techniques to help manage pain.
4. **Monitor and Follow-Up**: Advise the patient to keep track of their pain levels and any accompanying symptoms, and seek medical attention if there is no improvement or if the pain worsens.
5. **Professional Guidance**: Emphasize the importance of consulting with a healthcare provider for a proper diagnosis and treatment plan, especially if the pain is severe, persistent, or associated with other worrisome symptoms.

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## DISCLAIMER:

This advice is generated by an AI model and is meant for informational purposes only. It should not be considered a substitute for professional medical advice. Please encourage the patient to consult a healthcare professional for personalized medical advice and treatment.

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## FULL TRANSCRIPT

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

**Patient:** I'm fine.

**CHW:** Did you have your medicines last night?

**Patient:** No, I did not take the medicine last night. Moreover, I feel painful.

**CHW:** Why do you feel your pain?

**Patient:** My wife hit me.

**CHW:** Why did your wife hit you?

**Patient:** She got angry.

**CHW:** Do you need any help with your pain?

**Patient:** Yes, I need a painkiller.

**CHW:** Okay, I'll bring them over in 10 minutes.

**Patient:** Thank you.

**CHW:** Sure, see you.