

AURION // MEDICAL TRIAGE REPORT

Report Generated: 2025-12-06 13:56

Session Date: 2025-12-06

Time (HST): 01:52 PM - 01:54 PM

Patient: Mr. Loc

CHW Name: Sarah

CLINICAL ASSESSMENT SUMMARY

The patient, Mr. Loc, expressed difficulties related to economic stability, reporting that he forgot to take his medication due to having no food at home as a result of financial hardship. Mr. Loc has recently lost his job and is experiencing domestic issues, indicating a need for social support. He also expressed concerns about living in a dangerous neighborhood with gang activity, highlighting his desire to find a safer place to live.

COMMUNICATION QUALITY ANALYSIS

Open-Ended Questions: 4

Closed-Ended Questions: 3

Open-Ended Ratio: 57.1%

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: RECOMMENDATION:

It's great to hear that you're doing well. However, it is always a good practice to maintain a healthy lifestyle and schedule regular check-ups with a healthcare professional to ensure that everything remains fine. Here are some general tips for maintaining good health:

1. **Balanced Diet:** Aim to consume a variety of foods from all the food groups ? fruits, vegetables, lean proteins, whole grains, and low-fat dairy.
2. **Regular Exercise:** Try to engage in at least 150 minutes of moderate aerobic activity or 75 minutes of vigorous activity each week, as recommended by health experts.
3. **Stay Hydrated:** Drink plenty of water throughout the day to keep your body properly hydrated.
4. **Adequate Sleep:** Ensure you get 7-9 hours of quality sleep each night for optimal health.
5. **Stress Management:** Practice stress-reducing techniques such as meditation, yoga, or deep breathing exercises.
6. **Health Screenings:** Attend regular medical check-ups and screenings as advised by your healthcare provider.

Please note, these suggestions are provided by an AI model and are for general informational purposes only. They do not replace professional medical advice. Always consult with a healthcare professional for medical concerns or questions.

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ISSUE CATEGORY: Health Care

Patient Statement: "I forgot to take the medicine."

Recommended Action: PATIENT REPORT:

Based on the complaint of forgetting to take your medication, here are some best-practice recommendations that you might find helpful:

1. **Set Daily Reminders**: Use a phone or alarm clock to set daily reminders at the time you're supposed to take your medication.
2. **Use a Pill Organizer**: Consider using a pill organizer with compartments for each day of the week. This visual cue can help you remember whether you've taken your medication.
3. **Associate with Daily Routines**: Try to take your medication at the same time as another daily routine, such as brushing your teeth or having your morning coffee, to help establish the habit.
4. **Keep Medication Visible**: Place your medication in a visible spot where you will see it regularly, such as next to your toothbrush or on the kitchen counter.
5. **Mobile Apps**: There are apps specifically designed to help people remember to take their medication. Explore these as a tool to support your routine.
6. **Enlist Support**: Ask a family member or friend to remind you or check in with you daily.

It's important to consult with a healthcare professional if missed doses become habitual or if you have concerns about your medication's efficacy or any potential side effects. This response is generated by an AI model, so please ensure you seek further advice from a healthcare provider to align with your specific health needs.

ISSUE CATEGORY: Economic Stability

Patient Statement: "Last night I had nothing to eat, that's why I did not take the medicine."

Recommended Action: Thank you for sharing the patient's concern. Here are some basic suggestions the Community Health Worker can provide to address this situation:

1. **Importance of Medication Adherence**: Explain to the patient the importance of taking their medication as prescribed, even if they have not eaten. Skipping doses can reduce the medication's effectiveness and may lead to health complications.
2. **Consult Healthcare Provider**: Advise the patient to consult with their healthcare provider or a pharmacist regarding whether their medication needs to be taken with food. Some medications might cause an upset stomach if taken on an empty stomach, but others may not.
3. **Light Snacks**: For medications that require food, suggest keeping light snacks available, such as crackers or a

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banana, which could help with taking the medicine even when a full meal isn't possible.

4. **Develop a Routine**: Encourage the patient to establish a regular eating and medication schedule. This can aid in creating a consistent routine, helping the patient remember to take their medication.
5. **Education**: Provide education on how and when to take the medication correctly. If there are specific needs related to their medication, such as taking it with food, sharing this information is essential.

Please remember, this information is a general guidance generated by an AI model and should not replace professional medical advice. The patient should follow up with their healthcare provider for personalized advice.

ISSUE CATEGORY: Economic Stability, Masked Distress

Patient Statement: "I had no money, that's why I have no food at home."

Recommended Action: Thank you for reaching out with this information. It is important to address both immediate and future considerations regarding food insecurity. Here are some practical steps and resources that may assist in alleviating the situation:

1. **Local Food Pantries and Banks:** Encourage the patient to visit local food pantries or food banks. Many communities offer food distribution on specific days or have community organizations that can provide free access to essentials.
2. **Government Assistance Programs:** Inform the patient about government programs such as the Supplemental Nutrition Assistance Program (SNAP), which can provide financial assistance to purchase food. Directing the patient to the nearest social services office for more guidance could be beneficial.
3. **Community Resources:** Sometimes religious organizations, community centers, or non-profit organizations provide meals or groceries for those in need. Suggest the patient inquire about these resources in their local area.
4. **Local Shelters or Soup Kitchens:** In instances where immediate help is needed, local shelters or soup kitchens can provide meals.
5. **Budgeting and Planning Tips:** Offering budgeting tips and planning advice for stretching food resources might help manage low funds more effectively in the future.

Please note that these recommendations are provided by an AI model, and it's always best to consult with a certified social worker or community resource expert for more tailored advice.

ISSUE CATEGORY: Economic Stability, Masked Distress

Patient Statement: "You know, I just lost my job."

Recommended Action: Thank you for sharing your situation. Losing a job can be a very stressful and challenging experience, and it's important to take care of your mental and physical health during this time. Here are some suggestions you might find helpful:

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1. ****Take Care of Your Mental Health**:** It can be beneficial to talk to someone about how you're feeling, like a trusted friend or family member. If you feel overwhelmed, consider reaching out to a mental health professional for support.
2. ****Routine and Structure**:** Try to maintain a daily routine that includes regular sleep, meal times, and physical activity. This can help provide a sense of normalcy and stability.
3. ****Financial Planning**:** Review your financial situation and consider making a budget to manage your expenses. Look into unemployment benefits or other social services that may be available to you.
4. ****Job Search and Skill Development**:** Take some time to update your resume and LinkedIn profile. You might also consider taking online courses to learn new skills that can enhance your job prospects.
5. ****Join Support Groups**:** Connecting with others who are also seeking employment can provide emotional support and networking opportunities.

Please note that these suggestions are generated by an AI model and it's essential to seek personalized advice from professionals or experts in certain fields. If you need immediate assistance, contact local community resources or professional services.

ISSUE CATEGORY: Social Context, Masked Distress

Patient Statement: "My wife got angry and she hit me."

Recommended Action: Thank you for sharing this sensitive information. It's important to approach this situation carefully and prioritize your safety and well-being. Here are some best-practice recommendations that you might find helpful:

1. ****Ensure Safety**:** Make sure you are currently in a safe environment. If you ever feel threatened or in immediate danger, contact emergency services or a local helpline promptly.
2. ****Seek Support**:** Consider talking to someone you trust, such as a friend or family member, about the situation. They may provide support and guidance.
3. ****Professional Help**:** Look into contacting a counselor or therapist who specializes in domestic situations. They can help you understand and navigate your feelings and choices.
4. ****Education and Resources**:** Learn more about healthy relationship dynamics and recognize the warning signs of abuse. Many organizations provide resources and support for individuals in similar situations.
5. ****Legal Advice**:** If you feel it's necessary, explore legal options such as protective orders. Consulting a legal professional can help you understand your rights and options.

Please remember, I am an AI model providing general advice and it's crucial to reach out to professionals who can provide more personalized support. Your safety is the most important priority.

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ISSUE CATEGORY: Social Context, Masked Distress

Patient Statement: "Yes, but I don't know if someone can help me in this situation."

Recommended Action: Thank you for reaching out to us. Based on the information you've provided, it seems like you're unsure if or how your situation can be addressed. While I can offer some general recommendations, please be aware these are generated by an AI model and are not a substitute for professional medical advice. It's always best to consult directly with a healthcare provider for personalized advice.

1. Identify the Core Issue: Try to pinpoint the specific problem or health concern you're experiencing. This can make it easier to seek the appropriate help or advice.
2. Reach Out for Support: Even if you believe your situation is unique or difficult, there are often resources and support networks available. Consider speaking with a healthcare professional, or if it's a social issue, a community worker might be able to direct you to the right service.
3. Take Notes: Keep a record of any symptoms, situations, or details relevant to your complaint. This information can be invaluable when discussing your issue with a healthcare professional.
4. Stay Informed: Educate yourself about your health concern by seeking reputable sources of information. Understanding your issue can empower you to make informed decisions when seeking help.

Remember, it's important to take action and seek professional advice early, as it could lead to easier management of the situation. If you feel overwhelmed, don't hesitate to reach out for social or community support in your area.

ISSUE CATEGORY: Environment, Masked Distress

Patient Statement: "You can if you want. Moreover, I live in a dangerous neighborhood, so I'm worried."

Recommended Action: Thank you for sharing your concerns. Based on your situation, here are some best-practice recommendations that may help you manage your worries, especially regarding living in a dangerous neighborhood:

1. **Safety Planning**: Ensure you have a plan in place for how to stay safe in your neighborhood. This can include knowing the safest routes to and from home, keeping emergency contacts handy, and having access to a phone.
2. **Community Engagement**: Get involved with neighborhood watch programs or community meetings if available. This can help increase your sense of security and awareness of local resources.
3. **Stress Management**: Consider stress-relief techniques such as deep breathing, meditation, or yoga, which can help manage anxiety. Look for free resources or online sessions if accessing in-person classes is difficult.
4. **Social Support**: Connect with family, friends, or support groups who can provide a listening ear and practical advice. Sometimes just talking about one's worries can help alleviate them.
5. **Home Security**: If feasible, consider small measures to improve home security like adding locks or motion-sensitive lights. Some neighborhoods may offer assistance with these measures.

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6. **Professional Help**: If your worry becomes overwhelming, consider contacting local mental health services. Many communities offer resources to help individuals cope with stress and anxiety.

Please remember, this advice is provided by an AI model and should be considered as general guidance. It is important to consult with professionals who can offer personalized advice tailored to your specific situation. If you feel your safety is at immediate risk, it is essential to contact local authorities or emergency services.

ISSUE CATEGORY: Environment, Masked Distress

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

Recommended Action: Thank you for sharing this concern. It is important for the community members to feel safe and secure. Here are a few steps that may be helpful:

1. **Contact Local Authorities**: Encourage the community member to report any illegal activities to the local police or crime stoppers hotline. They can provide information anonymously, and law enforcement is trained to handle these situations.

2. **Community Engagement**: Participation in neighborhood watch programs or local community meetings can be an effective way to address these concerns collectively. Bringing the issue to local officials' attention could lead to more effective safety measures.

3. **Stay Safe**: Advise the community member to stay vigilant and avoid areas where they have observed these activities. Personal safety should always be a priority.

4. **Support Services**: If the community member feels unsafe or is affected by these activities, reaching out to local support groups or mental health services can provide additional support and guidance.

Remember, this advice is generated by an AI model and is intended to guide you to appropriate actions within your capability. It is important to consult with professionals or authorities equipped to handle such situations. Stay safe and focus on enabling a positive impact within the community.

ISSUE CATEGORY: Environment, Masked Distress

Patient Statement: "Of course, I want to find a safe place."

Recommended Action: Thank you for reaching out. Based on the information provided, it seems like you're looking for guidance on finding a safe place, which may involve personal or environmental safety concerns.

1. **Assessment**: Try to identify what specifically makes you feel unsafe? whether it is related to your living situation, personal relationships, or external factors.

2. **Seek Immediate Assistance**: If you feel you're in immediate danger, please contact emergency services or local authorities. They can provide immediate support and protection.

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3. **Local Resources**: Look for local resources such as community shelters, support groups, or organizations that provide emergency housing or safety resources. Many communities have hotlines or support centers dedicated to helping individuals in need of a safe place.

4. **Create a Safety Plan**: Create a plan that includes a list of emergency contacts, safe places to go, and items you may need if you have to leave quickly.

5. **Reach Out for Support**: Contact a trusted friend, family member, or professional who can provide emotional support and help you develop a strategy to improve your safety.

Remember, the information provided here is based on generalized advice from an AI model and should not replace professional consultations. If the situation involves any legal or mental health matters, please seek advice from qualified professionals in those fields.

ISSUE CATEGORY: Masked Distress

Patient Statement: "Thank you very much for your help."

Recommended Action: Thank you for reaching out. As your inquiry doesn't specify a medical complaint, it's essential to underscore that any suggestions provided here are generated by an AI model and should not substitute for professional medical advice. If you're seeking specific health advice or have particular concerns, consulting with a healthcare provider is highly recommended. If there is anything specific you need assistance with, feel free to provide more details for further guidance.

FULL TRANSCRIPT

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

Patient: I'm fine.

CHW: Did you take your medicines last night?

Patient: I forgot to take the medicine.

CHW: Oh no, what happened?

Patient: Last night I had nothing to eat, that's why I did not take the medicine.

CHW: Oh, why didn't you have anything to eat? Are you facing any problems?

Patient: I had no money, that's why I have no food at home.

CHW: Oh no, why don't you have any money?

Patient: You know, I just lost my job.

Patient: My wife got angry and she hit me.

CHW: Do you need any help with that?

Patient: Yes, but I don't know if someone can help me in this situation.

CHW: Do you want me to call the police maybe?

Patient: You can if you want. Moreover, I live in a dangerous neighborhood, so I'm worried.

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

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

CHW: Oh no, do you want to move from your current place?

Patient: Of course, I want to find a safe place.

CHW: Okay, cool. I'll be there in like 15 minutes, so see you soon.

Patient: Thank you very much for your help.