Student Community Outreach Pandemic Service (S-COrPS): Physician Preceptor Guide

# Introduction:

In a time of crisis and social isolation, reassuring an anxious, panicked patient has just as crucial an impact on our healthcare system as titrating ventilator settings on a critically ill ICU patient. This course empowers smart, capable and eager pre-clinical students to participate in hands-on, team-based virtual weekly telephone/video outreach to our most vulnerable patients (e.g. elderly, immunocompromised, those living alone, anxious) under the guidance of an attending physician. Students will obtain skills to implement an inter-professional, community-based practice innovation, with the goal of providing much needed reassurance and emotional support to our patients.

# Preceptor Preparation:

* You will be **paired with a 1st or 2nd year MD student**.
* **Identify some of your own patients** who you feel would benefit from weekly virtual check-ins with a medical student. Remember, the students are providing **emotional support and general check ins** (do you have meds, food, shelter, etc), rather than providing clinical advice or answers to specific medical questions.
* **Get permission** from your patients to have a student contact them via phone/Zoom/FaceTime and document as a telephone encounter in Epic (“Patient X,X agrees to have Stanford pre-clinical medical student X,X call them at a mutually convenient time in the next week for a brief check in and to provide emotional support.”)
  + **Note that permission can also be obtained by another team member, or by the student at the start of their first call.**
* **Note regarding email privacy:**  it is acceptable to use regular email for the initial patient introduction if you would like your patients to use a video visit via Zoom with your student. However, be sure that your student knows not to discuss anything other than scheduling over email.

# Weekly Tasks:

# Check Ins (prior to making calls):

Please schedule **10-20 mins every week** with your student to check in virtually (via phone or Zoom) prior to them making their weekly calls. This can be at any time that is convenient to you both. Optional, but you may like to also include your MA/PCC and other team members during this virtual check in. This is a time to give your students some background about your patients.

# Students Making Calls:

Students will be making calls to 2-4 or more of your patients every week. We anticipate each call should take 10–30 minutes with an additional 15 minutes for charting. Students will document each call and route this to you on Epic using a pre-designed note template (see below). For non-urgent follow up tasks (i.e. med refills, patient requesting a video visit for routine care), the student will document these as a check list at the bottom of their note. These calls may all happen on the same day or may occur on various days during the week depending on patient/student availability.

# Being Available to Students:

Students will be asked to contact you immediately via text/phone call if the patient brings up any of the following list of “hot topics”. If unable to get ahold of you after texting/calling within 10 minutes, the students will use a phone tree to call one of the faculty leads for the course.

* 1. Concern for suicidal/homicidal ideation
  2. Fever (over 101), cough, SOB, malaise, sore throat (concern for COVID19)
  3. Stroke symptoms (slurred speech, facial drooping or extremity weakness)
  4. Bleeding
  5. Allergic reaction to a medication or food
  6. Blood sugar > 400 or < 60
  7. Jaundice
  8. Seizures
  9. Difficulty walking
  10. Confusion
  11. Sudden severe pain anywhere in the body
  12. Fainting or loss of consciousness
  13. Eye pain or sudden onset vision changes
  14. Severe headache or neck pain
  15. Head or spine injury
  16. Coughing up or vomiting blood
  17. Chest Pain
  18. Heartbeat that is fast or irregular
  19. Severe abdominal pain or pressure
  20. Severe or persistent vomiting or diarrhea
  21. Difficulty urinating
  22. Vaginal bleeding or cramping in a pregnant lady
  23. New onset rash that looks like a blister or pimple
  24. Leg swelling or pain, one or both legs
  25. Anything at all that you feel needs urgent attention

# Student Epic Note Template

The below template can be adapted for your use, it is also provided in a separate file with instructions that can be given to the student.

**Medical Student Wellness Check Phone Call**

Spoke with @name@, a @age@ @sex@, for approximately **{Time; 2 min to 1 hr:42317}** about **XX** and their current preparations for the COVID-19 shelter in place precautions.

Verified name and date of birth in accordance with according to HIPAA guidelines to ensure proper patient privacy and security.

Discussion

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Recommended continued social isolation and gave instructions to contact the clinic immediately via phone if they develop any new fever (over 101), shortness of breath, cough, malaise or any other concerning medical symptoms or any new/worsening anxiety or depression.

COVID-19 Related Questions Asked

Asked the following questions:

How are you feeling today and over the last few days? \*\*\*

As this is a challenging time for everyone right now, how are you feeling emotionally? \*\*\*

What have you been thinking about COVID and your situation? \*\*\*

Do you have enough of your medications, and do you anticipate refill needs in the next 2 weeks? \*\*\*

Do you have enough food at home and are you able to get groceries or meals safely right now? \*\*\*

If you have caregivers, are they still coming to see you, or are you worried about not having enough help? \*\*\*

Do you have all of your medical supplies (incontinence supplies, oxygen, wound supplies)? \*\*\*

How have you been spending your time? \*\*\*

What are your coping/self-care techniques? \*\*\*

Are there any things we need to let your provider know today? \*\*\*

[ ] Medication Refill Request

Screening

GAD-7 Anxiety Score (<https://www.mdcalc.com/gad-7-general-anxiety-disorder-7>): \*\*\*

PHQ-9 Depression Score (<https://www.mdcalc.com/phq-9-patient-health-questionnaire-9>): \*\*\*

K10 psychological distress screen (<https://www.tac.vic.gov.au/files-to-move/media/upload/k10_english.pdf>)

<Your Name>, <School Year, e.g. MS2>

Medical Student

Stanford School of Medicine