Stanford Student Community Outreach Pandemic Service (CORPS):

Student On-Boarding

# Introduction:

Primary care providers (PCP) face a difficult limitation of time during visits with their patients, which becomes magnified during a time of crisis just as this novel corona virus outbreak. The situation produces significant anxiety and many patients turn to their doctors for medical and emotional reassurance.

To keep students safe and prevent the spread of the virus, clinical rotations for many medical students were canceled and classes for all levels of training were converted to remote learning. At the outset of their medical careers, these students felt so close to the medical field yet helpless to contribute to the crisis response.

To bridge this gap, this program aims to leverage activated students to reach out to anxious patients with a phone follow-up.

# Role:

Work with an attending physician to reach out to patients with heightened anxiety and provide emotional support. We want to emphasize that this is a ***non-medical*** role in order for pre-clerkship students to provide comfort and support to vulnerable patients.

# What it is:

* Personal check in with a patient who needs encouragement during this difficult time
* Providing validation of the feelings/emotions/reactions to the current climate
* Reinforcement of knowledge and action plans

# What it is NOT:

* Providing medical care or advice of any kind
* Answering questions about the patient’s medical treatment
* You will get questions regarding the patient’s care and it is very important to direct these questions back to the attending physician to address. It is not within the students’ scope to be able to provide medical advice or management.

# Actions

Consent should be documented in the EHR. This can be obtained by the attending physician or another member of the team ahead of time, or by the student at the start of the call.

1. Candidates for calls should be forwarded to the student. Initially, each student should meet with their preceptor (via phone/zoom) to answer questions, set expectations and introduce the patient case. After the student becomes confident with the model, secure messaging is usually sufficient.
2. Student calls the patient at the pre-determined interval. Ensure that the time is convenient to the patient. Calls may last around 5–30 minutes.
3. It is sometimes ok to use email to schedule the initial call if that is what your preceptor prefers. **However, be extra careful to not discuss any PHI via email, these messages should be used for scheduling only, and only if you can’t email through your EHR directly.**
4. Student documents each call in the manner agreed with the attending. Ideally this would be in the EHR, but may be by updating the excel sheet and updating a call log. During the call, student should take notes about topics that were discussed (see templates for guidance).
5. Please contact your preceptor immediately via text/phone call if patient with any of the following:
   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
6. Phone Tree (Back-Up Attending Support):
7. If your patient has an urgent condition (as listed above), or anything else that you feel needs urgent attention, please call/text your assigned preceptor immediately
8. If you haven’t heard back from your preceptor after 10 mins, please follow the chart below to call a back-up attending. We are happy to help you at any time, please don’t hesitate to reach out.

**<< Insert a chart of other clinical team members students can reach out to in an emergency >>**

# COVID19 Stanford Resources

Stanford Primary Care COVID-19 Updates Portal:

<https://app.smartsheet.com/b/publish?EQBCT=8a6519a7db4644268363fcccd330a81f>

Stanford Medicine COVID-19 Updates:

<https://med.stanford.edu/covid19.html>

CDC Public Guidance:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>