

Clinic Day – Snapshot

MORNING MEETING

Introduce volunteers in each role for the day, including: Clinic Managers, Teaching Seniors / Student clinicians, Nutritionist, Interpreters, Social Work, Nursing, Patient Advocates

Go over Telehealth reminders*, including how to handle technical difficulties.

*See FAQ for details

PRE-PRECEPTING

Each student clinician connects with their respective attending to go over plans for each patient and troubleshoot.

PATIENT ENCOUNTER

Connect with the patient (e.g. Zoom, Facetime, Phone).

Is an interpreter required?

NO

YES

Connect with an interpreter and have them dial the patient. Mention that you will need to add the attending to the call.

Introduce yourself and confirm patient availability. Explain that you will focus on urgent and/or most important issues during this visit.*

*See FAQ for details

Review top issues, allergies and medications. Ask the patient to hold while you connect with your attending.

PRECEPTING

Call the attending and discuss case details. Then confirm the plan with the patient, and counsel them on social distancing.

POST-VISIT

Document the care plan in Epic, using a Telehealth dot phrase (if applicable).

Does the patient have urgent non-medical concerns?

YES

Reach out to the social worker on call so that they can call the patient ASAP.

Does patient have outstanding medication issues?

YES

Email/tag Pharmacy team

Does the patient need labs?

YES

Document which are needed in Epic and state that a referral is needed.

Pend any medication/referral orders to attending to sign. Send staff message to attending asking them to sign and close encounter.

Confirm date of follow-up appointment with clinic manager.