# Telephone Transcript for Patients for COVID-19 Check-In

1. Student will be provided with patients’ age / sex / important comorbidities (cardiac, resp) / substances – EtOH/smoking
2. STATUS
   1. Hi there, my name is \_\_\_ and I am a medical student calling for Dr. (insert). We are reaching out to his/her patients to check in and see how they are doing in the context of everything that is going on with COVID-19.
   2. How are you doing? *(screening for mood / knowledge / symptomatic / interventions)*
   3. What do you understand about what is going on with COVID-19?
   4. SOCIAL DISTANCING: a new word that has come into our vocabulary in the last few weeks is “social distancing.” What does social distancing mean to you, and what are you doing in your life to socially distance?
      1. *Educate >2m is recommended (lots of people think 1m)*
      2. *Hand washing*
      3. *Cleaning surfaces at home*
      4. *No home visits / group gatherings*
      5. *Warn on risks of reusing masks if pt lists this as an intervention*
      6. *Home cleaning person?*
      7. *Hair appointments – cancel if haven’t already*
   5. What are you doing for groceries and medications/prescriptions?
      1. Have you heard of online shopping? *(in Terrace 1-2 weeks delay)*
      2. Can anyone pick these up for you?
      3. *Advised 1 trip per week.*
   6. Who do you have that could run errands for you if you needed to stay at home? Do you have any Family / friends / neighbours that could deliver things for you?
   7. Are you working? What is happening at work? Do you need to work?
   8. *Broach some concern if chart review showed risk factors of age, comorbidities, EtOH/smoking*
3. MEDICAL REQUIREMENTS
   1. One thing I’d like you to know if that even though the clinic building is closed to patients, the doctors are still working and able to schedule telephone or videoconference appointments with you, and if something needs to be examined in person, they will make every attempt to make this happen
   2. Is there anything that you require from your doctor right now, for example medication refill or an appointment to discuss a medical concern?
4. RESOURCES
   1. There is a lot of information coming from many different sources these days on COVID-19. I’d like to offer you two good resources that can help you with medical and non-medical questions you may have. Do you have something to record these numbers?
   2. NH COVID-19 telephone line = 1-888-COVID19 / 1-888-268-4319
   3. Healthlinkbc.ca
5. OTHER QUESTIONS
   1. I have one more area I’d like to discuss with you today, but before we get to that I’m wondering what other questions you have for me or Dr. (insert) today?
      1. Common questions:
         1. Who do I call if I get symptoms?
            1. If you have a fever, cough, sneeze, or sore throat 🡪 SELF-ISOLATE FOR 10 DAYS
            2. To determine if you need care:

Call your family doctor

Call 811 (Healthlink BC) if cannot reach your GP

* + - * 1. Do NOT go to ER or in-person to clinic. CALL AHEAD if you think you need to go to the hospital.
      1. How many people have it in town / in the hospital?
         1. Educate on how the province CANNOT test everybody due to limited testing supplies
         2. Only testing patients who will likely require hospitalization, healthcare workers, residents of LTC facilities, part of an outbreak investigation
         3. Not testing people without or with only mild symptoms, or returning travellers
         4. NH policy to not disclose location of confirmed cases
      2. How long will this social distancing last?
         1. We do not know yet, but we know it is not expected to be seasonal like the typical flu season.
         2. Emphasize social distancing and validate how hard this is for most people.
      3. What’s the difference between social distancing and self-isolating?
         1. Social distancing is a term used to describe keeping at least 2 meters between yourself and others who don’t live with you and practicing appropriate hygiene with proper hand washing. This allows for people to go outside. If however, you are self- isolating (no symptoms, but possible exposure history or mild symptoms not requiring hospitalization), there is a restriction to stay at home.

1. SUMMARIZE
   1. We’ve covered a lot of ground today, and I’d like to know what your big take-aways are from today
   2. The things I want you to know are:
      1. The clinic building is closed but the doctors are still available to you by telephone
      2. There are lots of great resources out there, including the Northern Health COVID-19 telephone number and healthlinkbc.ca website I gave you and that you have written down.
      3. I will be sharing the information we talked about today with Dr. X
      4. Social distancing is tough and especially hard because we don’t know how long it will last for, but it is important and you are doing the right thing by ( re-iterate social distancing measures)
      5. If you feel physically unwell with any COVID 19 symptoms:
         1. SELF-ISOLATE for 10 days from symptom onset and if still symptomatic continue to self- isolate until symptoms have resolved beyond a cough (which can remain for weeks afterwards).
         2. Call your family physician OR 811 OR NH COVID-19 line
         3. If you think you need to go to the hospital for COVID symptoms, CALL AHEAD
      6. If you are feeling mentally unwell
         1. Call your family physician or 811

Thanks to Cirisse Stephens MSI4, Drs Linton and Blouw for document