

Clinical Cases:

Patient 1: J.B. is a 55 year old male with a history of hypertension, type II diabetes and obesity. He recently lost his job and subsequently his insurance.

Scenario 1: J.B. presents to the emergency room because he is having chest pain. The medical assistant gets permission to obtain an EKG from his primary care provider (PCP). The ER physician compares the EKG to that taken in the ER and is concerned about an acute myocardial infarction (i.e. heart attack). Needs admission to the hospital

Scenario 2: J.B. presents to his primary care provider (PCP) for a routine health maintenance visit and in follow-up to a recent hospitalization for hospital follow-up. His PCP gives the J.B. two referrals (Cardiology and Nephrology), and writes prescriptions for all his medications. J.B. is unsure of the next steps.

Patient 2: X.Z. is a 5 year old girl with recently diagnosed with leukemia (acute lymphocytic leukemia). Both of her parents are very distraught about the diagnosis.

Scenario 1: X.Z. presents to establish care with a new primary care provider (PCP). She was diagnosed with leukemia (ALL) in Tennessee and her family has moved to Georgia to be closer to other relatives. Her parents do not have any of her medical records, and do not have any insurance.

Scenario 2: X.Z. is admitted to the hospital for severe complications of leukemia (her cancer has spread into her cerebrospinal fluid and she is in a stupor). The oncologist is concerned about the potential of coma and subsequent death. X.Z.'s parents are at her bedside in shock and disbelief at the turn of events.

List of Practitioners:

Inpatient scenario:

Physician, Nurse, Physician Assistant, Nurse Practitioner, Respiratory Therapist, Physical Therapist, Art Therapist, Music Therapist, Pet Therapist, Pharmacist, Social Worker, Chaplain, Billing Clerk, Unit Clerk, Insurance Company/Medicare/Medicaid, Volunteer, Lab Technician, Medical Technician, Pharmacist Technician, Student, Resident, Admissions Coordinator, Discharge Coordinator, Food Service Worker, Housekeeping, Psychiatry/Psychology/Mental Health, Interpreter, Family member, Other (please specify)

Outpatient Scenario:

Physician, Nurse, Physician Assistant, Nurse Practitioner, Specialists, Case Manager, Community Worker, Health Educator, Receptionist, Billing Clerk, Insurance Company/Medicare/Medicaid, Lab Technician, Pharmacist, Referral Coordinator, Emergency Personnel (EMT), Vocational contact, Interpreter, Family Member, Other (please specify)

Discussion Questions

- How can you help your patients navigate the healthcare system?
- What strategies can you identify for decreasing the stress patients experience in a complex healthcare system?
- How will today's activity impact your day at Grady as well as your practice as a physician?