

Introduction [1]

WHAKAWHANAUNGATANGA

- Kia ora
- How would you like me to address you?
- Briefly talk about yourself
- Tell me about yourself

TELEHEALTH CONSULTATION

- confirm details - Name, DOB, Address
- check safe space to talk
- explain limitations of telehealth
- advise in case line cut, check number
- * Don't forget Whakawhangaungatanga

History [2]

SHOPPING LIST

- How can we help today?
- * Just checking if anything else → then 2 more open?

IDEAS

- Cause of symptoms

CONCERNS

- What matters most to patient

EXPECTATIONS

- when made appointment

CREAM (pass fail)

- * essential history to elicit from patient
- eg) CAGE - Alcohol
- HEEADSSS - Adolescent
- MEITANGA MODEL - Maori Hauora Case

RED FLAGS

- eg) Chest pain
- short of breath
- bleeding symptoms
- GI-vomit, bowel habit
- weight loss
- fever
- acute neurology
- travel history
- lumps/bumps
- skin lesions
- * always ask about mental health
- anxiety, mood

YELLOW FLAGS (social history)

- Whanau ...
- who is at home with you
- Work
- occupation
- Addictions
- Smoking, vape, alcohol, illicit drugs
- Activities of Daily Living
- no driving, hobbies
- Sleep
- any disturbance + reason

FUNDAMENTALS (briefly cover)

- PMHx
- medications
- alternative
- Allergies
- Family History

Examination [3]

CONSENT

CAREPHONE

CLEARLY EXPLAIN FINDINGS

CLEAN HANDS

- * Don't forget obs (T, P, R, BP, RR, WT, HT, BMI) in Examination case

Impression [4]

DIAGNOSIS

- * give short reason for your diagnosis
- ask if they have heard of diagnosis + give simple explanation if uncertain
- * ask if they have any questions before proceeding to management

Management [5]

INVESTIGATIONS

- eg) blood/urine test
- * specifically mention name of test
- eg) FBC, renal fx, TFT
- ECG
- Radiology
- * Screening Tools
- mention key words to convey knowledge to examiner
- eg. CHAOS, VASC
- HAS-GLED
- Wells' score
- GRAD7
- PH49

MANAGEMENT

- 1 - information sheet
- give to patient
- 2 - lifestyle changes
- eg. Green prescriptions
- Health improve pract
- HIP
- Outline
- 3 - medications
- advise AIE
- 4 Referrals
- public or private check
- 5 medical certificate
- * if in doubt about Rx mention you would discuss with specialist or check guidelines (do not discuss with GP)

FOLLOW UP

- give specific date for follow up appointment
- eg) tomorrow
- * check if any barriers for follow up appointment
- eg. cost transport

SAFETY NET

- eg) - chest pain
- short of breath
- FAST stroke
- mental health crisis number
- meningitis
- cauda equina syndrome
- bleeding symptoms
- * if have time left over
- opportunistic screen
- eg) cervical screen
- mamogram
- CVD risk assess.
- prostate