

High-Level Overview



Call ID 123456



Member ID MW-001



Engagement Type Transitional



Communication Type Phone



SMS Sent 3



Call Duration 25 minutes



Engagement Identifier ENG-20250224-01

Summary

Nurse Avery spoke with Jim Wallace following his recent hospital discharge after a mild stroke. Jim expressed concerns about his new care plan, particularly regarding medication management, lifestyle modifications, and follow-up appointment scheduling. Nurse Avery provided guidance on his medications, dietary recommendations, and arranged for SMS delivery of a low-sodium meal plan, daily walking guide, and FAST stroke warning guide.

Patient Information



Name Jim Wallace



DOB March 12, 1959



Date of Encounter February 24, 2025



Chief Complaint Post-discharge concerns following mild stroke

Subjective

- Patient reports feeling overwhelmed by the complexity of his new care plan.
- Expresses confusion regarding his medication regimen (Warfarin and Lisinopril) and reports occasional lightheadedness.
- Concerned about potential dietary interactions (e.g., grapefruit) and uncertainty regarding follow-up appointment scheduling.
- Verbalizes difficulty managing post-discharge instructions independently.

Assessment

1. Post-stroke transitional care with challenges in adapting to self-managed care.
2. Medication management issues:
 - Minor side effects (lightheadedness) possibly due to Lisinopril initiation.
 - Need to monitor for potential interactions (e.g., fish oil, grapefruit intake).
3. Lifestyle modifications required:
 - Adoption of a low-sodium diet and initiation of daily walking.
4. Follow-up care coordination:
 - Confirm upcoming physical therapy referral and check-up with Dr. Patel in two weeks.

Objective

- Identity confirmed through three-factor authentication (name, DOB, address).

Medications

- Warfarin: Once daily for blood clot prevention.
- Lisinopril: Once daily for blood pressure management.
- Over-the-counter: Multivitamin and fish oil (noted potential interaction with Warfarin).

Educational Resources:

- SMS sent with links to a low-sodium meal plan, daily walking guide, and FAST stroke warning guide.

Technology:

- Assisted with the setup of the Drive Health app for appointment reminders and direct communication.

Plan

1. Medication Management

- Continue current medications as prescribed.
- Monitor for side effects (increased dizziness, signs of bleeding) and report any worsening symptoms.

2. Follow-Up Appointments

- Confirm physical therapy referral and Dr. Patel check-up in two weeks.
- SMS appointment reminders scheduled for the day before and on the morning of each appointment.

3. Lifestyle & Patient Education

- Adhere to a low-sodium diet; patient received an SMS with meal plan ideas.
- Begin daily walking; patient received an SMS with a daily walking guide.
- Educated on moderating grapefruit intake to avoid potential medication interactions.
- Reviewed the FAST protocol for stroke symptoms; SMS reference guide provided.

4. Technology Assistance

- Guide provided for downloading and using the Drive Health app for reminders and direct messaging.

5. Follow-Up

- Schedule a proactive follow-up call in one week to reassess progress and address additional concerns.
- Instruct patient to seek immediate care if new or worsening symptoms occur.

