

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.

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.

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.

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.