# **Schmitt-Thompson Clinical Content**

## **Adult Care Advice Topics**



June 30th, 2023

### **Dear Telehealth Triage Nurse Colleague:**

New for 2023, we have developed a new content set of **Adult Care Advice Topics** to use along with the Adult After-Hours and Office-Hours STCC Telehealth Triage Guidelines.

The Adult Care-Advice Topics (ACATs) provide **care advice** and **health information** for telehealth patients, their family, and caregivers. Most ACATs are symptom-based (such as Cough or Knee Pain). Some are diagnosis-based (such as Common Cold and COVID-19). Other *Types* of ACATs include injury and exposure to infection.

Every topic is written at the 5<sup>th</sup> to 6 grade reading level using principles of health literacy and plain language. Most topics are 1 to 4 pages in length.

An ACAT can be used as a "handout" to reinforce the patient education and care advice given during a triage encounter. A telehealth triager can share one or more of these topics with a patient (or caregiver) at the end of an encounter. Here is an example user scenario.

Maria Gomez was in her garden and was stung by a bee. She calls into her healthcare system's nurse advice line and talks to Kathy Jones RN.

Kathy selects and uses the *Bee and Yellow Jacket Sting* telehealth triage guideline. Kathy triages Maria and determines that the symptoms are minor and can be treated at home.

Kathy provides key care advice over the phone including *Call Back If* instructions. The triage software suggests 3 linked Adult Care Advice Topics. Kathy selects 2 to send.

$\checkmark$	Bee	Sting	
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☑ Over-The-Counter Antihistamine Medicines

☐ Over-The-Counter Pain Medicines

Following the health system's protected health information (PHI) processes, Kathy attaches the two PDFs to an email that she then sends immediately to Maria.

Maria is delighted with the care that Kathy provided and grateful to have easy-to-read handouts to use and reference.



## Why are ACATs important and helpful?

ACAT's provide important patient education. Sharing an ACAT handout with a patient or caregiver is *health information therapy*. These handouts can benefit the patient, the triage nurse, and our software partners.

- They improve patient understanding. Verbally delivered care advice is poorly retained by patients and caregivers. Sending an ACAT after a call gives the patient a helpful handout for ongoing use and reference.
- They decrease call times and call backs. Giving a large amount of verbal advice lengthens triage calls. A triager can shorten call times by giving just key care advice verbally and then sending one or more ACATs after the encounter.
- They increase patient and telehealth provider satisfaction. They allow the triager to do something extra after a call, to continue to support the patient with helpful care advice and health information.
- They improve quality of care by delivering consistent evidence-based care information.

## How many ACATs are there?

There are 100 topics available in **June 2023**. These topics cover the most common reasons (reasons for call) why people call a nurse advice line.

Our editorial team has prioritized future topic development based on frequency of telehealth guideline utilization, patient safety, and clinical partner input.

We will continue to expand the number of topics as we work towards the 2024 annual update. encounter.

### Are the ACAT's consistent with the adult telehealth triage guidelines?

Yes. Each topic was developed directly from the adult STCC telehealth triage guidelines and protocols. The care advice and health information was reorganized, shortened, and rewritten to make it easy for people to read. <sup>1 2 3</sup>

<sup>&</sup>lt;sup>3</sup> U.S. National Institutes of Health (NIH): Health Literacy. Available at <a href="https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-communication/health-literacy">https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-communication/health-literacy</a>.



<sup>&</sup>lt;sup>1</sup> What is plain language? Available at <a href="https://www.plainlanguage.gov/about/definitions/">https://www.plainlanguage.gov/about/definitions/</a>.

<sup>&</sup>lt;sup>2</sup> U.S. Centers for Disease Control and Prevention (CDC): What is health literacy? Available at <a href="https://www.cdc.gov/healthliteracy/learn/index.html">https://www.cdc.gov/healthliteracy/learn/index.html</a>.

## How are the ACAT's organized?

Your telehealth triage software vendor will determine how your ACAT handout's look and are organized.

Typically, each of the handouts have a similar organization and are commonly divided into the following sections:

#### Overview

- This section includes information such as key points, symptoms, causes, and sometimes caution statements.
- The goal of this section is to provide the patient with an overall summary of their symptom(s) or condition.

#### **Care Advice**

- This section contains targeted care advice for each different symptom.
- If the topic leans more toward health information you will find more detailed information.

### **Over-The-Counter Medicine**

- Here we list over-the-counter medicines that can be used to treat each different symptom or condition.
- The most common over-the-counter medicine warning information is also found within this section.

#### Prevention

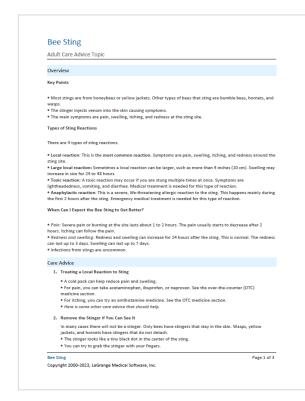
- The prevention care advice here is only applicable to certain topics.
- For example, using eye protection to prevent eye injuries.

#### When to Call Back or Seek Care

- We outline when the patient should call back or seek care.
- In some cases, we have listed symptoms or changes in condition that would necessitate emergency care.

An example of the Bee Sting topic is shown on the following page.







Thank you for your hard work, dedication, commitment to excellence, and your ongoing efforts to deliver the best care to telehealth patients.

### Warm regards,

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We welcome your suggestions and feedback. Here is our contact email: adulteditorialteam@stcc-triage.com.

