

Is it Urgent Care or Immediate Care?

Welcome! As a medical receptionist you have many vital roles in our urgent care facility. One of those roles is being the first staff member that encounters each patient. This means you will be the first one to know if a patient is presenting with symptoms that could be life-threatening and require immediate care!



What will you be learning?

- potentially life-threatening symptoms and how to recognize them
- appropriate medical staff members to notify if a patient presents with these symptoms
- emergency protocols that must be followed in an emergent situation.

Please click the start button to begin.

Start

My project is a training for medical receptionist in an urgent care setting. Medical receptionists must be able to recognize potentially life-threatening symptoms and notify appropriate medical staff if there is a patient presenting with any of those symptoms. This will be a training that helps medical receptionists recognize the symptoms and make the appropriate judgement call for a patient's symptoms.



This is the welcome screen. It will welcome the learner and give them a run down of the trainings learning objectives. They will then click the Start button to enter the training.

Main Menu

Welcome to our main menu! From here you can explore each area of this training. Please click on any of the areas to the right to begin.

Note: You must complete each lesson section before you will be able to unlock the scenario assessment of the training and earn your completion certificate.

Welcome Page

Description of Lessons	Description of Lessons	
<u>Your Vital Role</u>	An introductory video from our medical director.	
<u>PLT Symptoms</u>	Learn about each of the PLT symptoms.	
<u>Notifying the Appropriate Staff</u>	Find out who are the appropriate medical staff members that must be notified.	
<u>Emergency Protocols</u>	Learn about our center's emergency protocols and the role you have in their implementation.	
<u>Is it Urgent Care or Immediate Care?</u> 	Once you have completed each of the above sections you will have access to this assessment. Note: You will earn a certificate of completion after you successfully pass each scenario.	

The start button would bring you to this main menu screen. Learners will then be able to click on each lesson area to learn about the learning objectives. After completing a lesson a check will appear in the last column. Once all of these areas has been completed the learner will be able to unlock the assessment link at the bottom to complete and earn their certificate.

What are potentially life-threatening symptoms?

Most patients coming into our urgent care will present with a range of symptoms that are not considered life-threatening. You will register many cases of sore throats, fevers, chills, sore muscles and plenty of other non-emergent symptoms. However, there will be occasions when patients will present with life-threatening symptoms that you need to be able to quickly recognize and bring to the attention of the appropriate medical staff members.

Please click on the links in the chart to learn more about each of these potentially life-threatening symptoms.


Potentially Life-Threatening Symptoms	<input checked="" type="checkbox"/>
Signs of a heart attack	
Signs of a stroke	
Uncontrolled bleeding	
Difficulties breathing	
Altered mental status	
Loss of Consciousness	
Seizure	

Back

Main
Menu

Next

This is a sample content screen about life-threatening symptoms. From here learners can click on each link in the chart to learn more about each of the life-threatening symptoms they must be aware of during the registration process. Learners will be able to click on them in any order but must complete them all. They can then click either next, back, or main menu button to continue with the training, review the previous screen, or return to the main menu.

<p>Scenario 1</p> <p>After the following interaction with a patient how should you proceed?</p> <p>Urgent Care: Click here to register the patient and have them wait in the waiting room.</p> <p>Immediate Care: This patient needs immediate care. Click here to notify the appropriate medical staff member.</p>	<p>You call up your next patient. After greeting them, you ask them what brings them into the urgent care today. The patient explains they have been having a strange tightness in their chest. You ask if they are experiencing any other symptoms, and they say they are having a bit of trouble getting a full breath and one of their arms feels funny. They emphasize that they are not too concerned about those symptoms. They just want some medicine to stop the tight feeling in their chest.</p> 
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This screen shows how a sample assessment question would look. On the left is where they click to make the appropriate judgement call. The right will contain a patient narrative and a graphic to help them visualize the symptoms. Once they click on a judgement call they will be taken to a feedback page.

Appropriate Judgement Call

- Thank you for bringing this patient to my attention. Let's get him immediately registered in a care room so a doctor can start an assessment now. You may have just saved this patient's life.



Great judgement call! Click here to call up the next patient.

Inappropriate Judgement Call

- You should have brought this patient to my attention immediately. This patient has chest tightness, arm pain, and trouble breathing. They should not have waited 30 minutes in the waiting room. Life-saving care was delayed.



This judgement call did not give the patient timely care. Click here to learn more about the signs of a heart attack before starting this assessment again.

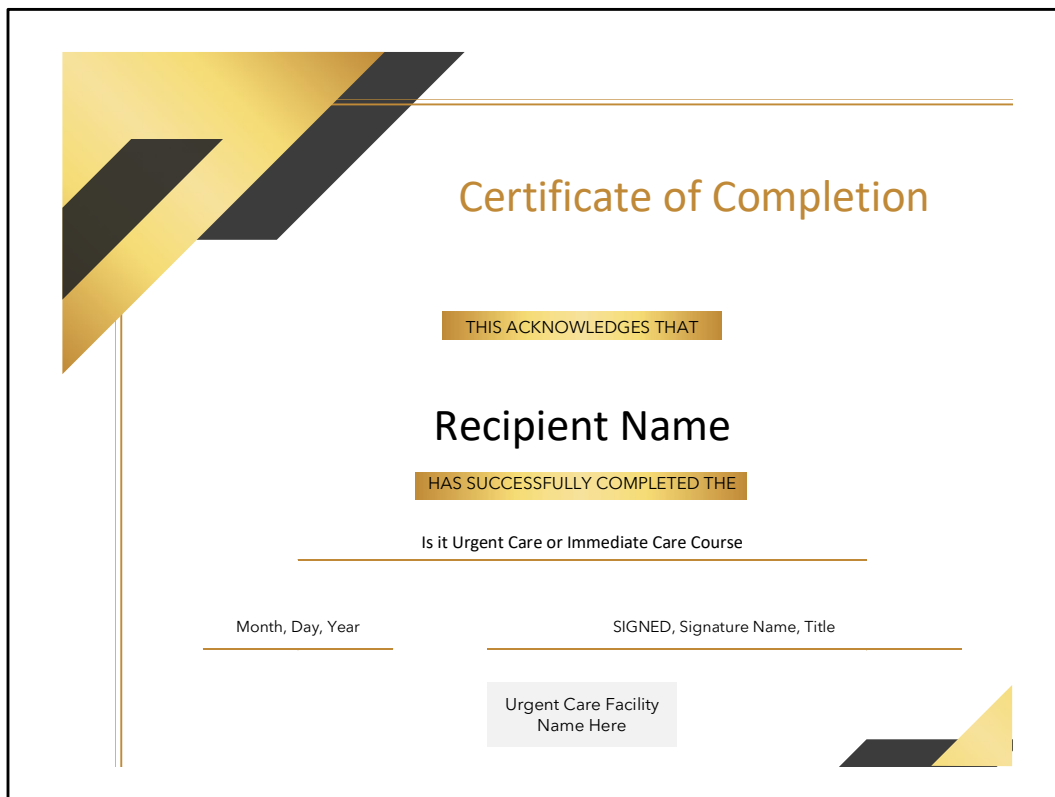
After selecting a judgement call learners will either be taken to an appropriate judgement call screen or an inappropriate judgement call screen. The appropriate feedback for the scenario would be listed accompanied by either a graphic with a relieved medical staff member reaction or a concerned reaction. Depending on their response, the learner will either be directed to click to continue the assessment or directed to a link that will take them back to the appropriate lesson section for review before the assessment can be attempted again.

Congratulations, you have successfully made the correct judgement call for each of the scenarios! You helped each patient receive the most appropriate care in a timely manner. Each staff member at our center has a vital role in patient care. You have shown you can make the appropriate judgment call for urgent and immediate care. Please click below to print out a copy of your certificate to submit to the medical director.



Print

Once the learner has successfully answered each scenario, they will be taken to a congratulations screen with directions to print their certificate of completion.



The image shows a certificate template with a black border. On the top left, there is a large yellow and black geometric graphic. The title "Certificate of Completion" is in a large, brown, sans-serif font. Below it, a yellow box contains the text "THIS ACKNOWLEDGES THAT". The recipient's name is indicated by "Recipient Name" in a large, bold, black font. Below that, another yellow box contains "HAS SUCCESSFULLY COMPLETED THE". A line follows, with the text "Is it Urgent Care or Immediate Care Course" below it. At the bottom left, a line is labeled "Month, Day, Year". At the bottom right, a line is labeled "SIGNED, Signature Name, Title". In the center bottom, a grey box contains the text "Urgent Care Facility Name Here". A small yellow and black geometric graphic is in the bottom right corner.

Certificate of Completion

THIS ACKNOWLEDGES THAT

Recipient Name

HAS SUCCESSFULLY COMPLETED THE

Is it Urgent Care or Immediate Care Course

Month, Day, Year

SIGNED, Signature Name, Title

Urgent Care Facility Name Here

This is an example of what the Certificate of Completion could look like when the learner clicks the print button on the previous screen. I kept it simple to save on ink costs to facilitate implementation of the medical director's request for a printed copy from each participant.