

Scripting draft for 4Ms in telehealth.

Laurence M. Solberg, MD AGSF

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Suggested scripting for telehealth visits using the IHI Age-Friendly Health Systems 4Ms, what Matters most, Medications, Mentation, and Mobility.

1. This scripting can be used for telemedicine, urgent and semi-urgent care in the community in this time of COVID-19 visits and beyond.
  - a. During the COVID-19 pandemic the goal in primary care is to limit in person face to face visits to avoid travel and other contact with people who are possibly infected with COVID-19 virus. These appointments can be used for well-visits, wellness checks, and non-urgent elective concerns.
  - b. These telemedicine wellness checks allow the providers to reassure patients that they are staying connected during this time of limited physical contact due to physical distancing to stop the spread of the COVID-19 virus.
  - c. When conducting these wellness checks with older adults the 4Ms provides an excellent framework with which to focus the telehealth visit. The structure of the call follows the 4Ms as such:
    - i. What matters most to the person check in question. This will help to reassure people and let them know what matters is still important to the providers.
    - ii. Medications check. Does the person have enough medication? Do they understand how and why they are taking the medications? Are there medications that can be stopped? Deprescribing is helpful for older people. Remember to consider gradually maximizing doses before adding additional medications.
    - iii. Mentation check: Can do an ultra-brief delirium screening which is asking 1) The current day of the week, 2) The months of the year backwards, starting with December. The MOCA has been validated for remote administration of cognitive testing, leaving out the visual items.
    - iv. Mobility check: Start by asking about what the person is doing to stay mobile inside or around their home. Give a plan to do steps or laps around a room or join an online exercise class. Also do 5-10 sit to stand repetitions 3-4 times a day. Stress the importance of maintaining activity even while staying home.
  - d. Here is a suggested script to follow for a telehealth visit using the 4Ms:
    - i. What Matters most: Hello (Mr./Mrs./Ms.) Smith, this is Dr. Jones your primary care doctor, (or if calling from the primary care office but to a patient that is not in your panel, This is Dr. Blue calling from Dr. Jones, your primary care doctor's office.), I am calling to check in with you. We know that this can be a stressful time with the Coronavirus limiting our abilities to go out and even just interact with others, so I wanted to see if you are doing okay. How are you doing?...

Many people may be scared or anxious during this time so I want to reassure you that we (as a practice, or I as a provider) are here for you and able to continue providing you the best care possible. In order to provide that care I would like to ask you what matters most to you at this time?, Knowing what matters most to you will allow us to refine your care plan together, as a team, to maximize the plan to meet your needs and address all of your concerns.

- ii. Medications: Okay. This is a great start. Let's do a review of your current medications. How do you organize your medications? Who manages your medications? I will have you pick up each pill bottle and tell me the name and how often you are taking it, such as daily or twice a day, etc. If you know what each medication is for, please tell me that as well. If you are not sure, I will tell you and if you want to write it down, I will help you with that. (After reviewing each medication) Now I want to make sure that you have enough of each medication? If you need refills on anything, just let me know so we can get everything called in to your pharmacy. Thank you for completing such a thorough review of your medications. If there are any medications that I think we can discontinue, I will let you know.
- iii. Mentation: Now, this can certainly be a stressful time and sometimes under stress we have difficulties with our memory, especially short-term memory. Have you had any episodes of forgetfulness or confusion lately? It is understandable if you have, with these trying times. Let me check your thinking with a quick test. I am going to ask you two questions. The first one is 1) What is the day of the week. The second question is 2) Can you name for me the months of the year backwards, starting with December. Great job. Thank you for doing that with me. [If you have a video connection, you could also do a mini-cog test which is three item recall and a clock drawing test, or the longer MOCA test.]
- iv. Mobility: Now, I would like to talk about how you are getting around the home. Have you had any falls in the last week? Are you able to stand up from the chair without help? If you are, I want you to stand up and sit down in the chair, without using your arms to help push you up, 5 times in a row. Excellent. Any dizziness or lightheadedness? No? Good. This is a great exercise to do 4 times a day. This is called a sit to stand exercise and helps keep your leg muscles from getting weak. This and walking around your home, even if it is small, will help. Especially with our current situation of physical distancing and stay at home orders. If you are weak or unsteady, we can get some physical therapy to come to the home and treat you, to regain your strength. We can make a brief exercise plan now together. {Give a plan to do steps or laps around a room. Also do 5-10 sit to stand repetitions 3-4 times a day. Stressing the importance of maintaining activity even while staying home.}

This is an example of using the IHI Age Friendly Health System 4Ms in telemedicine visits.