

Lesson 3: Case of an Adult with Acute Pain

Practicing your introduction does help you sound more _____ and _____ when you are on the phone with a patient.

Starting with an _____ _____ is a good way to let the patient start telling you why he or she is calling today.

Write down a few examples of open-ended questions:

Understanding how to _____ and _____ acute pain in older patients is always challenging.

If a caller's symptoms are urgent, then the care advice should be very _____. You do not want to waste time _____ the caller about his or her symptoms or talking about how to avoid them in the future.

_____ of adults 65 and older with pain report that the pain lasted for _____ _____ or more.

Most older people have at least one _____ condition, and many have multiple conditions which can both cause _____ and _____ its identification and treatment.

Elderly patients tend to _____ pain and often refuse medication to relieve it.

Pain can be either _____ or _____.

Chronic pain is _____ pain. Sometimes the cause is known, such as if the patient has arthritis or back pain. Sometimes there is no _____ _____ for the chronic pain. For this reason, chronic pain tends to be _____ to treat than acute pain.

Acute pain is _____ to diagnose. It is associated with a specific _____ or _____. It is _____ _____, meaning once the injury heals or the illness has been treated, the pain usually goes away.

When collecting your _____, it is important to remember that _____ _____ may cause additional abnormalities in the patient's vital signs.

When you have more than one _____, or more than one _____, you must triage all _____ (unless one symptom has such a high acuity level that it sends your patient to the emergency room). If this happens, it is safest for your patient to not triage the remaining symptoms.

It is your job to listen _____, determine what is _____, and document in a brief, yet _____, format.

Write down a few examples of statements of empathy and comfort: