

## Supporting Your Client in Calling Their PCP's Office: Vignette

### Background

Crystal is a 50 year old woman with schizophrenia. She lives with her partner of many years. Due to her unremitting hallucinations, she has been unable to work since her teens, though can cook and take care of her house, and enjoy their cats. She has high blood pressure, is obese, largely from her medications, and has gastrointestinal difficulties related to very high doses of antipsychotic medication over many years.

Her med list is

- Lisinopril 20 mg daily
- Hydrochlorothiazide 50 mg daily
- Clozapine 600 mg at bedtime
- Aripiprazole 10 mg at bedtime

She has a good relationship with her primary care provider, Dr. Desai, but feels that the front desk staff at the office thinks that she is a bad person and maybe can read her thoughts. She is reluctant to call the office for this reason and has lost her temper when on the phone with them. She thinks of getting another doctor but is quite attached to Dr. Desai and after discussing the options with her case manager, decides to try to continue to deal with the front desk people.

Today she needs to call the office because she needs a refill on her aripiprazole, but the insurance company has insisted on a prior authorization before they will fill it because she is on two antipsychotic medications.

### Activity

You are Crystal's case manager and you are assisting her in calling Dr. Desai's office. Using the "Support Your Client with a Primary Care Provider (PCP) Call or Visit" tool pretend you are making the call with Crystal.

- 1) What would you do with Crystal before calling Dr. Desai's office?
- 2) Based on the role play you just saw, anything you would add?
- 3) After the call what would your next steps be? Anything else you would do to help build your clients skills and confidence?