

Patient Observation at Pain Management Center Evaluation

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CARE EXPERIENCE SETTING

Sign in at

reception

- Volunteer takes

temperature

ECU Health Pain Management Center in Greenville, NC:

Waiting

room

(~5 mins)

80-year-old woman accompanied by her husband for her quarterly prescription refill for Norco (hydrocodone/acetaminophen), a narcotic to treat pain.



TOUCHPOINTS

-Nurse takes vitals (~10 mins)

Exam room

NP visit
hvsical exam.

Overall visit time = ~ 50 mins

-physical exam, questionnaire (~5 mins) Waiting - Sign conser form,

- Sign consent form, recommendations (~15 mins)

Schedule
next
appointment
at front desk

Medication Schedule

STRENGTHS

- Willingly answered questions
- Patient commented that she has always felt welcomed in the clinic
- Thorough examination by NP
 - Ensured that the patient understood the effects of overconsuming acetaminophen
 - created a feasible plan for physical activity based on patient's social history
- Held the door open for the patient in electric wheelchair

MISSED OPPORTUNITIES AND IDEAS FOR IMPROVEMENT

Fill out medication form

- patients can fill it at the beginning of the visit to write down all their medications including time, day, and quantity.
- Avoids making the patient verbally recall them in the exam room.

Devise a quicker way to prepare the consent form

cuts the wait time.

Expand space near the reception

makes it more wheelchair friendly.

Install window intercoms



Hearing through the glass window at the front desk is difficult especially while wearing a mask. This can lead to frustration, miscommunication, and misuse of time.





