

Doctor's Note

Instructions to the Learner

You are a resident at a virtual walk-in clinic. You are about to talk via video to **Paula Carter**, a university student.

The nurse told you that Paula is calling to get a “sick note”.

For this case assume patient identity has already been confirmed.
Please identify yourself to the patient at the beginning of the station.

Instructions for Simulated Client

OPENING STATEMENT (Note: to be stated at the start of the station)

“Hi, I’m calling to get a doctor’s note. I need it for my professor.”

OVERVIEW

You are Paula Carter, a university student between ages 20-30. You have called into the clinic and have been set up to have a video appointment with the resident. You need a note saying you were too sick to write an examination tomorrow, though you appear well.

Once the doctor has probed a bit, you offer that what you need is a “sick note”. You are hoping that it can be emailed or faxed to you somehow.

BACKGROUND

Behaviour, Demeanour and Appearance

- You are pleasant yet persistent.
- You may say things like:
 - *“It isn't that big a deal, is it? This happens all the time, doesn't it?”*
 - *“I don't want to cause a problem for you, but I want you to know I really need this. If I blow this exam, I could lose my scholarship; I need to maintain a “B” average.”*

Attire

- Casual

Starting Position

- Sitting in a front of your computer

HISTORY OF PRESENT ILLNESS/ PROBLEM**Client's concerns**

- You have a scholarship which helps pay your tuition. It depends on your maintaining a B average. If you don't get the scholarship renewed, you probably won't be able to return for your final year. You're the first person in your family to go to university and they are very proud of you. You don't want to let them down.
- Your hope is that you can have an extra week to study and write a make-up exam. You have spoken to your professor who informed you that writing the make-up exam depended on producing a doctor's note.
- Your prof said that he needed a note very clearly.

History of Present Illness

- You have not requested similar notes in the past, but are aware that other students have done this without problems to defer exams and for extensions on essays, so you do not expect any resistance.
- You are not really ill. The truth is, rather than studying, you spent last week with your out-of-town boyfriend/girlfriend. You have been seeing your boyfriend/girlfriend for the past 2 years. This year he/she started a program at a different university. You have been worried that the relationship wouldn't survive the separation, so you wanted to spend a lot of time with him/her while he/she was in town during reading week.
- You don't have a doctor now that's why you are using a virtual walk-in clinic.

PAST MEDICAL HISTORY

- N/A

FAMILY MEDICAL HISTORY

- N/A

PERSONAL HISTORY

- N/A

SOCIAL HISTORY

- N/A

QUESTIONS MAY/MUST ASK

- *"Haven't you ever had to ask for a favor? You went to school once, don't you remember?"*
- *"Can't you just say I've got the flu or something?"*
- *"I know I made a mistake and should have been studying. But I hadn't seen her/him for months!"*
- *"Because of this I'll lose my scholarship, and I won't be able to continue school."*
- *"That's not right, is it? I made a mistake. But this is really too high a price to pay don't you think?"*
- If they refuse to write it and don't say why, ask, *"Why won't you write this?"*
- *"I'm sorry. I've never done this before. I swear I'll never do this again."*
- *"You're my only hope."*
- *"Please."*
- *"Can you just do this for me once? I won't call back to bother you again."*