



# Patient Panel Program

## Supervisor Recruitment Information

We are reaching out to ask you to help our third-year medical students recruit patients for their patient panel, and to act as their most responsible physician (MRP) supervisor in this project if you have an ongoing relationship with their patient. If you are not the one primarily looking after the patient, you could help connect the student with the MRP.

### What is a patient panel?

A patient panel is a volunteer program that matches medical students from the Temerty Faculty of Medicine, with a patient for up to one year. Patients will be asked to share their experiences and help the student learn what it is like to be a patient.

### What will the patient be asked to do?

The medical student may ask the patient to:

- Share information about their health and their medical journey
- Share any questions they may have about their health
- Discuss any challenges they might be facing with their health or the healthcare system
- Talk about how their health has affected their day-to-day life

The student may also ask to join the patient at some of their virtual medical appointments, and the student will ask to book phone calls or virtual visits to check in on how the patient is doing.

### What am I being asked to do?

Students are being asked to recruit two patients who will have health care follow up over the course of the year - **one older adult (age 65 or older)** with a Rockwood Clinical Frailty Score of 3-4 or higher, **the second patient can be of any age**. One of the patients should have a social issue which the student could help advocate for.

**If your practice includes longitudinal care of patients**, your role as the MRP is to continue in your usual care of the patient, including the student where possible. **This will not be onerous- perhaps a couple of phone calls or emails to the student, and a virtual visit where possible. Students are only required to see/speak to/or review materials related to their patient, three times over the year, after the initial visit.**

**If your practice does not include longitudinal care of patients**, your role is to connect students with a patient and their MRP, using your established network of physician colleagues.

Working with the medical student on the patient panel is a wonderful opportunity to model empathy, advocacy, communication, collaboration, professionalism, and a holistic approach to patient care.

### **How will this initiative be helping a medical student?**

By helping student access patients longitudinally and have them share their experiences, questions, and concerns, as well as share your experience as the patient's MRP, you will help them to:

- Treat patients as people, not just their health conditions
- Listen carefully to their patients and ask good questions
- Understand how important patients' personal experiences and perspectives are to their health care
- Find out what community resources can be helpful for patients

### **What are the benefits to the patient of being on a patient panel?**

Your medical student may be helpful to the patient in several ways. They may be able to:

- Help explain their test results and medical procedures
- Talk to them about upcoming medical appointments, important questions and challenges they may be facing
- Help them find information and resources that may be useful to them
- Help them explore their options and choices
- Help them understand and find their way through the healthcare system

### **Is there anything the medical student cannot do?**

While the medical student is following along with the patient, they are not in the medical expert role. Therefore, they may not:

- Write a prescription for medicines or other health devices
- Order any tests
- Diagnose or treat any of patient health challenges
- Give the patient any medical advice without first talking to their supervisor, who is a doctor teaching at the University of Toronto

The patient's regular doctor and health care team will continue to help patients manage their health while they are on the patient panel. Patients will be instructed that if they have an emergency, they must call their doctor, call 911, or go to their nearest Emergency Department.

## How will patients be protected while they are on the patient panel?

The medical student will follow strict policies and procedures to protect the patient's personal health information. When they take notes, they will not include patient names or any other personal information that could be used to identify them.

The medical student can only share general information and resources. They will not give patients any direct medical advice. If they say something that is confusing or does not feel right, patients will be directed to talk with their doctor.

## What happens if patient change their mind?

Patients can decide to leave the program at any time. If they wish to leave, they will be asked to just tell the medical student or their supervising doctor. They do not have to give any reason for leaving.

## What happens after the patient panel program ends?

The program will end on August 31, 2022. After that date, patients will no longer see the medical student. Patients will continue to meet with their doctor and use health care services as they do now.

If you choose to participate in the patient panel program, you will help us teach our medical students how important it is to understand patients' experiences and perspectives. Seeing patients as people first will help them become great doctors.

## Acknowledgements

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