

Case Description for the Interprofessional Team

Patient name: Georgia Mason

I-IPI

- Ms. Mason is a 40-year-old patient who presents to the primary care clinic with a chief complaint of "hearing voices."
- You have been caring for Ms. Mason for 8 years. She has a diagnosis of neurofibromatosis Type 1.
- At previous appointments, Ms. Mason has complained of auditory hallucinations. In the past, these have been transient and harmless. The patient was prescribed seizure medication to diminish the frequency and severity of these hallucinations.

Family/social history

- Last you knew Ms. Mason was living in a public housing unit. You are invested in helping her maintain stable housing.

Clinic and Community Information

The university hospital associated clinic is designated as a Patient Centered Medical Home (PCMH). The teaching clinic has multiple specialties with the primary care clinic having presented nationally on the team based primary care model.

Over the last year, the primary care clinic had 2,500 unduplicated cases and instituted population-based case management.

The southern city where the clinic is located has a population of about 250,000 with a land mass of 10 miles. During the academic year the population swells to 300,000 people and the streets are difficult to navigate. Housing costs in the city are very high at upwards of \$1500-\$2000 for a two-bedroom apartment and a three-bedroom house starting at \$250,000.

Pandora's Box: Identifying Social Determinants of Health Facilitator Guide
 University of Kansas Medical Center Interprofessional Teaching Clinic
<http://creativecommons.org/licenses/by-nc-nd/4.0/>

e oee



Pandora's Box

Role Play Scenario 2

Description of Patient Role

Patient name: Georgia Mason

You are a 40-year-old patient who suffers from neurofibromatosis Type 1, a neurodegenerative genetic disorder that can cause cognitive impairments and tumors throughout your body.

At previous appointments, you have told the team that you hear noises that you can't always explain. You also mentioned that you don't get along with your property manager, and you think he wants to get you kicked out of your public housing unit.

Since your last visit, you have been hearing regular banging noises from the apartment next to yours. A maintenance man for the building lives next to you, and you think he is making the noises to intentionally bother you. You have made repeated complaints about these noises to the property manager, but he tells you

he has investigated and found that the next door unit has been empty when you are making the complaints.

The property manager has filed paperwork to have your tenancy terminated. You received a notice that you have 3 days to request a hearing or the apartment will take steps to evict you.

You are very confused about why you would be evicted when it's your neighbor who is making noise, and you are just making reports. You are very scared that you will lose your apartment, and you don't know what can be done to keep it.

You have a long-term relationship with your team. You bring in a copy of the notice of termination with you to your appointment to see if there is anything they can do. You don't reveal the notice of termination immediately to the team, but if asked directly if there has been any direct communication between landlord and you, you reveal the notice.

If asked about medications, you report that you are taking all your medication including the seizure medication. You report that all your medications are free, and that the pharmacy is within walking distance from your apartment.

