

## *Point of Care Risk Assessment Over the Phone*

**Setting:** Two people on a phone call

**Characters:** Dylan, Booking Clerk (he/him); The Patient (he/him)

In this exercise, you will practice doing a point-of-care risk assessment while on a phone call.

Dylan is a booking clerk.

He is calling a patient to schedule them for an urgent biopsy.

When should Dylan begin the point-of-care risk assessment?

Text on Screen:

A: Dylan should begin the Point of Care Risk Assessment before interacting with the patient, and continue throughout the interaction.

What questions should Dylan ask himself for the person part of the point-of-care risk assessment?

Text on Screen:

A: What key pieces of information do I need to know about this person? Requires urgent biopsy.  
Is there a Violence Risk Alert? No.  
Is there a Behavioural Care Plan? If so, what does it say, and have there been any changes? No.

What questions should Dylan ask himself for the environment part of the point-of-care risk assessment?

Text on Screen:

A: Is this a safe environment? Yes. On the phone.

Dylan needs to communicate the booking information and ensure the patient understands it.

What questions should Dylan ask himself for the task part of the point-of-care risk assessment?

Text on Screen:

A: Will the task I am doing put me in the personal space of the other person? No.

Is my task likely to cause pain, distress, or frustration? Yes.

Does this task need to be done right now? Yes. Biopsy is urgent.

What questions should Dylan ask about himself?

Text on Screen:

A: Am I settled enough? Am I tired, angry, hungry, frustrated? Stressed for time as I have a lot of calls to make but settled enough.

Do I feel safe to proceed? Yes.

Based on his initial point-of-care risk assessment, Dylan proceeds with his task.

He barely has identified himself and the purpose of the call when the person who answered the phone responds angrily.

He says he doesn't know what Dylan is talking about, but keeps shouting without giving Dylan a chance to speak.

What should Dylan do?

Text on Screen:

A: Dylan should do another Point of Care Risk Assessment, as he is now interacting with the patient and things are changing.

Dylan quickly does another point-of-care risk assessment.

What additional questions should he ask himself?

Text on Screen:

A: What do I hear? Person shouting angrily.

Is this an emotional crisis or a behavioural emergency? Yes. Shouting is a sign of an emotional crisis. They are not issuing threats.

What am I sensing? How am I feeling about this interaction? Anxious, heart rate increased, slightly frustrated. Not feeling threatened.

Do I feel safe to continue? Yes.

Dylan decides to proceed with the task and tries to de-escalate the person.

He calmly empathizes that he can hear that he is very upset and that he would like to understand enough so that he can help.

He keeps the four R's of Trauma-Informed Practice in mind, recognizing that he can never fully understand what is going on for someone.

The man calms down enough for Dylan to explain again why he is calling.