

WELCOME TO THE  
**Be Well** Family Clinic 



**VITAL**   
**SIGNS**

You're the boss at the Be Well Family Clinic, a medical practice serving the Port Douglas community.

## Be Well Family Clinic

Our mission is to serve the overall health and wellness of the people of Port Douglas, caring for individual patients and families, and promoting the health of our community.



As the medical director, you're in charge of health care for all of the clinic's patients, as well as managing the staff.

**Be Well** Family Clinic 

## **MEDICAL DIRECTOR** **Job Description**

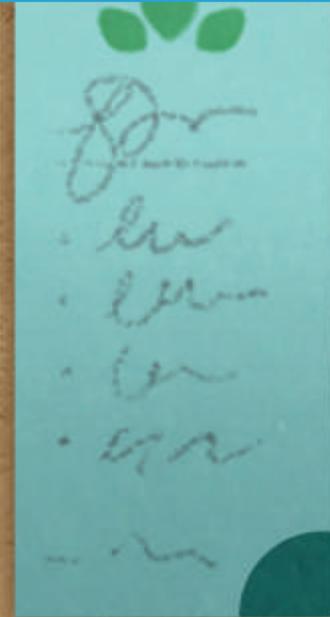
**HIRED**

### **Duties:**

- Patient care, including diagnosis and treatment
- Manager of all medical and administrative staff
- Responsible for making sure the clinic is serving the health and wellness needs of the Port Douglas community

### **Duties:**

- Bachelor's degree, undergraduate (4 years)
- M.D., medical school (4 years)
- Residency program (4 years)
- Previous experience in medical practice and personnel management



Your day starts in your office. This is Victoria, the clinic's medical assistant. She'll help you get started.

**Good morning, Boss!**

As the medical assistant, I work with all of our patients, taking their vital signs and getting them ready for exams.

I also help you by making sure you know what you need to get done! First on your To Do List today is to get to know your office. Take a look around!



Click on people or things to get the information you need and click on doors to move from room to room.



Click on your tablet to access your tools. Your To Do List tells you what you need to get done each day.

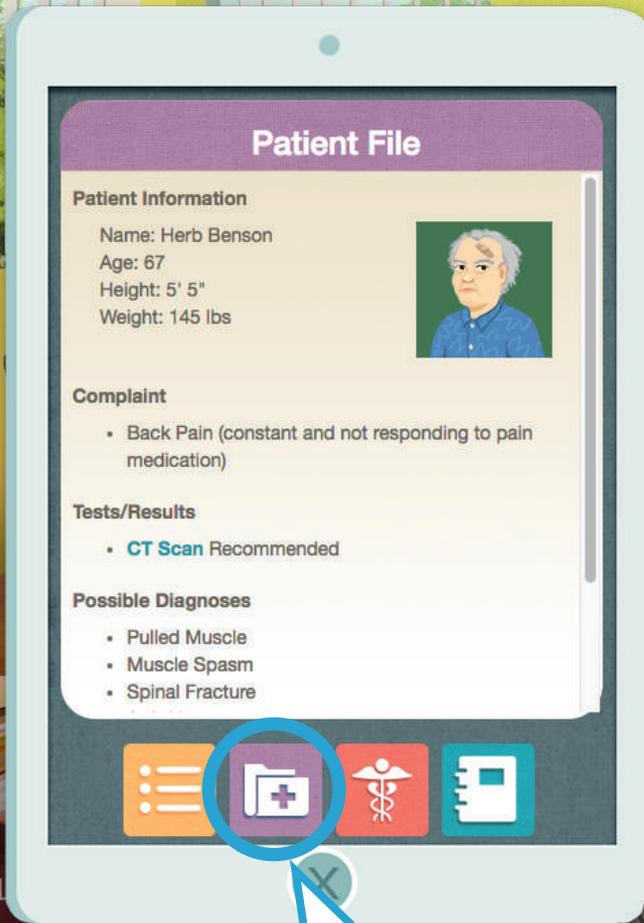
## To Do List

- Case conference about Herb Benson
- Catch up with Marianne
- Review Tahmid's email
- Medical consult on Herb's case
- Confirm treatment plans

To-Do List

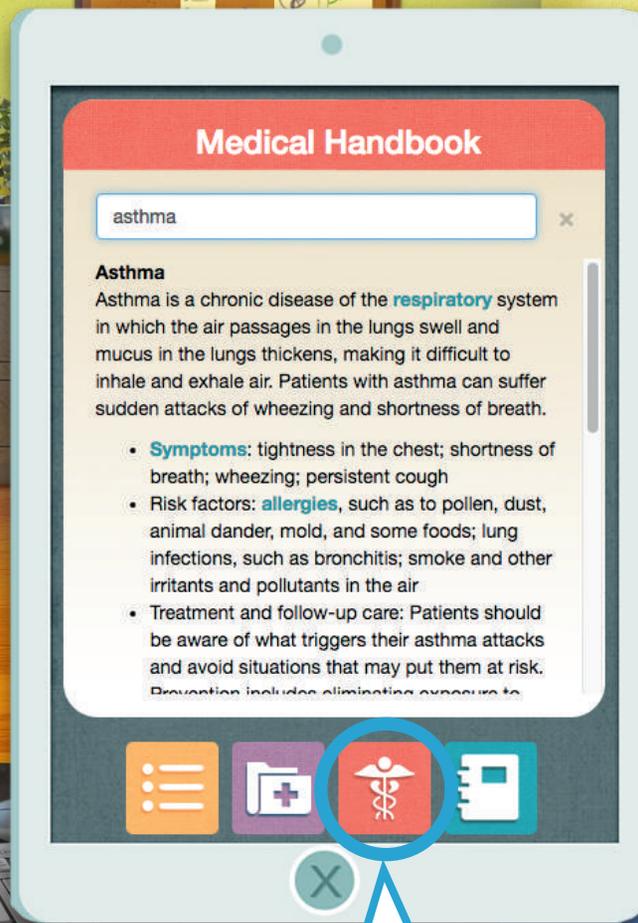


Your tablet also contains a patient case file, a medical reference guide, and a glossary. Click on them at any time.



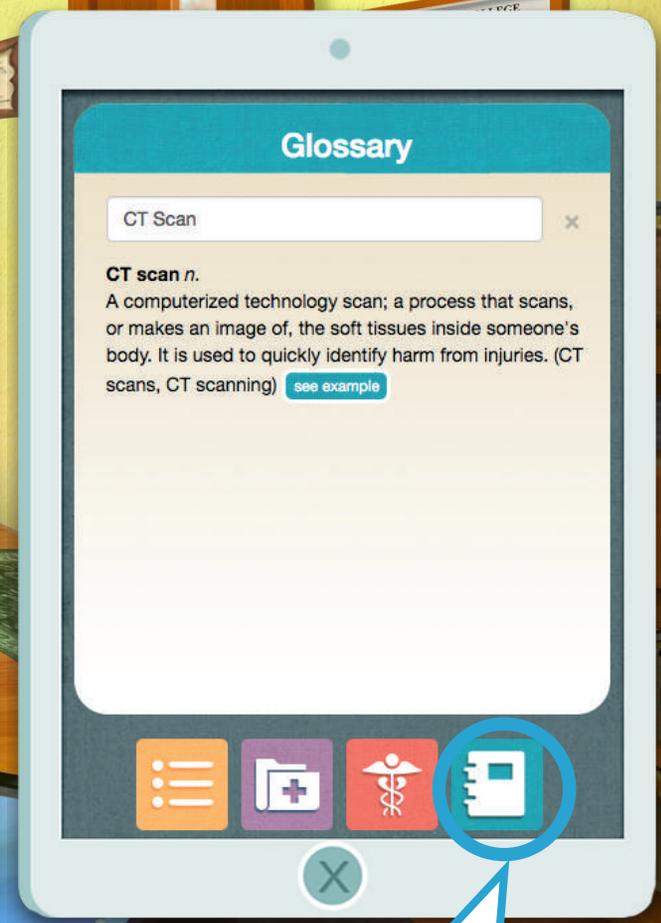
The tablet screen shows a 'Patient File' interface. At the top, it says 'Patient File'. Below that is 'Patient Information' with a small photo of an elderly man and text: Name: Herb Benson, Age: 67, Height: 5' 5", Weight: 145 lbs. Under 'Complaint', it lists 'Back Pain (constant and not responding to pain medication)'. Under 'Tests/Results', it says 'CT Scan Recommended'. Under 'Possible Diagnoses', it lists 'Pulled Muscle', 'Muscle Spasm', and 'Spinal Fracture'. At the bottom, there are four icons: a list, a folder with a plus sign, a medical symbol, and a document. A blue circle highlights the folder icon.

Patient Case File



The tablet screen shows a 'Medical Handbook' interface. At the top, it says 'Medical Handbook'. Below that is a search bar with 'asthma' entered. Underneath, it says 'Asthma' and provides a definition: 'Asthma is a chronic disease of the respiratory system in which the air passages in the lungs swell and mucus in the lungs thickens, making it difficult to inhale and exhale air. Patients with asthma can suffer sudden attacks of wheezing and shortness of breath.' Below the definition are three bullet points: 'Symptoms: tightness in the chest; shortness of breath; wheezing; persistent cough', 'Risk factors: allergies, such as to pollen, dust, animal dander, mold, and some foods; lung infections, such as bronchitis; smoke and other irritants and pollutants in the air', and 'Treatment and follow-up care: Patients should be aware of what triggers their asthma attacks and avoid situations that may put them at risk. Prevention includes eliminating exposure to...'. At the bottom, there are four icons: a list, a folder with a plus sign, a medical symbol, and a document. A blue circle highlights the medical symbol icon.

Medical Reference



The tablet screen shows a 'Glossary' interface. At the top, it says 'Glossary'. Below that is a search bar with 'CT Scan' entered. Underneath, it says 'CT scan n.' and provides a definition: 'A computerized technology scan; a process that scans, or makes an image of, the soft tissues inside someone's body. It is used to quickly identify harm from injuries. (CT scans, CT scanning)'. Below the definition is a 'see example' button. At the bottom, there are four icons: a list, a folder with a plus sign, a medical symbol, and a document. A blue circle highlights the document icon.

Glossary



Hello,

|| Logout



I know there's a better word, but I can't think of it. Which word should I use instead of *weakness*?

## Be Well Family Clinic

### Letter to Hospital Administrator

Dear Mr. Lee,

We have a serious problem here at the clinic. One of our long-time patients, Herb Benson, is uninsured. His doctor would like to run some tests, but his case is difficult. We are in **burning**  need of your assistance.

Let me explain Mr. Benson's **weakness** . He has severe back pain. Lately Mr. Benson has come into the clinic almost every day and complained of this symptom.

Mr. Benson's physician, Dr. Sasha Ellis, has been seeing him regularly. Even though she has **purchased**  medicine for him to help ease the pain, he seems worse than ever.

Dr. Ellis has run all the routine tests. Now she wants to rule out a spinal injury. While spinal injury is rare, it can be very serious if not correctly diagnosed.

However, Dr. Ellis can't run the test she needs to at the clinic. She would like to send Mr. Benson to the hospital for a CT scan. This type of advanced technology will show more information about his spine than **classical**  X-rays will.

A CT scan might show whether his back pain comes from an injury. It will also help Dr. Ellis to decide on the best treatment. In the end, it will help to release  Mr. Benson's symptoms.

Choose the best option.

**condition:** n. sickness or state of ill health

**program:** n. plan for what to do

**treatment:** n. the giving of medicine or other help

**surgery:** n. an operation done by a physician



Your staff will send you emails when they need help with their work. Be sure to answer their questions carefully!



## Victoria Stubbs

First up is a case conference with Tahmid, Sasha, and Austen. They need to talk to you about a patient they're all working with -- Herb Benson.

You say...

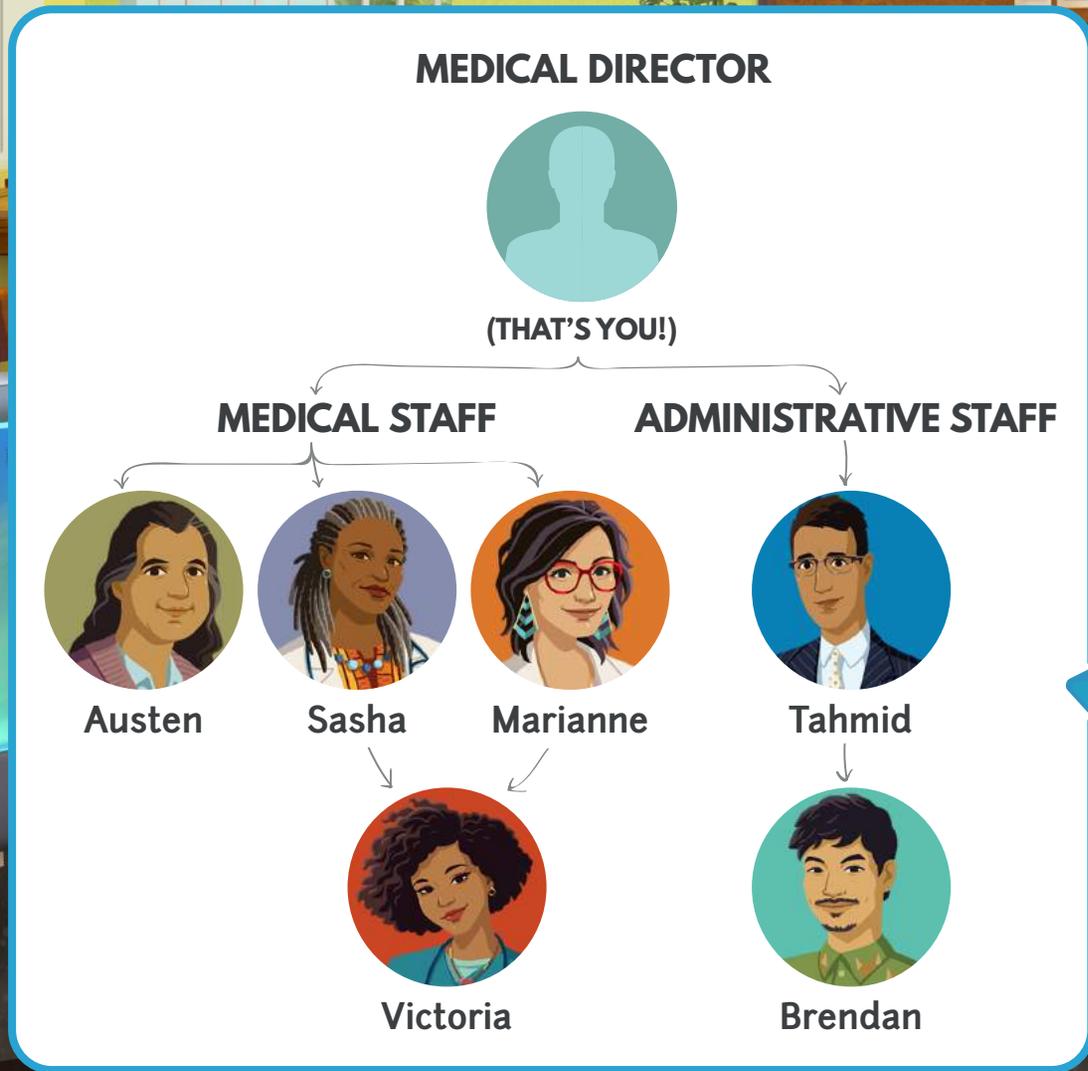
**Hmm. I should cancel the group meeting and talk to each of them individually about Herb.**

**Great. It will be good to talk to everyone all at once about Herb.**



Sometimes, you'll need to decide what to say to your coworkers or patients. Click on what you want to say.

You can find more information about the Be Well Family Clinic employees in the staff directory.



For example, here's a little more information about Victoria.

## Staff Directory

Be Well Family Clinic 



**Victoria Stubbs**  
Medical Assistant

### Responsibilities

- Preps exams rooms
- Performs patient intake interviews
- Records patient vital signs and medical histories
- Assists with lab tests and administers medications

### Education and Professional Background

- Externship, Port Douglas General Hospital
- Certified Medical Assistant (CMA) Credentialed
- Medical Assistant Training Program, The Health Institute of Port Douglas
- Associates Degree, West Orange Community College
- Diploma, Martin High School of Science and Technology

Now let's meet the rest of the staff!

Exam Room

# HALLWAY

Counseling Office

Medical Director

Waiting Room

Conference Room

I'm **Marianne Norris**, the nurse practitioner. I'm one of the primary care providers here. I perform exams, treat patients, and prescribe medicine just like Sasha does.

Speaking of which, have you seen Sasha? I think she's in the exam room.





**Marianne Norris**  
Family Nurse  
Practitioner

## Responsibilities

- Responsible for patient care
- Diagnoses illness and prescribes medicine
- Mentors younger clinicians and staff
- Manages wellness programs and clinic health workshops

## Education and Professional Background

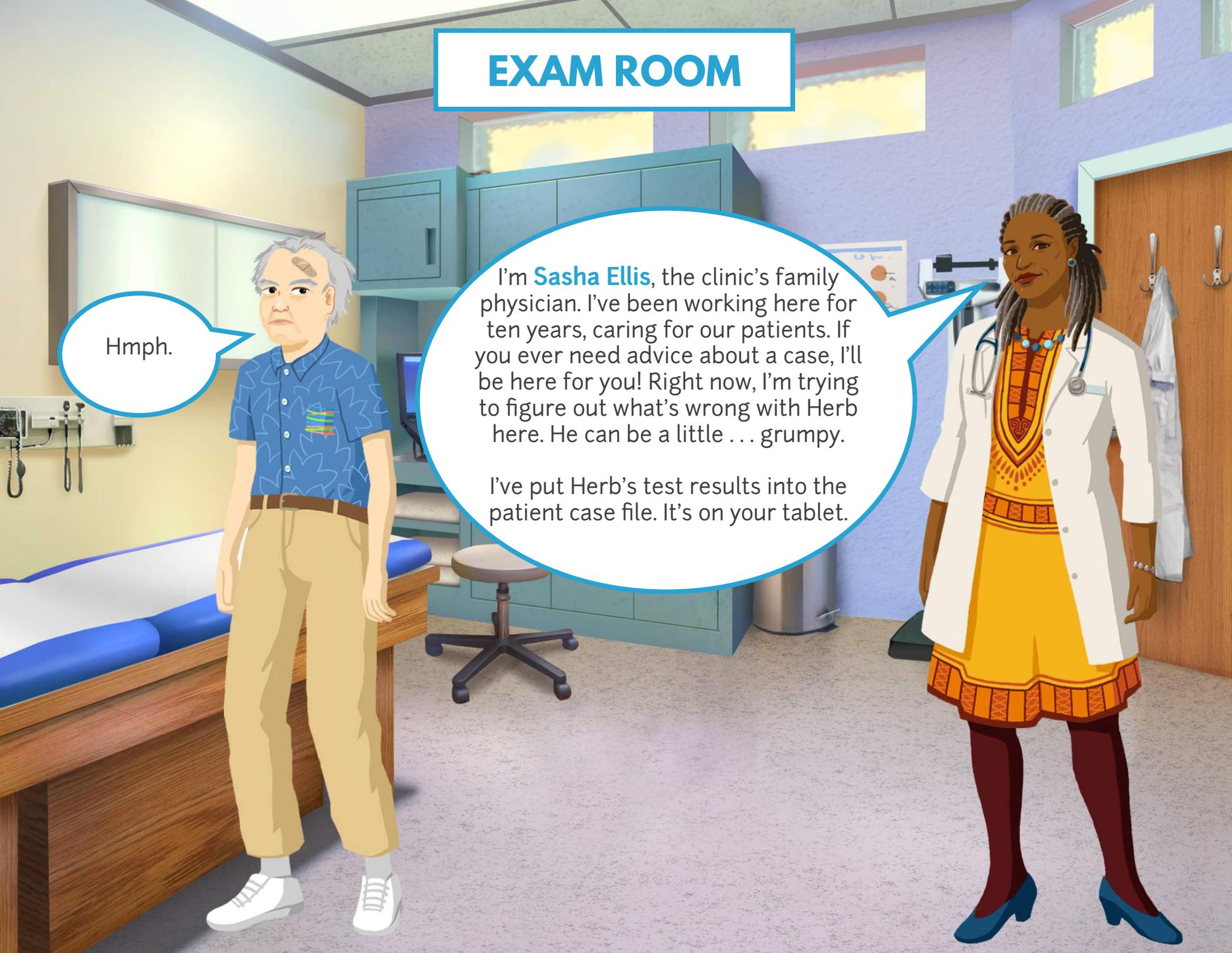
- Registered Nurse, Ninth Ward Family Clinic, specializing in pediatrics
- Master's Degree in Nursing, Rogers University
- Registered Nurse Practitioners Certification
- Bachelor of Science, Nursing, Covina College

# EXAM ROOM

Hmph.

I'm **Sasha Ellis**, the clinic's family physician. I've been working here for ten years, caring for our patients. If you ever need advice about a case, I'll be here for you! Right now, I'm trying to figure out what's wrong with Herb here. He can be a little . . . grumpy.

I've put Herb's test results into the patient case file. It's on your tablet.





**Sasha Ellis**  
Family Physician

## Responsibilities

- Responsible for patient care, both individually and as part of patient care team
- Diagnoses illness and prescribes medicine
- Mentors younger clinicians and staff
- Contributes to community education and health programs

## Education and Professional Background

- Attending Physician, Port Douglas General Hospital
- General Practitioner, International Relief Association, specializing in emergency medicine
- Resident, Port Douglas General Hospital
- M.D. and Fellowship, Rebecca Lee Crumpler School of Medicine

# COUNSELING OFFICE

Great to see you! I'm **Austen Ward**, the family therapist. I do counseling and therapy, and I also work with families and children. I help make sure our patients are happy as well as healthy. I love my job here -- it's a gift to do this important work!



# Staff Directory



**Austenaco**  
**(Austen) Ward**  
Family Therapist

## Responsibilities

- Practices talk therapy with individuals and families
- Acts as patient advocate, both internally and with outside organizations
- Assists patients in navigating outside services

## Education and Professional Background

- Pre-health professions training, NSUOK
- Master's Degree in Social Work (MSW), Tahlequah University

# CONFERENCE ROOM

Hello old friend! It's me, **Tahmid Rohim**. I am the administrative director for the clinic. While you make sure our patients are being taken care of, I make sure our bills are paid and our systems are up to date. Our partnership is very important to me.

At the end of the day, you'll want to grab some water from the water cooler!

# Staff Directory



**Tahmid Rohim**  
Administrative Director

## Responsibilities

- Maintains relationship with clinic's supervising medical center, Port Douglas General Hospital
- Manages clinic budget
- Schedules doctors and medical staff
- Oversees billing and insurance
- Hires and manages all staff in partnership with medical director

## Education and Professional Background

- Administrative Manager, Williams Hospital Emergency Unit
- Medical Secretary, Oak Forest Medical Center
- Bachelor of Science, Healthcare Administration, Templeton College

# CONFERENCE ROOM

Hi, Doc! **Brendan Yang** here. As the medical secretary, I keep our patient files updated and organized, make sure test orders and prescriptions get filled, and -- the best part -- welcome our patients when they come in for appointments!

Why don't you head out to the park, Doc? Victoria's waiting out there for you.

# Staff Directory



**Brendan Yang**  
Medical Secretary

## Responsibilities

- Schedules appointments
- Answers phones and correspondence
- Handles patient billing and insurance
- Responsible for organizing and maintaining patient files

## Education and Professional Background

- Medical Records Certificate, Davis College
- West Coast High School

Well, boss, that's the tour. There's just one more group of people I want you to meet -- our amazing patients! These are just a few of the people you'll be helping at the Be Well Family Clinic. Whatever other craziness that may be going on, protecting their well being is always our most important job. I'll see you back at the clinic!



**SEE YOU AT WORK!**

