

Asynchronous Care for the Evaluation of Cold and Flu Symptoms with an LVN-assisted pathway

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Abstract & Purpose

At the UCLA Student Health and Wellness Center, we implemented a program in November 2023 to evaluate cold and flu symptoms in the young adult population using an asynchronous care approach.

This pathway was innovative in that it also utilized the assistance of nursing staff (LVNs) to gather pertinent clinical information such as vital signs, photos of the pharynx, and results from point-of-care strep, covid, and/or flu tests. This program was successful in improving access to services.

The purpose of this poster is to describe the benefits and patient workflow for asynchronous care in the evaluation of cold and flu symptoms in the student health population.

Program Benefits

- ❖ Improved patient access to strep, covid, and flu testing
- ❖ Decreased wait time as compared to in-person appointments
- ❖ More comprehensive information is gathered in the patient questionnaire as compared to telehealth visits
- ❖ Overhead cost of asynchronous care is lower than in-person appointments
- ❖ Decreases barriers for students to seek care as they can submit clinical information at a time that is convenient for them

Patient, LVN, and Clinician Workflow

STEP 2:

LVN collects vital signs and takes a picture of the patient's throat (pharynx). Patient self-collects covid, flu, and/or strep tests. LVN performs point-of-care testing and enters all clinical info into the medical record.



STEP 1:

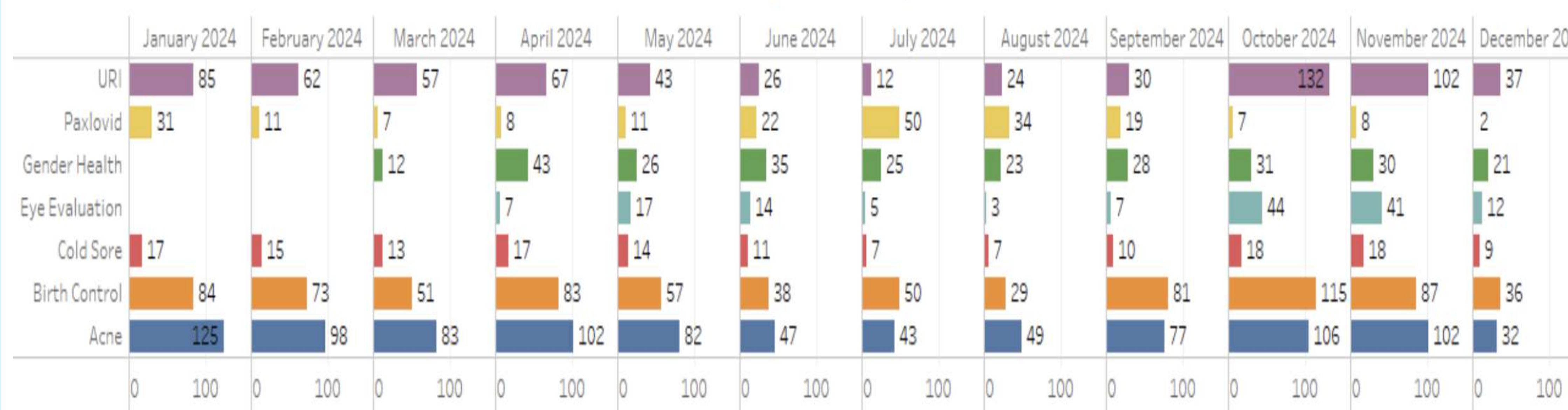
Patient completes an online patient questionnaire about their respiratory symptoms and schedules a next-day appointment with an LVN.

STEP 3:

Clinician reviews the patient questionnaire and LVN-collected information, and responds to the patient with diagnosis and treatment plan. Patient instructions and education are sent via secure message.

677 Cold/Flu Visits in 2024

Treatment Requests from Patients
Count of Messages Received by Month



Online Questionnaire

Exclusion Criteria

- Severe or persistent vomiting
- Severe persistent pain or pressure in chest or abdomen
- Unable to swallow or open mouth fully
- Shortness of breath
- Coughing up blood
- Neck stiffness
- Worsening of chronic medical conditions
- Seizures
- Not urinating
- Severe muscle pain
- Severe weakness or unsteadiness
- Persistent dizziness or confusion
- Lower leg swelling

Patient Satisfaction

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE
This online service was as good as an in-person visit.	60.00% 15	32.00% 8	4.00% 1
The online service made it easier for me to get my needs met.	76.00% 19	20.00% 5	4.00% 1
Overall, I was satisfied with this online service.	68.00% 17	28.00% 7	4.00% 1

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