Student Resource 7.9

Scenario: What Happens During a Visit to a Primary Care Doctor

Student Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_

Directions: Read the scenario below about a patient named Carol. Then explain what is likely to happen as Carol interacts with different health care professionals during each step of her doctor’s visit. In Step 3, use what you’ve learned about primary and secondary care to say what recommendations Carol’s physician might make to treat her problem. In Step 5, write what you think is happening behind the scenes with health care professionals with whom Carol hasn’t interacted.

**Scenario: Carol began to develop a minor rash on her cheek. The next day the rash spread to her forehead, so Carol called her primary care doctor and made an appointment.**

Step 1 (medical secretary):

Step 2 (medical assistant):

Step 3 (physician):

Step 4 (medical secretary):

Step 5 (medical biller and office manager):