

## **Appendix D Wild Cards**

### **19-year-old w/ bipolar**

You and your family are moving about 60 miles away. You still will be going to the same college, but you don't have a car or license so transportation is dependent upon carpools and your parents. Both work full time, so coming to appointments for follow-up and for bloodwork will be very difficult.

### **52-year-old smoker w/COPD**

Your partner has just informed you that he is leaving, which is a huge blow. You don't know whether you can address stopping smoking at this point. At the very least, the team should work with you to revisit any smoking cessation goals and see what you may be able to handle at this point. You can let them present the goals they may have in mind before sharing this change in your life with them.

### **22-year-old w/ chlamydia**

You totally reject the idea of having your partners use condoms. You know that you would not be able to insist on that and aren't even comfortable bringing it up.

### **35-year-old paramedic who is pregnant**

If the team expects you to attend bi-weekly sessions, make it clear that you don't have the time for that, given your responsibilities to your children and workload. Push back on any suggestions that will increase your time burden, like keeping a diet log or tracking episodes of nausea.

### **22-year-old w/ hormone replacement, metabolic syndrome, and depression**

You have just found out that your grandmother, who disapproves of your transgender therapy, has been diagnosed with a rapidly fatal cancer. She is not expected to live more than about 6 months, and you're feeling guilty and have little motivation to address weight gain.

### **37-year-old w/ breast CA**

Listen to the team recommendations for diet changes to manage the nausea and vomiting. But you're finding it almost impossible to implement any plan for frequent meals and special foods. Taking care of meals for your children is time-consuming, and they're showing behavior problems related to the disruption in the household. If they ask about support possibilities, you can suggest some that you might have (friends, faith group, siblings, etc.). But you can sound frustrated – at this point, you want solutions, not suggestions about what to eat.

### **76-year-old w/ Alzheimer's**

Patient: You have recently realized that when your wife isn't there, you always forget to take your medications, and aren't even sure what they are. You will ask the team for help on this.

### **16-year-old w/ DM**

Although the care team is discussing healthy eating habits with you, you should seem to go along, but at some point, let them know that there's no way you're going to give up your snack food. If they want to work with you on a realistic goal to reduce it, you won't be opposed to that. But it has to be something you can live with, and eating carrots instead of chips is not going to work.

### **55-year-old refugee w/hypertension**

You have recently found out that your refugee status has been questioned, and someone said that you aren't eligible for federal assistance like Medicaid. Ask the team what kind of help they can provide that wouldn't require federal assistance, or if they can check on your eligibility.

#### **9-year-old w/ asthma**

If the team discusses asthma exacerbation related to your home, they need to know that people have spoken to the owner of your trailer, and the owner refuses to take any action to address the mold problem. Ask if they have any suggestions.

#### **63-year-old w/ heart failure**

You listen to the team's suggestions about diet but tell them that you grew up with a salt-heavy diet, and you're sure you won't be able to reduce it as low as recommended. How can they help?

#### **45-year-old w/ new HIV diagnosis**

You reveal you have not yet disclosed their diagnosis to your long-term partner, who is now showing flu-like symptoms.

#### **58-year-old w/ coronary artery disease, anxiety disorder**

During the meeting, you start experiencing chest pain but insist it's just anxiety and refuse emergency evaluation.

#### **25-year-old w/ sickle cell disease**

You are expressing frustration with healthcare providers because you often feel dismissed as "drug-seeking" when in pain crises.

#### **15-year-old w/ eating disorder, history of sexual abuse**

You suddenly become nonverbal during the meeting, staring at the floor and refusing to engage.

**18-year-old seeking gender reassignment surgery**

Your parent texts you during the meeting and unexpectedly now opposes the transition, insisting you are “too young to decide.”

**70-year-old w/ chronic obstructive pulmonary disease, recently discharged from hospital with diagnosis of pneumonia**

**after COVID-19 infection, newly prescribed oxygen therapy**

You confess you have stopped using their oxygen because you “don’t want to be dependent on it.”

**40-year-old w/ schizophrenia**

You insist the hospital staff implanted a tracking device in your arm during a recent blood draw.