

Nurse Visit Transcript

Member (voice-over): I just love it. I just make a telephone call to Kara and she always makes me feel comfortable. I told my kids it's like talking to my mother because she makes me feel so comfortable, for what I need.

Kara: Yes? How do you have fun with it?

Member: (laughing) You'll find out. It's so low that you sometimes can't hear it — it's so faint. Sometimes you get it in this arm but not this arm. And sometimes you can get it in this arm and not this arm.

Kara: She's got a complicated past in that she's got a lot of medical concerns and a lot to look for ... and complicated as far as new medications and allergies and all that. But she's a good advocate for herself and she can tell you a lot about her healthcare and help you out.

Member: I was a CNA (certified nursing assistant) for a longtime, and I went to school but then I got in an accident and couldn't finish up for LPN (licensed practical nurse). So I just kept on with CNA for 50 years.

Kara: She's wonderful about calling on every appointment and letting us know when she's not feeling well.

Kara (off screen): ... so that's not working?

Member: No.

Kara (off screen): So now you're doing the Detrol?

Member: Yes, Detrol LA like I had before.

Kara (off screen): And is that working for you?

Member: Yes, as good as anything will.

Kara: Let me know if you need anything in the meantime ... as far as prescriptions go.

Kara: I'm not in an office where I have to see people every 15 minutes and you feel like you only have so much time to devote to one problem and then the next patient's in. I really feel like I can make my schedule based on priority of needs and acuity of the patient, and then be able to spend some time. You know there are some times when the patient is complicated and you can spend an hour with them. That feels really good to be able to have that much time to resolve things and get to know the issue a little better.

Member: That's pretty special when you can call someone any time. Even if they're not there, you always get the call back. You never, never have to wait today, tomorrow or another day — you always get a call back. That's what is special. She's very special to me.