

Phone case by grandma: F/26 months, Dylan Scott, Fever

Doctor: Good morning. How can I help you?

Client: My grandson has fever.

Doctor: What's his name?

Client: His name is Dylan.

Doctor: Oh you must be worried. I'm sorry. How old is Dylan?

Client: He's 2 years and 2 months old.

Doctor: Did you measure his temperature at home?

Client: Yes I did.

Doctor: When did the fever start?

Client: About 5 days ago.

Doctor: So is the fever there all the time? Or on and off?

Client: It's there all the time.

Doctor: So you think it's getting worse?

Client: Yes I think it does.

Doctor: How is he doing? Cries a lot? Or quiet and weak?

Client: He is very irritable, refuses to eat and drink.

Doctor: Is there anything that makes it worse?

Client: Yes, it becomes worse every time he cries a lot.

Doctor: Is there anything that makes it better? Any medications?

Client: Drinking a lot of fluids make it better. We used fever reducer drug like Tylenol.

Doctor: Does he have any other symptoms? Chills? Cough? Runny nose? Any difficulty swallowing? Shortness of breath?

Client: He has cough and runny nose.

Doctor: Does he have any phlegm too?

Client: No, I haven't noticed any.

Doctor: Have you noticed him pulling his ears? Any ear discharges?

Client: Yes I noticed him doing that and he has some whitish discharges.

Doctor: What about rashes? Seizures? Or eye problem?

Client: No.

Doctor: Any changes on his urination?

Client: None at all.

Doctor: Any vomiting? Diarrhea? Or changes on stools?

Client: He experienced vomiting and also diarrhea.

Doctor: Does he eat well? What does he eat?

Client: His appetite is low; he only eats clear soups and flavoured gelatin.

Doctor: Does he have any problem sleeping?

Client: At this time yes.

Doctor: Has he ever had similar episodes before?

Client: No.

Doctor: Any illness before?

Client: None at all.

Doctor: Does he have any allergy?

Client: Yes on peanuts.

Doctor: Is he taking any medication other than Tylenol?

Client: No, only Tylenol.

Doctor: Does he have any other medical problems? Any hospitalizations?

Client: He had an ear infection.

Doctor: When did he have an ear infection? Was he treated?

Client: Last month doctor. Yes, he was treated with antibiotics.

Doctor: Any surgeries before?

Client: No.

Test Your Knowledge:

- What is the problem of the child?
- What do you think are the factors that make the condition worse?

Doctor: Now I'd like to ask you some personal questions which can be very helpful to figure this out. Is this okay with you?

Client: Sure it's okay

Doctor: Is there anybody around him being sick now? Or recently?

Client: I heard that there are some sick kids at the day care center.

Doctor: So he spent most of the time at the day care center? And then home after that?

Client: Yes that's right.

Doctor: What do his parents do for a living?

Client: His father is a businessman and his mother is a teacher.

Doctor: Have you travelled with him recently? When was his last time out of LA?

Client: No, not yet.

Doctor: Has he been exposed to any animals, including pets?

Client: No.

Doctor: Does anyone in your family smoke?

Client: Yes, his father smokes.

Doctor: Was he a full-term baby?

Client: Yes he was.

Doctor: Any complications during pregnancy or after birth?

Client: No.

Doctor: Are his immunizations up to date?

Client: Yes.

Doctor: Does he have well-baby check-ups? When was the last time? How was the result then?

Client: Yes that was last month. The released result was about his ear infection.

Doctor: Does he have problems on development? Height? Weight? Language?

Client: I think he doesn't have any problems on development.

Doctor: Have you recently moved?

Client: No.

Doctor: Thank you for answering all these questions. Is there anything that I miss out here? Or anything you think I'd better know?

Client: It's okay, nothing at all.

Doctor: Mrs. Scott, thank you for the information you've provided. It sounds like Dylon has some sort of upper respiratory tract infections. But it's hard to say it for sure now. I need to examine him and run some tests to evaluate his symptoms. So I'd recommend you to bring him over here as soon as possible. Babies have weaker and more sensitive body than we adults do. So I'd like to see him closely. Do you have any questions?

Client: None doctor.

Doctor: Okay. It was very nice talking with you. I hope this helps and I am looking forward to seeing you once you come in with your grandson. Okay?

Client: Okay. Thank you, doctor. Bye.

Test Your Knowledge:

- What do you think could be the possible diagnosis of the child?
- What would be your piece of advice to the grandmother?