**Clinical Vignettes**

Edith is an 84 year old lady who lives alone. Her daughter is the primary caregiver who works during the day and sleeps at her mother’s home at night. Edith has avoided the ED three times since her enrollment into the telehealth pilot. Edith has become more aware of her symptoms and notified her comprehensive care clinic (CCC) when she wasn’t feeling well. The CCC had the patient come in the next day for medications and an evaluation. She continues to remain stable in her home.

Mary is a 74 year old lady who lives with her husband. During a follow-up call after the patient had an incomplete survey, it was apparent she was not feeling well. The patient could not describe what exactly was bothering her. The telehealth care coordinator thought the patient seemed confused. An e-mail alert was sent to the care manager who called the patient, determined she was experiencing decreased energy and also ran out of her inhaler which she uses 2-3 times a day. The patient was advised to increase her nebulizer treatments, her pharmacy was contacted to refill inhaler and an appointment with her physician was arranged for the next day. The care manager called patient after her physician visit; the patient reported feeling much better and being back in the green zone.