

Lakeview College of Nursing
N431 Adult Health II
Spring 2020
Clinical Reflective Journal

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Date: 3/23/20

Clinical Rotation Site: Carle Patient Advisory Nurse

1. Briefly write about today's experience(s).

On 3/11/20 I was a guest in the PAN department at Carle Hospital. PAN stands for patient advisory nurse. This nurse answers the phone to callers that call in with questions about their symptoms, wondering what they should do and if they should come in to be seen. During my time here we answered a few calls. When you answer a call they give you their name and date of birth so that you are able to access their chart. You do see things such as, who their primary is, what medications they are on, etc. You pick a topic as to why they are calling and this gives you a list of questions to ask to further assess their symptoms so that you can be analyze and recommend to them what you think they should do.

2. What is one thing you learned?

I wasn't always under the impression that when you called in with questions about your symptoms they were actually able to pull up your chart. I just assumed they analyzed your symptoms using some sort of system which then gave them a recommendation on what they should tell you to do. That was something new that I learned.

3. What is one thing you would do differently?

I don't think there is anything I could have done differently in this situation. I asked a lot questions and was very attentive.

4. What is your major "take home" from today's clinical experience(s)?

That patient advisory nurse is an underutilized department and more people should be educated on it and utilize it.

5. Is there anything else you would like to mention?

No, it was not my favorite department and I don't think I would want to work there but it definitely is underutilized.