

Hawaii every month?

Utt #	P or C	Content of Utterance	Code
1	P	Hello Ms. Fortune. I am Cindy. I am a health coach here at the clinic working with your primary care doctor. How are you doing today?	NC Q
2	C	OK I guess.	
3	P	Dr. Jones asked me to come and talk with you about your new diagnosis of silent reflux. I'm sure she told you about that.	GI
4	C	Yes, she said you might be able to help me do something besides the medication. I am really worried about my voice and it's hard to believe it has anything to do with what I eat.	
5	P	Well that's why they call it "silent". You probably have had it for quite some time and didn't even know it. It can take a long time for the symptoms like yours to show up. You do really need to take some action now to get it under control.	PERSUADE
6	C	Hard to imagine I can control something I don't even know is there? It's like wow! I really hope the pills will take care of it in a few months. She said it could heal up in a few months. But it might not.	
7	P	There are several things that I will encourage you to do to help the healing process. Some of them are pretty simple, like elevating your head at night so the acid doesn't come up from your stomach up into your throat. Probably the most important thing not eating for 3 hours before you go to bed. So you know people who snack in front of the TV or late at night...that can be a problem. That bowl of ice cream after dinner. Those are the types of things that can increase the acid. When do you usually stop eating in the evening?	PERSUADE (could include a GI) Q
8	C	We usually eat dinner around 6 and I go to bed about 9. I'm not really a snacker. I don't really eat much after dinner.	
9	P	Oh, so that's good. So doesn't sound like it will be a problem for you.	CR
10	C	Well at least some of the time. You know when you have company or something it is a lot harder.	
11	P	Right. Right. And speaking of company, alcohol and caffeine, those are both big irritants to the throat. And the alcohol will relax that sphincter, the rubber band at the top of the stomach. And that makes it a lot easier for the acid to get up and escape into the throat. It is the acid that is really causing the problem with your voice and the coughing as well. You know that right? You understand how that	GI PERSUADE Q

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		works.	
12	C	Yeah, she explained that. And I have been, she explained it could be causing my cough. We don't know for sure but it's pretty irritating. The coughing is pretty irritating. Cause it happens a lot when I am trying to talk. I talk for a living. That's what I do. I use it for my livelihood. So it's pretty scary.	
13	P	Right. Right. It will take awhile for it to heal. The medication helps and so do the things I recommended. Like staying away from alcohol and caffeine and elevating your head at night. There is another thing you really should consider. That is losing weight. The extra weight around your belly, that belly fat puts a lot of pressure digestive track. And that definitely makes things worse. Would that be something you could do?	GI PERSUADE (Q is part of the Persuade)
14	C	I know how to do it. And actually, the last time I did have a weight loss effort I lost 10 pounds for a trip to Hawaii and I did notice that I wasn't coughing as much. At least that is my memory of it. Maybe it helped. I don't know. Of course the weight came back.	
15	P	Right. Right. Well we'll send you to Hawaii every other month!	NC
16	C	Well that would be good.	
17	P	Well that is good also. Well I'm glad you know how to lose weight because that will be helpful. So what are your plans for taking care of this?	AF Q
18	C	Well, I'm definitely going to take the medication. She wanted me to try it for at least a few months to see how it was doing so I will continue that. And I think I will focus on trying to manage not eating after dinner. Getting that time in after dinner.	
19	P	OK. Good. I know you have another appointment with Dr. Jones in three months. I'll make sure to check in with you when you come in.	NC
20	C	OK. That sounds good.	

Global ratings

CCT 2
SST 4
Par 2
Emp 2