

## COVID 19 OUT-PATIENT

Patients at greatest risk for not surviving Covid-19

\_\_\_\_\_ = patient and or name of their loved one

<b>RELATIONSHIP/ Getting Started</b>	<p>Via phone/virtual</p> <ul style="list-style-type: none"> <li>• Hello, this is..... It's not an emergency. Do you have a few minutes to talk?</li> <li>• With all that's going on with COVID -19, we wanted to check in to see how things are going for _____</li> </ul> <hr/> <p>Align intention-start the conversation</p> <ul style="list-style-type: none"> <li>• I hope _____ stay (s) safe and don't/doesn't come down with this virus.</li> <li>• While we hope for the best I suggest we also take a few minutes to talk about the "what ifs". Would it be okay if we did that now?</li> </ul>
<b>PATIENT STORY</b>	<ul style="list-style-type: none"> <li>• Can you tell me in your own words what you know about _____current medical health?</li> <li>• In the past 6 months has there been any change in _____strength and ability to do daily life?</li> </ul>
<b>MEDICAL STORY/Serious News</b>	<ul style="list-style-type: none"> <li>• <b>ASK PERMISSION:</b> Can we talk about what we would anticipate if _____comes down with COVID symptoms?</li> <li>• <b>ALIGN INTENTION:</b> We hope that _____ will stay healthy and not get this virus.</li> <li>• <b>DELIVER HEADLINE:</b> I'm worried that if _____gets COVID, _____ wouldn't have the reserve to survive whether _____went to hospital or stayed at home.</li> <li>• <b>SILENCE</b></li> <li>• <b>RESPOND TO EMOTION:</b> This is hard.</li> <li>• <b>NEGOTIATE GOALS:</b> Let the patient/surrogate response, guide recommendations.</li> </ul>

<p><b>RECOMMENDATION</b></p>	<p><b>SCENARIO ONE:</b> Wants to be kept comfortable/not go to hospital</p> <ul style="list-style-type: none"> <li>In this situation we recommend that if _____contracts COVID, that care be directed toward skillful symptom management with comfort as the goal. AND (if appropriate)</li> <li>Based on what you have told me about wanting to avoid hospitalization, I suggest we ask for Hospice support to ensure comfort without going to hospital.</li> </ul> <p>Complete POLST Make Hospice referral Proactively prescribe meds for symptoms that may develop</p>
<p><b>RECOMMENDATION</b></p>	<p><b>SCENARIO TWO:</b> Higher function and strength/chance of recovery</p> <p>I recommend a time trial of escalation in place or in hospital but without intubation/ventilator</p> <p>Complete POLST</p>
<p><b>RECOMMENDATION</b></p>	<p><b>SCENARIO THREE:</b> I want everything done!</p> <p>Don't argue. Let go of outcome and move on!</p> <p>NO POLST--- Should only be completed when patient/family want to limit interventions/avoid CPR etc.</p>