



COVID-19 COMMUNICATION GUIDE - UPSTREAM

DUKE HEALTH, PALLIATIVE CARE

1 SET UP

"I'd like to talk about what could be ahead with your health given what is going on with Covid-19, and do some thinking in advance about what is important to you so that I can make sure we provide you with the care you want—**is this okay?**"

2 ASSESS UNDERSTANDING

"What is **your understanding** now of where you are with your health?"

"And what have you heard about Coronavirus and what happens to people who get infected?"

3 SHARE PROGNOSTIC INFORMATION

Some people who get the virus get so sick that they have to go to the hospital and some do not do well.

"I'm **worried** that if you get the Covid virus, you could get very sick, very quickly, and I think it is important to prepare for that possibility."

"I'm concerned that given your (x conditions) if you get the virus you may need to go to the hospital, and possibly end up in the ICU on a breathing machine."

"The treatments we have may not help you improve and this could be life threatening."

4 EXPECT EMOTION

Name: "I can see this is surprising to hear."

Acknowledge: "This is a really hard situation in this crisis."

ASK Permission to move forward: "In order to give you the care that you want, it would help to hear a little bit more from you about what is important to you. Would that be ok now?"

5 EXPLORE VALUES

"What are your most important **goals or hopes** if your health situation worsens?"

"What are your biggest **fears and worries** about getting sick?"

"If you become sicker, **how much are you willing to go through** for the possibility of gaining more time?"

"How much does your **family** know about your priorities and wishes?"

6 SUMMARIZE & CLOSE

"I've heard you say that ___ is really important to you. Keeping that in mind, and what we know about your illness, I **recommend** that we ___. This will help us make sure that your treatment plans reflect what's important to you."

"How does this plan seem to you?"

"I will do everything I can to help you through this."

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