COVID 19 OUT-PATIENT

Patients at greatest risk for not surviving Covid-19

_____= patient and or name of their loved one

RELATIONSHIP/ Getting Started	Via phone/virtual • Hello, this is…….. It's not an emergency. Do you have a few minutes to talk? • With all that's going on with COVID -19, we wanted to check in to see how things are going for _____
	Align intention-start the conversation • I hope _____ stay (s) safe and don't/doesn't come down with this virus. • 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?
PATIENT STORY	• Can you tell me in your own words what you know about _____current medical health? • In the past 6 months has there been any change in _____strength and ability to do daily life?
MEDICAL STORY/Serious News	• **ASK PERMISSION:** Can we talk about what we would anticipate if _____comes down with COVID symptoms? • **ALIGN INTENTION:** We hope that _____ will stay healthy and not get this virus. • **DELIVER HEADLINE:** I'm worried that if _____gets COVID, _____ wouldn't have the reserve to survive whether _____went to hospital or stayed at home. • **SILENCE** • **RESPOND TO EMOTION**: This is hard. • **NEGOTIATE GOALS:** Let the patient/surrogate response, guide recommendations.

RECOMMENDATION	**SCENARIO ONE:** Wants to be kept comfortable/not go to hospital • 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) • 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. Complete POLST Make Hospice referral Proactively prescribe meds for symptoms that may develop
RECOMMENDATION	**SCENARIO TWO:** Higher function and strength/chance of recovery I recommend a time trial of escalation in place or in hospital but without intubation/ventilator Complete POLST
RECOMMENDATION	**SCENARIO THREE:** I want everything done! Don't argue. Let go of outcome and move on! NO POLST--- Should only be completed when patient/family want to limit interventions/avoid CPR etc.

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