## COVID 19 OUT-PATIENT

Patients at greatest risk for not surviving Covid-19

_________ = patient and or name of their loved one

<table>
<thead>
<tr>
<th>RELATIONSHIP/Getting Started</th>
<th>Via phone/virtual</th>
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|                             | • 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?

<table>
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<tr>
<th>PATIENT STORY</th>
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| • 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? |

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<th>MEDICAL STORY/Serious News</th>
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| • **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.  
<p>| • <strong>NEGOTIATE GOALS:</strong> Let the patient/surrogate response, guide recommendations. |</p>
<table>
<thead>
<tr>
<th>RECOMMENDATION</th>
<th>SCENARIO ONE: Wants to be kept comfortable/not go to hospital</th>
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<tbody>
<tr>
<td></td>
<td>• 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)</td>
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<td>• 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.</td>
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<tr>
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<td>Complete POLST</td>
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<tr>
<td></td>
<td>Make Hospice referral</td>
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<td></td>
<td>Proactively prescribe meds for symptoms that may develop</td>
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<th>RECOMMENDATION</th>
<th>SCENARIO TWO: Higher function and strength/chance of recovery</th>
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<td>I recommend a time trial of escalation in place or in hospital but without intubation/ventilator</td>
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<td></td>
<td>Complete POLST</td>
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<tr>
<th>RECOMMENDATION</th>
<th>SCENARIO THREE: I want everything done!</th>
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<tr>
<td></td>
<td>Don’t argue.</td>
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<td></td>
<td>Let go of outcome and move on!</td>
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<td></td>
<td>NO POLST--- Should only be completed when patient/family want to limit interventions/avoid CPR etc.</td>
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