

ADMITTING

WHAT PEOPLE MAY ASK...

“Is my grandfather going to make it?”



WHAT YOU CAN SAY...

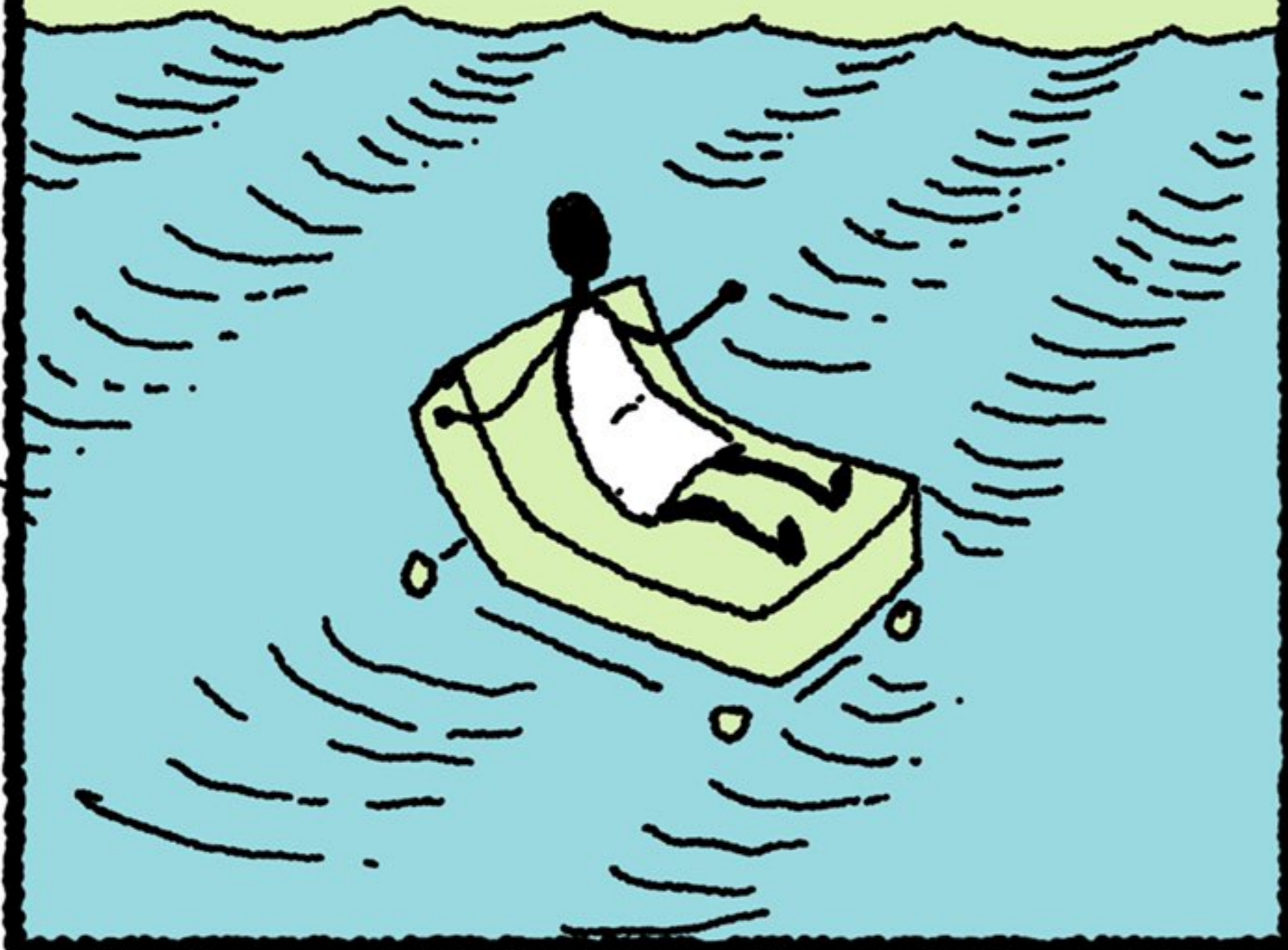
“I know this must be scary. Because he is 90 and dealing with other illnesses, it is quite possible he won't make it out of the hospital. It is too soon to say for certain.”



“How can you not let anyone visit?! I'm all alone here.”

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“I can only imagine how hard it is not to have visitors. Right now, they will be in more danger if they come here. You can use the phone, although I know it's not the same.”



C.A.L.M.E.R. – COVID AS STARTING PLACE FOR ADVANCE PLANNING

C

Check in



“How are you doing with all of this?”

A

Ask about
COVID



“What have you been thinking about
COVID and your situation?”

L

Lay out
issues



“Is there anything you would want us to
know if you got COVID/ if your COVID
gets bad?”

M

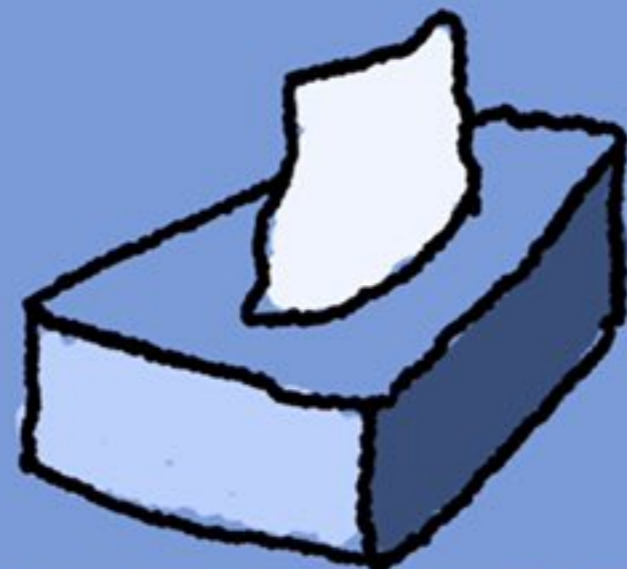
Motivate
them to
choose a
proxy and talk



“Who would speak for you if things got bad?”
“What matters most to you?”
“Based on what you’ve said, I recommend
____. What do you think?”

E

Expect
emotion



“This can be really hard to talk about...”

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R

Record the
discussion



Any documentation can be very helpful to
colleagues.
“I’ll record what you’ve said. It’s very
meaningful. Thank you.”

WHAT PEOPLE MAY ASK/SAY...

WHAT YOU CAN SAY...

COUNSELING

"I am scared."



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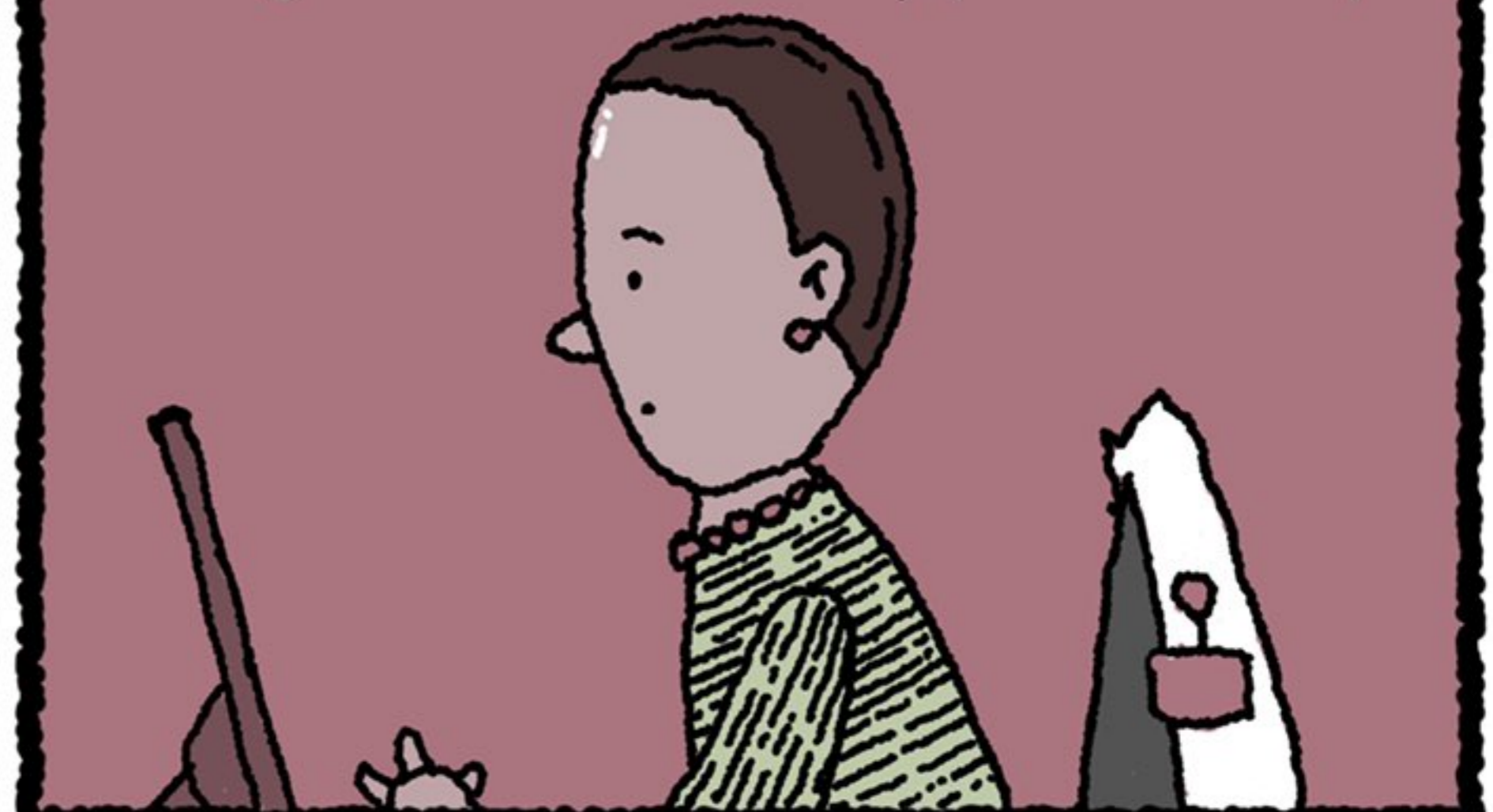
"This is such a tough situation. I think anyone would be scared right now. Can you share more with me?"



"You guys are so incompetent!"



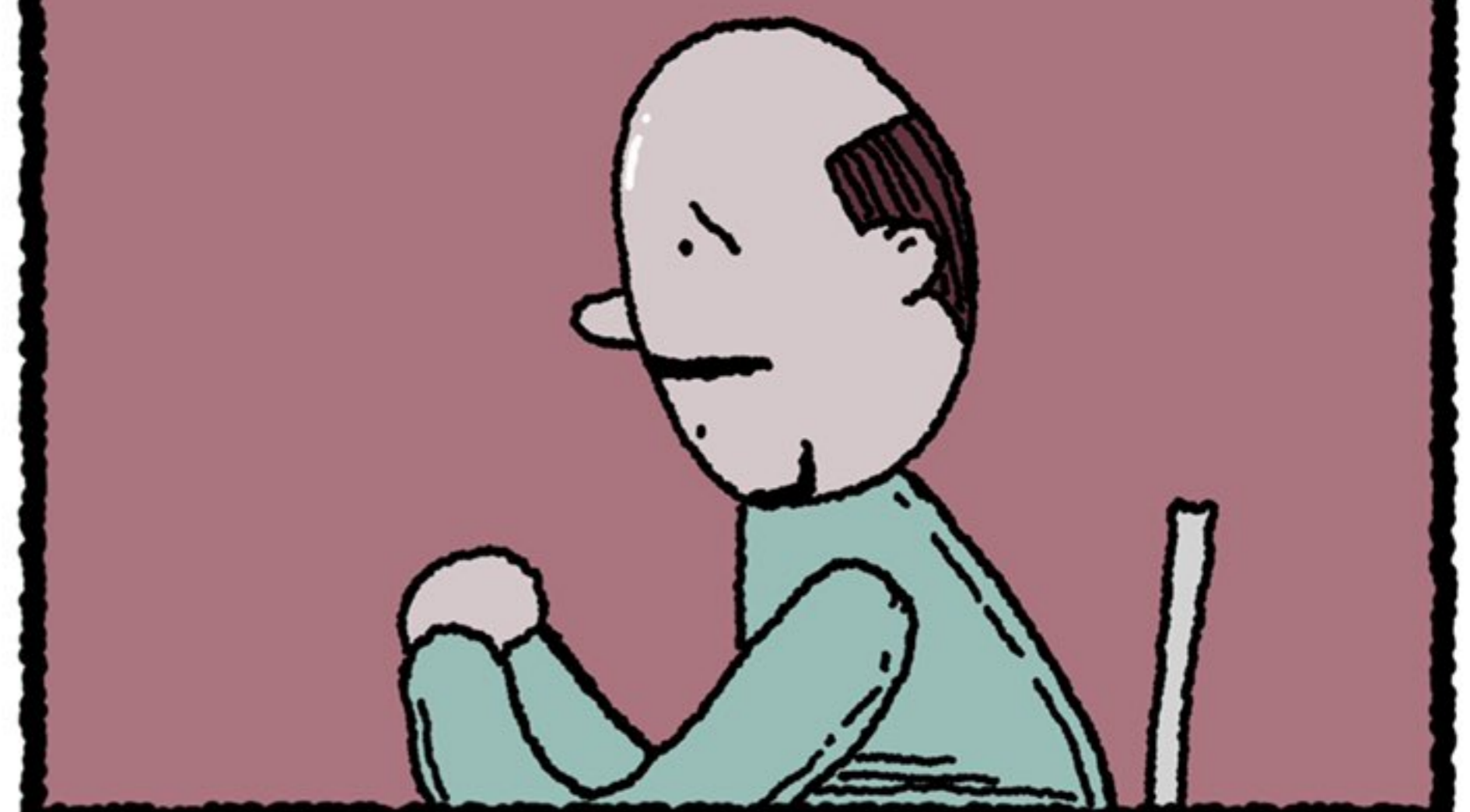
"I can see why you're frustrated. I am willing to do what is in my power to help."



"Do I need to be saying my goodbyes?"



I am hoping that's not the case. And I'm also worried time could be short. What's most pressing right now?"



NOTIFYING

"Yes, I'm his daughter. I live 5 hrs away."



"I have serious news. Are you somewhere we can talk?"



"What's going on? Has something happened?!"



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"I'm calling about your dad. He died a short time ago... The cause was COVID-19."



"I'm so sorry for your loss."



"I knew this was coming, but I didn't expect it so fast..."



"I can only imagine how shocking this must be."



TRIAGE

WHAT PEOPLE MAY ASK...

“Why shouldn't I just go to the hospital?”



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WHAT YOU CAN SAY...

“Our primary concern is your safety. We are trying to organize how people come in. Please fill out the questions online, and you can speed up the process for yourself and everyone else.”



“Why are you trying to keep me out of the hospital?”



“I imagine you are worried and want the best possible care. Right now, the hospital has become a very, very dangerous place unless you really, really need it. The safest thing you can do is _____.”

