*Sample criteria for palliative care tele-consults for clinicians responding to COVID-19 across Mount Sinai Health System. Shared by the Mount Sinai Health System, 3/23/20.*

**Palliative Care Guidance for Front Line Providers**

“Help is just a phone call away”

**24/7 palliative care support hotline for MSHS clinicians: XXX-XXX-XXXX**

Clinical support tools:

* + COVID-19 communication guidance: <https://www.vitaltalk.org/guides/covid-19-communication-skills/>
  + Symptom control guidance: <https://www.capc.org/documents/753/>

Palliative Care Consultation:

Indications:

* Complicated Goals of Care discussions:
  + Differences of opinion/ conflict within treatment team
  + Complex or conflicted family dynamics
  + Language barriers
  + Cultural or spiritual barriers
* Complicated symptoms:
  + Opioid or lorazepam escalation ineffective for symptom relief
  + Opioid drips
  + Methadone dose escalation
  + Complicated delirium, not responsive to first line treatment
  + Complicated anxiety, not responsive to first line treatment
  + Complicated dyspnea or cough, not responsive to first line treatment
  + Complicated nausea and vomiting, not responsive to first line treatment