Managing Workload and Referrals During Peak or Crisis Periods

Specialty Palliative Care Crisis Service Design

Note: All clinicians should check with their institution’s legal counsel to ensure compliance with federal and state laws as well as institutional protocols.
- **Clinical Guides to Share with All Clinicians:**
  - COVID-19 communication guidance: [https://www.vitaltalk.org/guides/covid-19-communication-skills/](https://www.vitaltalk.org/guides/covid-19-communication-skills/)
  - To share with clinical teams via:
    - ‘Crisis Command’ team
    - Crisis response email/internal updates
    - Intranet/education web pages
    - Via clinical team leaders
    - **Any** clinical staff providing telemedicine should have access to communication and symptom guidance

- **Palliative Care Referral Criteria:** [https://www.capc.org/documents/762/](https://www.capc.org/documents/762/)

- **In-Home/Facility Comfort Packs:**
  - Indicated for symptom relief or end-of-life care for patients in homes or facilities who would not benefit from hospitalization and when hospice and/or home health not available
  - To mobilize symptom packs:
    - Identify and engage the organization’s Command and Control structures
    - Collaborate with pharmacy procurement
    - Identify couriers for comfort pack delivery

- **References:**