

Communication Skills for Conversations About Serious Illness

This learning pathway contains training and tools to help health professionals navigate difficult conversations with patients living with a serious illness.

Delivering Serious News

Communicating serious clinical news to patients and families.

Discussing Prognosis

How to discuss patient prognosis in a manner that is sensitive, clear, and supportive.

Clarifying Goals of Care

Strategies for eliciting patient goals and preferences to inform treatment decisions.

Conducting a Family Meeting

Communication techniques for an effective family meeting.

Advance Care Planning Conversations

How to initiate and conduct conversations about advance care planning.

Billing and Coding for Advance Care Planning (ACP) Services

Requirements, best practices, documentation requirements, and time thresholds for Advance Care Planning (ACP) services. Center to Advance Palliative Care, 2018.

Prolonged Services Billing With Face-to-Face Patient Contact

Billing for prolonged services with direct face-to-face contact. Center to Advance Palliative Care, 2018.

Communication Phrases in Palliative Care

Phrases to use when talking to members/patients and their families about prognosis, advance planning, and quality of life.

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