

# Community Health Care Providers in COVID-19 Crisis

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This learning pathway contains tools and technical assistance for primary care providers, hospice and home health staff, and nursing home staff experiencing high volumes of COVID-19 patients.

## **COVID-19 Goals of Care: Conversation Script**

Conversation map with specific phrases to use when talking to patients who have COVID-19 about their goals of care.

## **COVID Goals of Care Conversation: Video Example**

Training video for clinicians responding to COVID-19. Created by VitalTalk.

## **Proactive Call to Patients with COVID-19 About Receiving Care At Home: Conversation Script**

Conversation map with specific phrases to use when talking to patients with COVID-19 about whether they prefer to receive home care if their illness becomes severe.

## **Proactive Outreach to Patients with COVID at Home: Video Example**

Training video for clinicians responding to COVID-19. Created by VitalTalk.

## **Basic Advance Care Planning Scripts for All Outpatient Healthcare Professionals**

Appropriate regardless of discipline or training - no experience necessary. Developed by PREPARE For Your Care for the COVID-19 crisis.

## **Advance Care Planning During a Crisis: Key Information for Nursing Facility Staff**

12-minute webinar published on April 2 by the Indiana University Center for Aging Research, Regenstrief Institute.

## **Vent Withdrawal: Shared-Decision-Making Conversation Script**

Conversation map with specific phrases to use when talking to families whose loved ones are dying despite critical care support. Developed by VitalTalk. Note: All clinicians should check with their institution's legal counsel to ensure compliance with federal and state laws as well as institutional protocols.

### **Vent Withdrawal: Conversation Script for Crisis/Triage Standards of Care**

Conversation map with specific phrases to use when talking to families about removing their loved one from a ventilator in resource-scarce conditions. Developed by VitalTalk. Note: All clinicians should check with their institution's legal counsel to ensure compliance with federal and state laws as well as institutional protocols.

### **Vent Withdrawal Conversation: 2-Minute Video Example**

Training video for clinicians responding to COVID-19. Created by VitalTalk.

### **Saying Goodbye to Dying Family Member Over the Phone: Conversation Script**

Conversation map with specific phrases to use when helping family members share last words over the phone. Developed by VitalTalk.

### **Helping Families Say Goodbye Over the Phone: Video Example**

Training video for clinicians responding to COVID-19. Created by VitalTalk.

### **Telehealth At-A-Glance Guidance**

Palliative care use cases, team considerations, and tips for virtual visit etiquette. Updated May 12, 2020.

### **Medication Reference for Symptom Management in the Home**

Medication recommendations in liquid, tablet, or suppository formulations, including dosing and prescription quantities.

### **Home Care and Hospice Checklist for COVID-19**

Resource published by the National Association for Home Care & Hospice (NAHC) on March 20, 2020.

### **National Patient Advocate Foundation: 'COVID-19 Center'**

Information about how NPAF is working on behalf of patients and families impacted by COVID-19.

### **State COVID Policy Tracker for Palliative Care Teams**

Continuously updated reference on emergency state policy responses to COVID-19.

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