Community Health Care Providers in COVID-19 Crisis

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**

**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**

**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

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

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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