ED and ICU Staff in COVID-19 Crisis

This learning pathway contains tools and technical assistance for all frontline clinicians experiencing high volumes of COVID-19 patients.

Pocket Card: COVID Symptom Management and Key Communication Phrases

One-page front-and-back pocket card with dyspnea protocols, opioid quick tips, and specific communication phrases for responding to patient/family anxiety and discussing treatment options. Can be edited to include palliative care referral contact. Adapted from materials shared by Stanford Health.

Palliative Care Referral Criteria: COVID-19 Context

When to refer patients with COVID-19 or pre-existing serious illnesses for specialty palliative care.

COVID 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. Developed by VitalTalk.

COVID Goals of Care Conversation: Video Example


POLST Conversations for ED Physicians with a Capable Patient

5-minute video demonstrating a physician using the VitalTalk method to talk with a capable patient about her wishes for care and treatment. Created by Dr. Katie Stowers, the Ronald W. Naito Director in Serious Illness Education and co-chair of the Oregon POLST Coalition Education Committee.

POLST Conversations for ED Physicians with a Surrogate

5-minute video on how to communicate compassionately with a surrogate representing a patient who no longer has capacity to speak about their health care goals and wishes. Uses VitalTalk communication methods. Created by Dr. Katie Stowers, the Ronald W. Naito Director in Serious Illness Education and co-chair of the Oregon POLST Coalition Education Committee.
Best Case/Worst Case: ICU Conversations for COVID-19

Toolkit for navigating conversations with patients' families to inform critical care clinicians about the lives of the patients they are caring for and support families who are absent from the patient's bedside and isolated at home. Shared by HIPxChange.

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


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