# COVID-19 Palliative Care Response

**Palliative Care & Support Services**  
**Palo Alto Medical Foundation/Sutter Health**  
**March 16, 2020**

<table>
<thead>
<tr>
<th></th>
<th>Home</th>
<th>New Referral-Patient in Facility (SNF, ALF, B&amp;C)</th>
<th>Established Patient in Facility (SNF, ALF, B&amp;C)</th>
<th>Clinic</th>
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</thead>
<tbody>
<tr>
<td>**Urgent *</td>
<td>See patient ***</td>
<td>Telephone triage &amp; Video Visit/Phone Call</td>
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<td>(requires physician/APC approval)</td>
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<tr>
<td>**Non-Urgent</td>
<td>Telephone triage and Video Visit/Phone Call</td>
<td>Team Triage &amp; Video Visit/Phone Call</td>
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- *Urgent/Crisis is defined as patients with acute and uncontrolled urgent symptom need, or high risk of death*
- Telephone triage: RN, APC, or physician to call to assess need to see vs reschedule vs phone/video visit option
- Team triage: RN, LCSW, physician, APC, chaplain to determine next steps
- Phone call: RN, APC, or physician call

## Guidelines:

1. Discuss the patient with the on call physician/APC to determine if the crisis warrants an in-person visit
2. The physician/APC should arrange with the coordinator directly about scheduling the patient.
3. Please do not add in-person visits unless that provider is aware and approves of the in-person consult.
4. Patients only seen by physician/APC (ideally one physician or APC designated for each clinic site at this time)
5. Chaplain, RN, and social work visits should continue to be done remotely only by phone or video.
6. At this time, for many of our low risk patients (high/medium/low risk classification system), where follow up plan was 3 months or longer, please review further with team as follow-ups can push back further to allow more aggressive triaging of high/medium risk patients.
7. PAMF Geriatrics team manage our patients in the Skilled Nursing Facility and our teams are not seeing patients in SNF’s at this time.
8. For Assisted Living and B&C homes, we are doing only phone or video consultation visits at this time.
   There are three rings of defense for face to face visits:
   1) For visits, all patients are called before their visit for COVID-19 screening questions.
   2) All patients are called with screening questions at the appointment confirmation call the day before
   3) Please ask patient/family member/caregiver at the door of home the screening questions

Separate policy for protective equipment (PPE)