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.

View this page online