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 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**


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

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

**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 Chart: Managing Symptoms 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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