COVID-19 ADVANCE CARE PLANNING CONVERSATION SCRIPT EXAMPLE

FOR HEALTHIER PATIENTS

As you are aware, COVID-19 infection leads to poor outcomes for our older, high risk patients and those with certain existing medical problems. However, COVID-19 can affect people of all ages. This COVID-19 Advance Care Planning Script is an outline that you can adapt for your own use to guide your conversations about COVID-19 with your patients and/or their health care agents. Having these conversations might seem too much, too soon, but for a certain minority of our patients, the situation could change quickly. Starting these conversations earlier, will provide you with the opportunity to check in on how your patients are doing, educate about COVID-19, allow for more time for thoughtful decision-making based on their medical co-morbidities and goals, and show how you are hoping for the best with them and also planning how they would want to be cared for if worst case scenario happens.

The content of this script is adapted from the Vital Talks and Respecting Choices communication tools which you can find on https://www.capc.org/toolkits/covid-19-response-resources/

Key Points:

- COVID-19 can infect and affect people of all ages.
- While, older, frailer, multi-comorbidity patients have higher mortality with COVID-19 infection, there have been some deaths in all age groups.
- We can care for patients in the home setting if they choose not to go to the hospital for their care if they develop the infection.
- If they choose to go to the hospital, know that they will likely be going alone given the visitation restrictions.
- If they choose to go to the hospital, knowing about their goals of care, types of treatments acceptable to them (ie. ventilator), and quality of life that they would find acceptable or not acceptable would be helpful to define.
- Filling out an advance directive with designated Healthcare Power of Attorney is important to do.

SAMPLE CONVERSATION POINTS WITH PATIENT
OR HEALTH CARE PROXY (if patient does not have capacity)

INTRO:	ASKING FOR PERMISSION TO SPEAK ABOUT THE SUBJECT WITH THEM
	Are you familiar with COVID-19 or the coronavirus infection?
	How are you doing during this time with all the changes?
	Is it OK if we talk about what the COVID-19/Coronavirus means for you/loved one? This might seem too much, too soon to discuss, but when the infection happens, the situation could change suddenly, and discussing this now, can allow us some time to be thoughtful about what you/he/she may want.
INFORMATION GATHERING/ SHARING:	**ASKING FOR THEIR UNDERSTANDING SO YOU KNOW WHERE TO BEGIN IN PROVIDING INFORMATION FOR DECISION-MAKING**
	What is your understanding of how COVID-19/Coronavirus infection can affect the body?
	Most people who get COVID-19/Coronavirus have a mild or moderate illness and don't need the hospital. The people who have a higher risk of getting a severe pneumonia with COVID-19/Coronavirus are unfortunately older and/or have certain existing medical problems.
	We are doing our best to contain the infection and prevent our patients from getting it. That would be the best-case scenario.
	If our patients do become infected, we hope that they have mild cases and can recover at home. We can make sure they get all the treatments they need. This is what we are recommending for ALL patients with mild COVID-19/Coronavirus infection.
PLANNING FOR WORST CASE	While we always hope for the best, it is important for us to also be prepared for how to take the best possible care of our patients if they become sicker.
	In this worst-case scenario, the infection makes it difficult for the lungs to work which causes shortness of breath and low oxygen levels. Typically, when this happens, support is given with a breathing machine.
	Providing good and aggressive care can be effective many times. However, sometimes there is not much improvement. Decisions may then have to be made about further care options or removal of the breathing machine. This is often a very difficult conversation for families to have if your wishes about what you would want are not known to them
SHOWING EMPATHY	I know this is not an easy topic/situation to think about and there is a lot to digest and think about.
ASKING FOR THOUGHTS/DECISIONS	**DECISION-MAKING THOUGHTS EXPLORED**
	Given this information, it is important for us to know what you/your loved one's wishes would be in the event of a severe COVID-19/Coronavirus infection.
	If the worst-case scenario were to happen, several scenarios could happen during the course of illness. Some people are able to recover and come off

	of the breathing machine. For others, the situation can worsen and even with the breathing machine and other treatments, they may pass away. Another scenario is that people can stabilize but are dependent on the breathing machine to live. What are your thoughts about depending on a breathing machine to live? What quality of life would be acceptable to you and what would not?
CLARIFYING HEALTH CARE PROXY	(If speaking to patient) Who would you trust to make medical decisions for you if you were unable to do so yourself? OR Can we reconfirm that XXX is your power of attorney for healthcare and can make medical decisions for you? (Review DPOA)
CLOSING	**OFFER SUPPORT AND CONTACT INFORMATION**
	Thank you for your time and honesty in having this discussion. I will make a note of what we discussed in your chart. Would you like me to also inform anyone else of this discussion? If you have any further questions or want to discuss anything else, please call the office and let us know. We are here for you.

DOCUMENTATION in EPIC

Smartphrase created – COVID19ACPDOCUMENTATION

COVID-19 ADVANCE CARE PLAN TELEPHONE NOTE

NAME: @NAME@
MRN: @MRN@
DOB: @DOB@   AGE: @AGE@   SEX: @SEX@

Phone call with {PTorHCP:15503} to discuss COVID-19 and review advance care plans.

{ACPDocuments:15504} was reviewed and confirmed.

{PTorHCP:15503} endorses {Code Status POLST:15176}.

In the event of severe COVID-19 infection, patient would opt for
{COVIDPOLSTAdvanceCareOptions:15505}.

Health Care Proxy/DPOA is ***

@SIGCRED@