

Reminder:

Please review ACP module before outreach.

To open the ACP module, click on the code status icon in Epic.

Crisis Communication in a Pandemic

Outpatient outreach communication guide

Script for Outreach to High-Risk Patients

OPEN THE CONVERSATION

I wanted to check in about the possible impact of coronavirus on your health. Would that be ok?

ASSESS UNDERSTANDING

What have you been doing to **protect** your health?

What are your biggest **worries** about your health?

SHARE INFORMATION

Would it be ok if I shared how I have been thinking about coronavirus with my patients?

We will work with you to ensure you stay as safe as possible and I think it is important for all of us to be prepared. This can be hard to talk about. We know that patients over 70 and those with serious medical problems are at high risk for getting very sick from coronavirus.

ALIGN

We want to be helpful to you in thinking about this.

EXPLORE

If you were to get very sick, what would be **most important** to you? And what else?

Who is your **medical decision maker**? This person helps make decisions for you if you can't speak. Who else? (*Two backup people is best*)

What have you told your medical decision maker about your wishes?

MAKE A RECOMMENDATION

Given what I know about you, your medical situation, what you've shared is important, **I'd recommend** _____.

SCREEN FOR RELATED NEEDS

What other **worries or concerns** do you have?

Do you have enough **medications? Food?**

Do you have a **caregiver** who can support you?

Our clinic is here for you. Are there other ways we might be able to reach you other than by phone? (E.g. Texting, email, etc.). Please call us if you have questions.

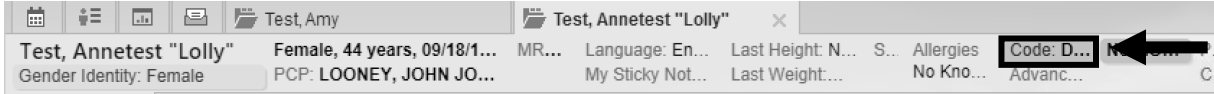
DOCUMENT YOUR CONVERSATION

Use the serious illness care template in Epic (see reverse side).



1. Open the ACP module in a patient encounter

Click CODE in patient header, this will open the ACP Report



Click to open the Advance Care Planning Activity

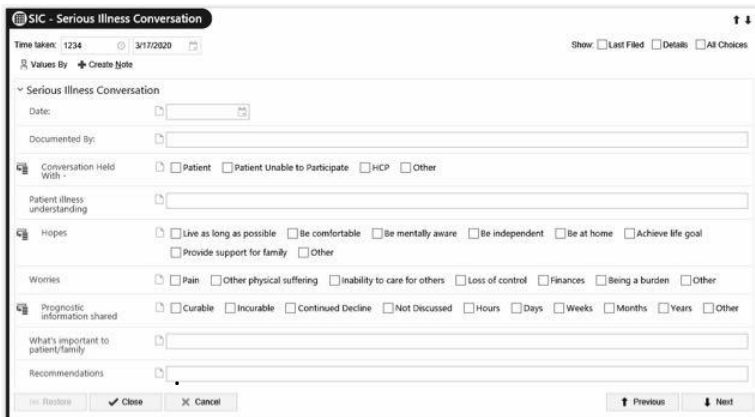


2. Navigate to Serious Illness Conversation flowsheet

Scroll down and click on NEW READING to open screen for documentation



3. Document Conversation.



4. Type the SmartPhrase ".SIC" or .Serious" to pull the conversation into a note, problem or handoff