

INPATIENT SUPPORT SERVICES

The Spiritual Care and Healing Services, Ombudsman and Bioethics teams are caring for you and our patients. While some of the ways we care look different, we are still available and hope you'll reach out to us.

Most support is delivered virtually now – via the phone or virtual technology. Through remote systems we are able to forge extraordinary relationships and provide support in important ways.

- Our Spiritual Care team is offering spiritual support and words of comfort to grieving families in real-time.
- Our successful Healing Services include guided imagery, virtual Reiki and healing presence.
- Our Ombudsman team reinforces visitation policies for worried families and manages patient complaints over the phone to prevent distractions to our bedside care teams.
- Our ethicists in Bioethics continue to help manage ethical conflicts, issues and questions involving patient care through the Ethics Consultation Service, and they will soon offer Moral Distress Virtual Dialogues to support caregivers.

We also realize there are times when in-person support may be necessary. Leadership reviews these requests to ensure that the right level of involvement is provided for each case within the constraints of social distancing guidelines and limited resources. A member of the Spiritual Care team can come to the patient's doorway to assist and support when traumatic deaths are imminent. They also will come in-person when leadership needs arise. Ombudsman has been available to help with bedside cases when a disclosure is necessary, when visitors are not following new policies, and when patient behavior escalates necessitating extra support. Bioethics continues to be available for in-person family meetings or team meetings when doing so remotely will not meet the needs of the situation.

For needs in the following areas:

Ombudsman: call **216.444.2544**
or email ombudsman@ccf.org

Spiritual Care (including Healing Services): call **216.444.2518** or **page 22956**

Bioethics: For an ethics consult, **page 22512**.
For information about Moral Distress Virtual Dialogues, go to the [Bioethics](#) intranet page.

To help families connect with patients who don't have a personal device: iPads are available on most units for virtual visits between select patients (who do not have their own mobile devices) and their loved ones. Please fill out the following link to begin this process:
<https://is.gd/OPECONNECT>

Instruction sheets to help patients connect with family using their own personal device via Google Hangout, Google Duo, FaceTime or Skype can be accessed here:
<https://ccf.jiveon.com/docs/DOC-17233>

To express gratitude to Cleveland Clinic caregivers, please visit: clevelandclinic.org/kudos

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