

Recommended Messaging for Connected Care at Home Patients

Note: Please deliver slowly and with genuine empathy and openness

Reflect back what was said:

This is a scary time we're in and it's especially hard to see your loved one in distress
It sounds like you're concerned about your loved one because they may have COVID-19.

Empathize:

We can only imagine how frightening this must be for you and your (name the parent/ father/mother) loved one.

Apologize:

We are sorry to hear that you are having a difficult time.

Respond:

At this time, consistent with the CDC guidelines our recommendation is to self-quarantine during the illness and are recommending that you avoid close contact (less than 6 feet away). We need your help to support and monitor them and to let us know should you notice:

- Difficulty Breathing or Shortness of Breath
- Persistent Pain or Pressure in the Chest
- New confusion or inability to arouse
- Bluish lips or Face

Thank you:

Thank you for connecting with us and for taking such good care of your (mother, father....). Are there any other questions you may have at this time? We are wishing you and your family well especially at this challenging time.

If situation escalates: I am sorry you are upset. I can only imagine how difficult this is for you and I'm sorry we don't have better options yet. I am going to offer you contact information if you want to raise a concern with leadership – ombudsman@ccf.org This team can help with your concerns.