

## CLEVELAND CLINIC PALLIATIVE CARE RESPONSE PLAN FOR COVID-19

Palliative care focuses on providing relief from the symptoms and stress of a serious illness, with the goal of improving quality of life. Palliative care is provided alongside curative therapies or when care goals are focused on comfort alone. We are committed to ensuring that all patients suffering with serious illness receive high-quality palliative care.

As a result of the COVID-19 pandemic, we anticipate the need for palliative care will increase. Cleveland Clinic's Palliative and Supportive Care Department has developed the following resources and tools to support all caregivers as they attend to our patients' needs for diligent symptom management and compassionate communication at any time during the trajectory of their serious illness.

### EPIC Tools

- COVID-19 Comfort Care Order Set (“MED COVID Comfort Care”)
- Comfort Care Progress Note template (“.comfortcarepn”)
- Death Pronouncement Note template (available in the EPIC Deceased Navigator)

### Educational Resources

(available in the [COVID-19 Toolkit](#) on the intranet and our external [COVID-19 website](#) for caregivers)

- [COVID-19 Symptom Management Guide, Recovery Possible](#)
- [COVID-19 Symptom Management Guide, End-of-Life](#)
- [Communication Guide for Advance Care Planning Conversations](#)

*Our Palliative Care team is available to host educational sessions to support the integration of these resources and tools.*

### 24/7 Palliative Care Crisis Hotline Pager

*(available to any caregiver)*

- You may contact a Palliative Care specialist for advice, coaching and support for symptom management, end-of-life care and communication with patients and families.
- Pager **#83576** can be reached via the intranet paging system or by calling **216.444.2200** or **1.800.223.2273** (Ask the operator to page the Palliative Care Crisis Hotline.)

### Inpatient Specialty Palliative Care Consultation

- This service is currently available via Epic order at main campus and Fairview, Hillcrest, Marymount, Medina and South Pointe hospitals.

*For other concerns or questions related to Palliative Care, please call **833.291.3438**.*