

## COVID-19 Brief Conversation Guide

Examples of empathic responses and questions around sensitive subjects for patient and caregivers.

### CAREGIVERS

#### Addressing Emotion

- This is such a tough situation.
- Your concerns are completely valid.
- Help me understand how you're feeling right now?
- You're not alone. I think a lot of people are scared.
- I wish we had better alternatives.
- You're taking every precaution you possibly can to [be safe/help others].
- I'd feel [emotion – e.g., frustrated, exhausted, worried] too.

#### Fear of Exposure

- It's hard to work without the worry of getting exposed to COVID-19.
- It can be helpful to talk about our worries with others. There are no simple answers, but our worries are easier to bare when we share them.

#### Addressing PPE Use

- I know you are worried about your safety and that of your family. I also know how committed you are to your patients.
- I wish we had an unending supply of PPE.
- What worries you most about the current PPE guidelines?

*Continued on back*

*continued from front*

- How might we help you feel safer in your line of work?

**Example:** “It’s a scary time. I think most people are worried about COVID-19 exposure. I wish it wasn’t necessary to conserve PPE to ensure those working with patients who are COVID-19 + patients remain safe. Until we have a better sense of when this will end, I need to ask you to follow the current guidelines.”

## **PATIENTS**

### **Visitation Policy & COVID-19 Specific**

- “We are working to provide the best care for you and recognize how difficult this must be for you.”
- “It must be difficult to be in the hospital and not allowed to have visitors.”

- “How have the visitor restrictions impacted you?”
- “Suspending visitation helps protect patients and caregivers because people with COVID-19 often don’t experience symptoms for several days.”
- “We encourage loved ones to connect virtually and can provide assistance with how to use Facetime, Google Hangout, Google Duo, or Skype.”
- “We have healing resources available to you and your family 24/7 through spiritual care by calling 1.844.204.7433.”
- “Although you can’t always see their faces, I want you to know you have the best team of people caring for you.”