






NATHAN A. GRAY, MD

WHAT PEOPLE MAY ASK. . .	WHAT YOU CAN SAY. . .
<p>TRIAGE</p> <p>"Why shouldn't I just go to the hospital?"</p>  <p style="text-align: right;">@NATHANAGRAY</p>	<p>"Our primary concern is your safety. We are trying to organize how people come in. Please fill out the questions online, and <u>you can speed up the process for yourself and everyone else.</u>"</p> 
<p>"Why are you trying to keep me out of the hospital?"</p> 	<p>"I imagine you are worried and want the best possible care. Hospital care is important when you need it, but until then we will do our best to meet your medical needs in the community. The safest thing you can do is _____."</p> 






NATHAN A. GRAY, MD WITH TEXT ADAPTED FROM VITALTALK



WHAT PEOPLE MAY ASK. . .	WHAT YOU CAN SAY. . .
<p>ADMITTING</p> <p>"Is my grandfather going to make it?"</p> 	<p>"I know this must be scary. Because of his frail condition, it's quite possible that he could die from this illness. We are hoping for the best, but prepared to provide the best care we can for him no matter what."</p> 
<p>"How can you not let anyone visit? I'm all alone here."</p> <p>@NATHANAGRAY</p> 	<p>"I can only imagine how hard it is not to have visitors. Right now, they will be in more danger if they come here. We can help you with phone or video messaging, although I know it's not the same as having them here."</p> 

WHAT PEOPLE MAY ASK/SAY. . .	WHAT YOU CAN SAY. . .
<p>RESOURCING</p> <p>"Why can't my grandmother go to the ICU?"</p>  <p>©NATHANAGRAY</p>	<p>"These are extraordinary times. We are doing everything we can to use resources fairly. Your grandmother doesn't meet criteria today; I wish it were different."</p> 
<p>"Shouldn't I be in an ICU?!"</p> 	<p>"I know this is scary. We are trying to make sure that we treat everyone fairly, and your situation doesn't meet criteria for the ICU today. However, there is much we can still do here to provide you excellent care. Let's form a plan."</p> 
<p>"You're just discriminating against old people."</p> 	<p>"I can see how it might seem like that. We are using the latest experience and guidelines about which treatments work well and which ones don't. I know this is hard, and we are trying to use what we have as best we can for everyone who needs them. Let's talk about what we can do to make things better for you right now."</p> 

WHAT PEOPLE MAY ASK/SAY. . .	WHAT YOU CAN SAY. . .
<p>COUNSELING</p> <p>"I want everything possible."</p>  <p>@NATHANAGRAY</p>	<p>"We are doing everything that we can. This is a tough situation. Can we step back for a minute so I can learn more about you? What do I need to know in order to do a better job caring for you?"</p> 
<p>"I don't think my spouse would have wanted this."</p> 	<p>"Well, let's pause for a moment and talk about what she would want. What is most important to her and gives her life meaning?"</p> 
<p>"My spouse and I never talked about it. I have no idea what they would have wanted!"</p> 	<p>"Many people are in a similar situation. In his condition, I worry that if he were to be put on a breathing machine or receive CPR, it would be unlikely to work and could cause damage. I recommend that if he comes to the point of dying, we allow him to die peacefully and not attempt CPR. There are still many other things we can do to care for him. What are your thoughts?"</p> 

C.A.L.M.E.R. – COVID AS STARTING PLACE FOR ADVANCE PLANNING	
<p>C Check in </p>	<p>"How are you doing with all of this? Where do you find comfort/support?"</p>
<p>A Ask about COVID </p>	<p>"What have you been thinking about COVID and your situation?"</p>
<p>L Lay out issues </p>	<p>"Is there anything you would want us to know if you got COVID/ if your COVID gets bad?"</p>
<p>M Motivate to choose a proxy and talk </p>	<p>"Who would speak for you if things got bad?" "What matters most to you?" "Based on what you've said, I recommend _____. What do you think?"</p>
<p>E Expect emotion </p>	<p>"This can be really hard to talk about..." Allow silence. <small>@NATHANAGRAY</small></p>
<p>R Record the discussion </p>	<p>Any documentation can be very helpful to colleagues and your patient. "I'll record what you've said for both of us. It's very meaningful. Thank you."</p>







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