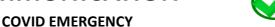








COMMUNICATION





Tips for compassionate communication

with patients who are deteriorating and their families

You are a caring clinician, your quiet presence and small acts of kindness are meaningful. Take calming breaths and use silence. Use your own words, these are just tips to support you.

with the **PATIENT**





"There is nothing more we can do for you."

"Don't worry, you'll die quietly and peacefully with these drugs."

"These drugs will let you die without suffering."

"You must be strong for your family."

With the patient RECOMMENDED expressions



"Hello,
(address the person by name),
I am... (introduce yourself by Name, Occupation,
Duty)

...I will do my best to look after you and will take care of you..."

"I hear your anxiety/fear/desperation... (name emotion). Would you like to tell me more about what you are feeling?"

"We will not abandon you. We will keep trying to help you to be comfortable"

"I am so sorry that your loved ones cannot be around you, but you are not alone, we are here, we will stay with you."

"Even though your family cannot visit, they are close to you. They call every day to find out how you are, and we make sure we talk to them."

"Is there something I can get for you?"

"Is there someone I can call?"





with the **FAMILY**

When on the phone to the <u>family</u> **Avoid sentences**



<u>DO NOT</u> introduce yourself in an impersonal way:

"Hi, I'm the doctor on duty."

Never refer impersonally to the patient: "A patient in this stage of covid..."

DO NOT say:

such as

"There is nothing more we can do for your father/mother/etc."

"We are withdrawing care."

"Don't worry, your father/mother/etc. will die peacefully with these drugs."

"These drugs will let him or her die without suffering."

When on the phone to the <u>family</u> **RECOMMENDED expressions**



Introduce yourself by your full name and role:

"I'm so sorry that we cannot meet in person to talk about [name of patient]."

Try to provide information in chunks and leave time for the person to respond:

"I hear your anxiety/fear/desperation...(name emotion)...that is very reasonable."

"I wish it wasn't so, and I'm sorry to have to tell you this."

"...his/her condition is deteriorating...
I am so sorry".

"I wish that there was more that I could do to change what is happening."

"The breathing machine is no longer helping and we will remove it but we will not stop caring for [name of patient]..."

"Although we do not have any way to prolong her life we will keep working to ensure [name of patient] does not suffer."

"We will keep doing our best to prevent any suffering..."

"...he will be comfortable and won't feel pain or breathlessness..."

"...[name of patient] will not be alone"