

Key Communication to ensure Patient and Family Centered Care during Pandemics

During a pandemic emergency our patients may be anxious and may not have their family members available. This tool provides suggestions for how to help reduce anxiety and increase family participation. It provide key words to help caregivers in the discussion.

Visitor Screening

“To help prevent the transmission of pandemic, CommonSpirit Health is taking temporary precautions to protect our patients, visitors, caregivers, and the community. We are screening all visitors as they enter the hospital for your safety and the safety of your loved ones. We appreciate your cooperation during this time of heightened awareness.”

Narrate what you are doing as you screen

If visitor does not have symptoms

“Please go directly to your loved one’s room and remain there until you go home. We ask that you avoid other areas of the hospital in order to protect your loved one and yourself.”

If visitor has screened positive with symptoms

“You have one of the symptoms and I am so sorry that you will not be able to visit with your loved one. I want to assure you that your loved one, as well as all patients, are our top priority as we work to move through this situation together. You can connect with them through virtual means such as Skype, FaceTime, or telephone calls. Thank you for your understanding.”

If visitor is upset at not being allowed to visit

“I can’t imagine how frustrating it is not being able to see your loved one right now. We want to assure you that your loved one as well as all other patients are our top priority as we work through this pandemic together. Again we deeply apologize and thank you for your understanding.”

Talking with family and visitors regarding “No Visitors” restriction

“To help prevent the transmission of the pandemic, CommonSpirit Health is taking temporary precautions to protect patients, visitors, caregivers, and the community. We deeply apologize for any inconvenience and want to assure you that your loved one, as well as all other patients, are our top priority. We treat all our patients in a safe and compassionate manner, and they are in good hands. Thank you for your understanding and cooperation! We encourage virtual visits through FaceTime, Skype, or phone calls.”

Talking with family and visitors regarding “Limited Visitation”

“To help prevent the transmission of the pandemic, CommonSpirit Health is taking temporary precautions to protect patients, visitors, caregivers, and the community by limiting the number of loved ones at the bedside, and in the hospitals. We deeply apologize for any inconvenience and want to assure you that your loved one as well as all other patients are our top priority. We treat all our patients in a safe and compassionate manner. Thank you for your understanding and cooperation! We encourage virtual visits through FaceTime, Skype, or phone calls.”

Talking with patients regarding Visitation Limitations

“To help prevent the transmission of the pandemic, CommonSpirit Health is taking temporary precautions to protect patients, visitors, caregivers, and the community by limiting the number of loved ones at the bedside, and in the hospitals. We deeply apologize for this, and want to assure you that I will be coming in to round on you about every hour to ensure your safety and to connect with you.”

Upon admission to the hospital

“It is important for us to know who your support person is during your stay and their phone number. We will encourage you to call them to participate in key communication times like Bedside Shift Report, Physician/Nurse Rounds, Discharge Instructions, and other decision making times.”

During Bedside Shift Report and Nurse/Physician Rounds/Discharge Information Instructions

“Before we start Bedside Shift Report (or Nurse/Physician Rounds or Discharge Information Instructions) would you like to call your family so they can listen? We want to make sure that you and your family participate in the plan of care” (or offer to place the call for them).

Talking with patients in Isolation

“We will be gowning, masking, and wearing gloves while we are caring for you as precautions for you and the other patients. We will let you know who we are each time we come into the room.”

“Hi Mr. Smith, it’s Marion, your nurse. I know it may be hard for you to recognize me with my hair and face covered, and I want to make sure you know who is caring for you. ” (each time you go into room)

Thanking patients at discharge

“Thank you so much for trusting us with your care during this time. We appreciate your understanding of the precautions that were in place to protect patients, visitors, caregivers, and the community.”