



COMMUNICATION



COVID EMERGENCY

Basic tips for managing communication with families and patients who are deteriorating, aimed at helping colleagues heavily occupied with the emergency

In the case of a

CONSCIOUS PATIENT

Tips for communicating
with the **PATIENT**

With the patient

**Avoid sentences
such as**



“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/brave for your family.”

*“You’ll see, our treatment will stop you being
anxious or scared.”*

With the patient

**RECOMMENDED
expressions**



*“Good morning Mr/Mrs/Ms
(address the person by name),
I am Doctor... (introduce yourself by name)*

*...we’re doing our best to look after you and
take care of you...”*

*“I understand that this is an emotional time,
anyone would be scared/anxious (repeat the
term used by the person)...
...it is normal to be worried and scared.”*

*“We are doing our best to help you and
make sure you don’t suffer.”*

*“I am very sorry that you cannot have your
loved ones around you, but as you can see,
you are here with us, you are not alone, we
will stay with you.”*

*“Even though your family cannot stay in the
ward, they are very close. They call every
day to find out how you are, and we make*

In the case of a
CONSCIOUS OR UNCONSCIOUS PATIENT

Tips for communicating
 with the **FAMILY**

When on the phone
 to the **family**
**Avoid sentences
 such as**



DO NOT introduce yourself in an
 impersonal way:

“Good evening, I’m the doctor on duty.”

Never refer to the patient by saying:

“A patient in this pathological stage...”

DO NOT say that the patient is worse in a
 way that is too direct or blunt by using
 sentences such as:

***“There is nothing more we can do for
 your father/mother/etc.”***

***“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 **family**
**RECOMMENDED
 expressions**



Introduce yourself by your full name and role:

***“I’m so sorry that due to this awful
 situation we cannot meet in person to talk
 about your father/mother/wife/etc.”***

Try to provide information gradually, if possible, using
 simple language:

***“We understand your
 anxiety/fear/desperation... it is perfectly
 reasonable.”***

Provide information gradually:

***“We have done everything in our power
 for you/your father/mother/brother/sister
 at this very difficult time...”***

***“...Unfortunately, medicine has its limits
 and now with Mr/Mrs/Ms (name the
 patient) we have reached that limit.”***

***“...his/her condition is deteriorating...
 We are so sorry.***

***At the moment we are doing our best to
 prevent any suffering...”***

***“...he/she will be settled and won’t feel
 any pain...”***

***“...he/she will be settled at the end and
 won’t feel any pain in the final moments of
 his/her life...”***