

Planning Ahead for the Care You May Need: Health Care Decisions in the Era of COVID-19



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Outline

- Advance Care Planning (ACP)
 - The goal of ACP
 - ACP & COVID-19 crisis
 - Tools to help people start ACP
- Palliative Care
 - Being in the hospital with COVID-19
 - Key things to consider
 - How Palliative Care can help

What is Advance Care Planning?

- **Definition:** ACP is a process that supports adults at any age or stage of health in understanding and sharing their personal values, life goals, and preferences regarding current or future medical care.
- **Goal:** The goal of ACP is to help ensure that people receive medical care that is consistent with their values, goals and preferences during serious and chronic illness.”

Why is ACP Important?

- Improved patient satisfaction with care
- Improved quality of life
- Less unwanted medical care aligned with wishes
- Less stress for the surrogate decision maker

Advance Care Planning Realities

- Advance care planning ~ 33% for the past 10 years
- Lower among minority populations, ~ 15-20%
- ~ 10-20% discussed wishes with medical provider
- Among ICU decedents, ~ 20% no ACP before death

COVID-19 Clinical Realities

- Serious illness affecting both young and old (median 56 yrs)
- Clinical picture can worsen very quickly
- Families, surrogates not able to visit ER/hospital
- Older patients not bringing hearing aids, glasses, or cell phones or chargers
- Frontline providers are **DESPERATE** to know any information about the person and family contacts

COVID-19 & YOU

Be Prepared: Take Control

Have a hospital
'Go bag'

1



Choose a
medical
decision
maker

2



Share wishes +
encourage loved
ones to
prepare

3



To learn more and get tools that can help go to: PREPAREforYourCare.org and theconversationproject.org/covid19



PREPARE™ For Your Care.org

the conversation project

#PrepareforCare #AdvanceCarePlanning
@prepareforcare @convoproject



Pack a Hospital 'Go bag' today!

<https://prepareforyourcare.org/covid-19>

Making a Medical Plan During COVID-19

Plan for Medications

Make a list of your medications and keep it on hand



Plan for a Hospital 'Go Bag'

Bring what you may need from home
Phone numbers
List of medications
Hearing aids, glasses, dentures
Phone and chargers
Advance directives



Plan for Your Medical Wishes

1. Choose a medical decision maker
2. Share Your Wishes: **This is MOST important**
3. Consider an advance directive



Plan for Your Pets



Plan for Your Money and Bills



**Online Advance Care
Planning Program in
English & Spanish**

www.prepareforyourcare.org



Easy-to-Read Advance Directive (AD)

RCT:

- Doubled completion rates
- Overwhelmingly preferred
regardless of literacy/ language

10 languages

www.PrepareForYourCare.org

Sudore RL et. al., Patient Educ Couns 2007

California Advance Health Care Directive

This form lets you have a say about how you want to be cared for if you cannot speak for yourself.

This form has 3 parts:

Part 1

Choose a medical decision maker, Page 3

A medical decision maker is a person who can make health care decisions for you if you are not able to make them yourself. This person will be your advocate. They are also called a health care agent, proxy, or surrogate.

Part 2

Make your own health care choices, Page 7

This form lets you choose the kind of health care you want. This way, those who care for you will not have to guess what you want if you are not able to tell them yourself.

Part 3

Sign the form, Page 13

The form must be signed before it can be used.

You can fill out Part 1, Part 2, or both.
Fill out **only** the parts you want. Always sign the form in Part 3.
2 witnesses need to sign on Page 14, or a notary on Page 15.

Your Name


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Missing Puzzle Piece

- **PREPARE** people with skills to:
 - identify what is most important and how they want to live
 - talk with family and friends
 - talk with medical providers
 - make informed decisions
 - get the care that is right for them



www.PrepareForYourCare.org

Interactive, multi-media website



PREPARE



Welcome

View the PREPARE Pamphlet

- 1 Choose a Medical Decision Maker
- 2 Decide What Matters Most In Life
- 3 Choose Flexibility for Your Decision Maker
- 4 Tell Others About Your Wishes
- 5 Ask Doctors the Right Questions

Your Action Plan

Hide Menu

Welcome to PREPARE!

PREPARE is a program that can help you:

- make medical decisions for yourself and others
- talk with your doctors
- get the medical care that is right for you

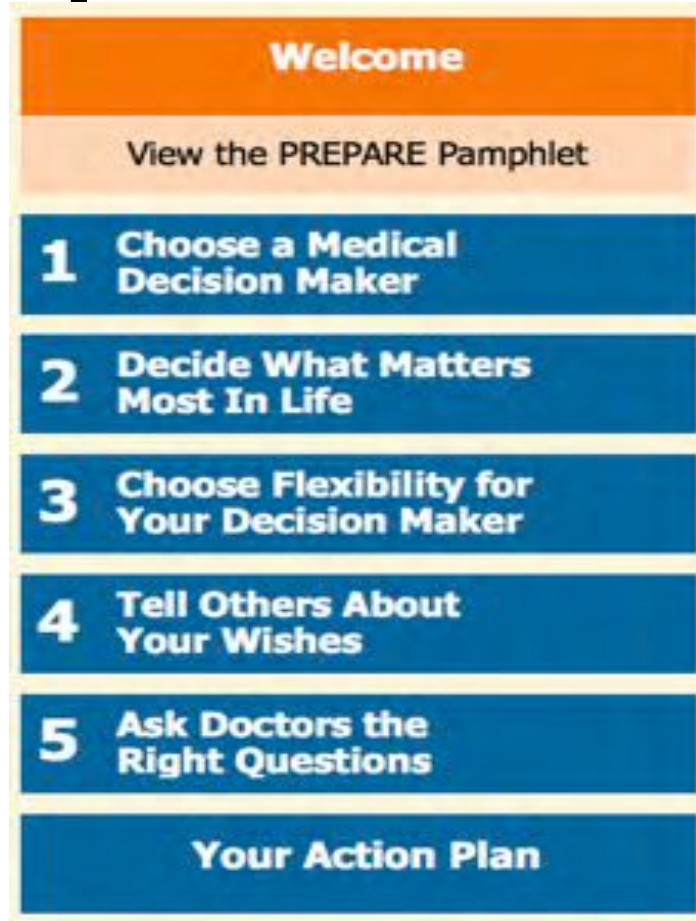
You can view this website with your friends and family.

Click the NEXT button to move on.

NEXT >



5-Steps of PREPARE



PrepareForYourCare.org

Creating PREPARE

- Co-created with diverse populations
- Easy to understand: 5th-grade reading level
 - Voice-overs & closed captioning (Eng/Span)
- Range of video stories:
 - Surrogate availability
 - Decision making preferences
- Videos that **model** ACP behavior



How to Ask a Decision Maker

 **PREPARE**



Show Menu

How to Ask Someone to Be Your Decision Maker

You can watch this video with your friends and family.



How to Talk with Family & Friends

PREPARE



Show Menu

How To Tell Others About Your Wishes



How to Ask Clinicians Questions

 **PREPARE**



Show Menu

How To Ask Doctors the Right Questions



Summary of My Wishes



Step 1: Choose a Medical Decision Maker

- You have chosen and asked John Doe (your spouse/partner) to be your decision maker
- You want John Doe to make medical decisions for you only if you cannot make your own decisions

Step 2: Decide What Matters Most in Life

- What is most important to you are: family and friends, religion, living on your own and caring for yourself, not being a burden on your family
- You feel that there may be some health situations that would make your life not worth living, such as never being able to wake up from a coma
- You want to try treatments for a period of time, but stop if you are suffering

Step 3: Choose Flexibility for Your Decision Maker

- You chose TOTAL flexibility in medical decision making for your decision maker

Step 4: Tell Others About Your Wishes

- You told your decision maker about your wishes. But you have not yet told your doctor and family and friends

Step 5: Ask Doctors the Right Questions

- When making decisions with your doctor, you want to share decision making with your doctor
- You **WOULD** want your doctor to tell you how sick you are or how long you have to live

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This form lets you choose the kind of health care you want. This way, those who care for you will not have to guess what you want if you are not able to tell them yourself.



Part 3 Sign the form, Page 13

The form must be signed before it can be used.

You can fill out Part 1, Part 2, or both.

Fill out **only** the parts you want. Always sign the form in Part 3.

2 witnesses need to sign on Page 14, or a notary on Page 15.

Your Name

Efficacy of the PREPARE Program



Sudore, et al. JAMA IM: 2 RCTs, 1400 English & Spanish speaking participants



Free PREPARE Easy-to-read Advance Directives and Other Tools Below. ▼



PREPARE Easy-to-Read Advance Directives:

Free to fill out and print for all states.

[Get the PREPARE Advance Directive](#)

Other PREPARE Tools for Providers and Organizations ▼

For Providers and Organizations:

- PREPARE Pamphlets
- Tools for Group Movie Events
 - PREPARE Toolkit for Group Movie Events
 - PREPARE Movies
 - PREPARE Question Guide

[Get Other PREPARE Tools](#)



Easy-to-read ADs for all US States in English & Spanish



California Advance Health Care Directive

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This form has 3 parts:

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PREPARE

Your Name: _____



Instrucción anticipada de atención de salud de California

Este formulario le permite indicar cómo desea ser atendido si usted no puede hablar por sí mismo.

Este formulario consta de 3 partes:

Parte 1: Escoger una persona decisora, Página 3
Una persona decisora es una persona que puede tomar decisiones médicas por usted si usted no puede tomarlas por sí mismo.
Esta persona será su representante.
También se les llama un agente de salud, un representante, o un sustituto.

Parte 2: Tomar sus propias decisiones de atención de salud, Página 7
Este formulario le permite escoger el tipo de atención de salud que desea. De esta manera, las personas encargadas de su cuidado no tendrán que adivinar lo que desea si no puede decirlo por usted mismo.

Parte 3: Firmar el formulario, Página 13
El formulario se debe firmar antes de que se pueda usar.

Usted puede llenar la Parte 1, la Parte 2, o ambas.

Llene sólo las partes que desee. Siempre firme el formulario en la Parte 3.

Es necesario que 2 testigos firmen en la página 14, o que un notario firme en la página 15.

PREPARE

By: _____ Date: _____

Part 2**Make your own health care choices**

Fill out only the questions you want.

How do you prefer to make medical decisions?

Some people prefer to make their own medical decisions. Some people prefer input from others (family, friends, and medical providers) before they make a decision. And, some people prefer other people make decisions for them.

Please note: Medical providers cannot make decisions for you. They can only give information to help with decision making.

How do you prefer to make medical decisions?

- ☐ I prefer to make medical decisions on my own without input from others.
- ☐ I prefer to make medical decisions only after input from others.
- ☐ I prefer to have other people make medical decisions for me.

If you want, you can write why you feel this way, and who you want input from.

What matters most in life? Quality of life differs for each person.

What is most important in your life? Check as many as you want.

- ☐ Your family or friends
- ☐ Your pets
- ☐ Hobbies, such as gardening, hiking, and cooking
- ☐ Your hobbies
- ☐ Working or volunteering
- ☐ Caring for yourself and being independent
- ☐ Not being a burden on your family
- ☐ Religion or spirituality: Your religion
- ☐ Something else

What brings your life joy? What are you most looking forward to in life?

Your Name _____

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Values & Space to write “Why” & COVID or other specific wishes

Quality of life differs for each person at the end of life.

What would be most important to you?

AT THE END OF LIFE

Some people are willing to live through a lot for a chance of living longer.

Other people know that certain things would be very hard on their quality of life.

- Those things may make them want to focus on comfort rather than trying to live as long as possible.

At the end of life, which of these things would be very hard on your quality of life?

Check as many as you want.

- ☐ Being in a coma and not able to wake up or talk to my family and friends
- ☐ Not being able to live without being hooked up to machines
- ☐ Not being able to think for myself, such as severe dementia
- ☐ Not being able to feed, bathe, or take care of myself
- ☐ Not being able to live on my own, such as in a nursing home
- ☐ Having constant, severe pain or discomfort
- ☐ Something else



☐ OR, I am willing to live through all of these things for a chance of living longer.

If you want, you can write why you feel this way.

What experiences have you had with serious illness or with someone close to you who was very sick or dying?

- If you want, you can write down what went well or did not go well, and why.

If you were dying, where would you want to be?

- ☐ at home ☐ in the hospital ☐ either ☐ I am not sure

What else would be important, such as food, music, pets, or people you want around you?

Your Name _____

9

What else should your medical providers and medical decision maker know about you and your choices for medical care?**OPTIONAL: How do you prefer to get medical information?**

Some people may want to know all of their medical information. Other people may not.

If you had a serious illness, would you want your doctors and medical providers to tell you how sick you are or how long you may have to live?

- ☐ Yes, I would want to know this information.
- ☐ No, I would not want to know. Please talk with my decision maker instead.

If you want, you can write why you feel this way.

* Talk to your medical providers so they know how you want to get information.

Your Name _____

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Guided AD Step for CA (other states coming)

- Integrates and guides users to complete the AD



Guided AD Step for CA (Info & videos)

- Additional information and videos available if needed



The screenshot shows the PREPARE website interface. At the top, there's a navigation bar with 'PREPARE' and a 'Get Started on This Page' button. Below it, a sidebar on the left lists steps 1 through 5, with 'AD' highlighted. The main content area is titled 'Part 1: Choose your medical decision maker' and includes a sub-header 'Part 1 Choose your medical decision maker'. The text explains that a medical decision maker can make health care decisions for you if you are not able to make them yourself. It lists criteria for a good medical decision maker: being 18 years of age or older, being able to talk to you about your wishes, being available when you need them, being trustworthy, and being willing to ask questions. A blue arrow points from the 'AD' button in the sidebar to the 'Part 1' header.

Part 1 Choose your medical decision maker

Your medical decision maker can make health care decisions for you if you are not able to make them yourself.

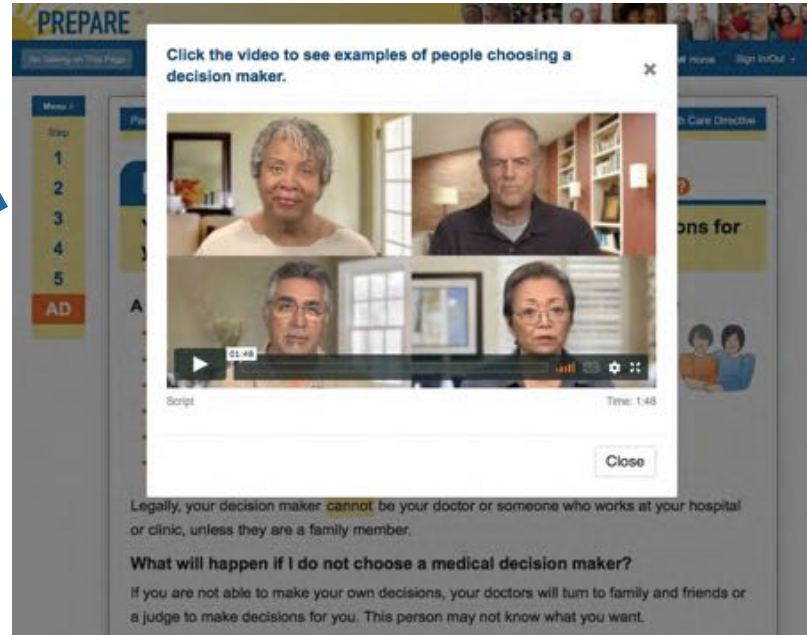
A good medical decision maker is a family member or friend who:

- is 18 years of age or older
- can talk to you about your wishes
- can be there for you when you need them
- you trust to follow your wishes and do what is best for you
- you trust to know your medical information
- is not afraid to ask doctors questions and speak up about your wishes

Legally, your decision maker **cannot** be your doctor or someone who works at your hospital or clinic, unless they are a family member.

What will happen if I do not choose a medical decision maker?

If you are not able to make your own decisions, your doctors will turn to family and friends or a judge to make decisions for you. This person may not know what you want.



The screenshot shows the PREPARE website interface with a video player overlay. The video player is titled 'Click the video to see examples of people choosing a decision maker.' and shows four people in a grid. The video player has a play button, a progress bar, and a 'Close' button. The background shows the same website content as the previous screenshot, but it is dimmed.

Click the video to see examples of people choosing a decision maker.

Time: 1:48

Close

Legally, your decision maker **cannot** be your doctor or someone who works at your hospital or clinic, unless they are a family member.

What will happen if I do not choose a medical decision maker?

If you are not able to make your own decisions, your doctors will turn to family and friends or a judge to make decisions for you. This person may not know what you want.

Guided AD Step for CA (pre-populates AD)

- Tailored answer automation



Question 4. How Do You Balance Quality of Life with Medical Care?

If you were so sick that you may die soon, what would you prefer?

- ☐ Try all life support treatments that my doctors think might help. I want to stay on life support treatments even if there is little hope of getting better or living a life I value.
- ☒ Do a trial of life support treatments that my doctors think might help. But, I do not want to stay on life support treatments if the treatments do not work and there is little hope of getting better or living a life I value.
- ☐ I do not want life support treatments, and I want to focus on being comfortable. I prefer to have a natural death.
- ☐ I am not sure.

What else should your medical providers and medical decision maker know about this choice? Or, why did you choose this option?



Part 2: Make your own health care choices California Advance Health Care Directive

How Do You Balance Quality of Life with Medical Care?

Sometimes illness and the treatments used to try to help people live longer can cause pain, side effects, and the inability to care for yourself.

Please read this whole page before making a choice.

AT THE END OF LIFE: some people are willing to live through a lot for a chance of living longer. Other people know that certain things would be very hard on their quality of life.

Life support treatment can be CPR, a breathing machine, feeding tubes, dialysis, or transfusions.

Check the **one** choice you most agree with.

If you were so sick that you may die soon, what would you prefer?

- ☐ Try all life support treatments that my doctors think might help. I want to stay on life support treatments even if there is little hope of getting better or living a life I value.
- ☒ Do a trial of life support treatments that my doctors think might help. But, I **DO NOT** want to stay on life support treatments if the treatments do not work and there is little hope of getting better or living a life I value.
- ☐ I do not want life support treatments, and I want to focus on being comfortable. I prefer to have a natural death.

What else should your medical providers and decision maker know about this choice? Or, why did you choose this option?

150 characters left



Free PREPARE Easy-to-read Advance Directives and Other Tools Below. ▼



PREPARE Easy-to-Read Advance Directives:

Free to fill out and print for all states.

[Get the PREPARE Advance Directive](#)

Other PREPARE Tools for Providers and Organizations ▼

For Providers and Organizations:

- PREPARE Pamphlets
- Tools for Group Movie Events
 - PREPARE Toolkit for Group Movie Events
 - PREPARE Movies
 - PREPARE Question Guide

[Get Other PREPARE Tools](#)



PREPARE™

A program to help you make medical decisions for yourself and others



Step 1 Choose a medical decision maker.

Step 2 Decide what matters most in life.

Step 3 Choose flexibility for your decision maker.

Step 4 Tell others about your medical wishes.

Step 5 Ask doctors the right questions.

www.prepareforyourcare.org

Step 1 Choose a Medical Decision Maker

Choose someone you trust to help make decisions for you in case you become too sick to make your own decisions.

A good decision maker will:

- ask doctors questions
- respect your wishes

If there is no one to choose right now, do Steps 2, 4, and 5.

How to say it:

"If I get sick in the future and cannot make my own decisions, would you work with my doctors and help make medical decision for me?"

Or

"I do not want to make my own medical decisions. Would you talk to the doctors and help make medical decisions for me now and in the future?"



Step 2 Decide What Matters Most in Life

This can help you decide on medical care that is right for you.



Five questions can help you decide what matters for your medical care:

1. What is most important in life? Friends? Family? Religion?
2. What experiences have you had with serious illness or death?
3. What brings you quality of life? Quality of life is different for each person. Some people are willing to live through a lot for a chance of living longer. Others know certain things would be best on their quality of life.

4. If you be

- To if of
- Or fin
- Or co

5. How what time!

Step 3 Choose Flexibility for Your Decision Maker

Flexibility gives your decision maker leeway to work with your doctors and possibly change your prior medical decisions if something else is better for you at that time.

How to say it:

Total Flexibility:

"I trust you to work with my doctors. It is OK if you have to change my prior decisions if something is better for me at that time."

Some Flexibility:

"It is OK if you have to change my prior decisions. But, there are some decisions that I never want you to change. These decisions are..."

No Flexibility:

"Follow my wishes exactly, no matter what."



Step 4 Tell Others About Your Medical Wishes

This will help you get the medical care you want.

How to say it:

To your decision maker and doctors:

"This is what is most important in my life and for my medical care..."

To your doctor and family and friends:

"I chose this person to be my decision maker and I want to give them (TOTAL, SOME, or NO) flexibility to make decisions for me."

Your doctors can help you put your medical wishes on an advance directive form.



Step 5 Ask Doctors the Right Questions

- Write down questions ahead of time.
- Bring someone with you.
- Tell doctors at the start of the visit if you have questions.



How to say it:

If your doctor recommends something, ask about the:

- Benefits – the good things that could happen
- Risks – the bad things that could happen
- Options for different kinds of treatment
- What your life will be like after treatment

Make sure you understand:

"What I'm hearing you say is... Is this right?"

Your Action Plan

Action Plan

By
I will

PREPARE Pamphlet

Trifold
English, Spanish,
Chinese

Group Movie Events

The PREPARE Movie

You can watch one part of the PREPARE Movie or the full movie by clicking a button below.

Welcome

Step 1: Choose a Medical Decision Maker

Step 2: Decide What Matters Most in Life

Step 3: Choose Flexibility for Your Decision Maker

Step 4: Tell Others About Your Wishes

Step 5: Ask Doctors the Right Questions

Your Next Steps

Watch the full movie





Toolkit for Group Movie Events

Part 1:	What to Expect & A Planning Checklist	4
Here you'll find a brief overview to get you started, and a list of things you will need.		
Part 2:	PREPARE Group Movie Event Guide & Questions	16
Anyone can run a group event. It is easy because the PREPARE videos have all the information. This guide also has example words you can say.		
The PREPARE Question Guide also follows along with the movie and allows people to write down their wishes for medical care.		
Part 3:	Tools to Promote the Event	21
This Toolkit includes example flyers, emails, and newsletter language to help you promote your event.		
Part 4:	Feedback Surveys	25
This is optional, but can help improve PREPARE and your events.		

For more information visit: www.prepareforyourcare.org

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For group movie events, please see our Toolkit.

Get the PREPARE Toolkit



How to Put on a PREPARE Movie Event



Group visits through Video





Pack a Hospital 'Go bag' today!
https://www.youtube.com/watch?v=x1rZdXoB_t8

Making a Medical Plan During COVID-19

Plan for Medications

Make a list of your medications and keep it on hand



Plan for a Hospital 'Go Bag'

Bring what you may need from home
Phone numbers
List of medications
Hearing aids, glasses, dentures
Phone and chargers
Advance directives



Plan for Your Medical Wishes

1. Choose a medical decision maker
2. Share Your Wishes: **This is MOST important**
3. Consider an advance directive



Plan for Your Pets



Plan for Your Money and Bills

All Hands on Deck: Simple Scripts

COVID-19 Resources For Providers and Organizations



Simple Advance Care Planning Scripts for All Outpatient Health Professionals (Free)

At this unprecedented time in our history, advance care planning has to be ALL OF OUR JOBS. We have put together simple, easy-to-follow scripts that allow anyone as well as any medical provider from any specialty to begin the conversation and to help people begin to prepare before a medical crisis.

(Click here for a Spanish version.)

- Step 1: Ask about a surrogate
- Step 2: Ask about prior ADs
- Step 3: Give basic ACP information



Scripts

- Nurses, physicians, social workers, physical therapists, assistants, students...anyone

Due to COVID-19, Advance Care Planning is Imperative: We All Need to Pitch In

Regardless of healthcare profession, please address basic ACP during phone, video, or in person visits. Any ACP done now may save patients, families, and other providers from uncertainty and stress later on.

What You Can Say:

STEP 1: Ask About a Surrogate Decision Maker

"I wanted to take a moment to talk to you about advance care planning. This involves choosing an emergency contact and the medical care that is important to you."

"First, I would like to ask if there is someone you trust to help make medical decisions for you if there ever came a time you could not speak for yourself?"

If yes: "That's great. If not already, now is a good time to reach out and tell them that you chose them for this role and what is important to you. That way they can be the best advocate and speak up for you if needed."

"I will make sure I put this in your medical record. It is also important to keep their name and phone number on hand, both on your phone and also written down in your purse or wallet."

If no: "It is OK if you cannot think of someone right now. If someone comes to mind in the future, please let your medical providers know so we can put the information in your medical record."

STEP 2: Ask about Advance Directives

"Have you ever completed an advance directive? This is a legal form that lets you write down the name of your medical decision maker and your wishes for medical care." What about a POLST form?

If yes: "That's great. Do you remember what you wrote down? Do you still feel the same way? Do you know where this form is?"

"The most important part is to now share the information in this form with your family and friends. It is also important to bring a copy of the form with you if you need to come to the clinic or hospital. That way your family, friends, and medical providers will know what is most important to you."

If no: "This is OK. [Example, use local preference] A good place to start is a website called PREPAREforYourCare.org. It has simple information and advance directive forms for free and COVID-19 specific information and resources. You can get the website on a smartphone, a tablet, or a computer. You can even do this with your family and friends. That website again is PREPAREforYourCare.org. You can download the form to fill out on your computer or print to out."

[Optional due to social distancing]: "The forms sometimes need extra witnessing or a notary to be legal. While we are practicing social distancing, if you fill out the form it is OK for now to just sign and date it. And, it is really important to share the information with your family and friends and medical providers. These conversations are the most important part. Bring a copy of the form with you if you need to come to the clinic or hospital."

Questions

1. Where can people start?
2. How do you recommend organizations use PREPARE tools?

Outline

- Advance Care Planning (ACP)
 - The goal of ACP
 - ACP & COVID-19 crisis
 - Tools to help people start ACP
- **Palliative Care**
 - Being in the hospital with COVID-19
 - Key things to consider
 - How Palliative Care can help

If I need to go to the hospital, what can I expect?



Zuckerberg San Francisco General
Hospital and Trauma Center

Being in the Hospital Now: What is it Like?

New things

- Fewer people, less noise
- Visiting is very limited in most hospitals
- Staff will wear masks, sometimes face shields, even if you don't have COVID
- Some providers/staff may only meet with you by phone or video

Usual things

- Staff will wake you up – to ask you questions, draw blood, examine you, etc.
- You will be seen by a doctor or advance practice provider (Nurse Practitioner or Physician Assistant) daily – usually just once a day
- Results can take time to come back

Being in the hospital with COVID



This Photo by Unknown Author is licensed under [CC BY-SA](#)

- **Most people don't need invasive treatments**
 - Special isolation unit of hospital
 - Staff wear more protective gear (gowns, masks, face shields, caps)
 - Most/all of your in-person visits will be from 1 doctor/1 nurse; other visits by phone/video
 - Most patients need oxygen by a small tube in the nose (canula)
 - Close monitoring of your vital signs, blood tests
 - No visitors – connect by phone/video
 - Once you're out of the high-risk period, you go home to finish out quarantine (or to special isolation accommodations)

Being in the hospital with COVID

- 3 in 100 people in the US with COVID need intensive care
 - Most need mechanical ventilation
 - Many need to be sedated to get enough oxygen in, tolerate ventilator
 - Doctors communicate with your designated decision maker
 - Some people get better, but it takes a long time; some people die (chances increase with age)



[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)

CDC, MMWR March 27, 2020 / 69(12);343-346

Key things to think about before the hospital

- Who would you want to make decisions for you?
- If you get sicker very quickly, which of these best suits you?

Life Support
for as long as
it helps keep
you alive

Life Support
for a trial
period

Non-invasive
treatments
only

Key things to think about, in general

- What would be most important for your healthcare providers or loved ones to know if you became very sick and couldn't speak for yourself?
- What abilities are so important to you that you can't imagine living without them?
- If you became very sick with COVID, how much are you willing to go through for the possibility of having more time?
- Who in your life have you talked with about your priorities and your wishes? How much do they know?
- What gives you strength in hard times?

Palliative Care Can Help!



Palliative Care Can Help!

- Things palliative care teams help with:
 - Identifying what's most important to you in life, as a guide for medical care
 - Providing clear information on what's going on
 - Gathering important people to talk about your condition
 - Helping relieve physical, emotional symptoms
 - Addressing spiritual needs, big questions of life
 - Getting you connected to resources you need
 - Coordinating care across different teams, settings
 - Supporting caregivers, loved ones

How do I get palliative care?

- Ask your doctor (hospital, primary care)
 - Ask your insurance company
 - getpalliativecare.org
-
- Palliative care is available in ALL hospitals in San Francisco
 - Palliative care is increasingly available in clinics and homes
 - Palliative care is sometimes available in nursing homes

Things to Remember

- These are uncertain and scary times, but there are things you can do to prepare yourself and your loved ones
 - Identify a decision-maker and have a conversation
 - Think about what would be most important to you if you got very sick
 - If you are worried about your risk of getting very sick with COVID, talk to your primary care provider
- Palliative care can help you and your loved ones, if you are dealing with serious illness (COVID or other illnesses)

Questions?



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PrepareForYourCare.org

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