Admitting

**What people may ask...**

“Is my grandfather going to make it?”

“How can you not let anyone visit?! I’m all alone here.”

**What you can say...**

“I know this must be scary. Because he is 90 and dealing with other illnesses, it is quite possible he won’t make it out of the hospital. It is too soon to say for certain.”

“I can only imagine how hard it is not to have visitors. Right now, they will be in more danger if they come here. You can use the phone, although I know it’s not the same.”

Text adapted from VitalTalk COVID primer

Nathan A. Gray, MD
Shared by Nathan Gray, MD: https://inkvessel.com/

Adapted from VitalTalk communication tools in response to COVID-19: https://www.vitaltalk.org/guides/covid-19-communication-skills/

**TRIAGE**

**What People May Ask...**

“Why shouldn’t I just go to the hospital?”

“Why are you trying to keep me out of the hospital?”

**What You Can Say...**

“Our primary concern is your safety. We are trying to organize how people come in. Please fill out the questions online, and you can speed up the process for yourself and everyone else.”

“I imagine you are worried and want the best possible care. Right now, the hospital has become a very, very dangerous place unless you really, really need it. The safest thing you can do is _____.

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Nathan A. Gray, MD

Text adapted from VitalTalk COVID primer
NOTIFYING

“"Yes, I’m his daughter. I live 5 hrs away.”

“I have serious news. Are you somewhere we can talk?”

“What’s going on? Has something happened?!?”

“I’m calling about your dad. He died a short time ago... The cause was COVID-19.

“"I’m so sorry for your loss.”

“I knew this was coming, but I didn’t expect it so fast...”

“I can only imagine how shocking this must be.”

Nathan A. Gray, MD

Text adapted from VitalTalk