# Palliative Care COVID-19 Surge Plan

## Current State

### How to access
- Referral to Palliative Care via Epic for:
  - unclear goals of care
  - uncontrolled symptoms

### Team status
- Full interdisciplinary team, daily huddles

### Primary function
- Clarify goals of care with patient/family
- Manage uncontrolled symptoms

### Resources to equip primary teams
- CALMER, GUIDE, NURSE conversation maps

### Patient/Family interaction
- Regular practice, adjusted for visitor policy

### Documentation
- Standard consult/follow up note

### Availability
- Monday-Friday 8 am-5 pm

## Crisis (Hospital Surge)

### How to access
- Palliative Care MD and NPs huddle with unit leaders
- Palliative Care orders entered by Physician in Charge

### Team status
- MD and NPs dedicated to Palliative Care
- Social worker and chaplain reassigned per directors of Social Work and Spiritual Care

### Primary function
- Assist with complex symptom management
- Provide resources to support primary teams in delivering serious news and discussing goals of care

### Resources to equip primary teams
- SHARE conversation map
- Crisis symptom management protocols

### Patient/Family interaction
- Minimal, strategic interaction to conserve PPE

### Documentation
- Streamlined notes on symptom management recommendations

### Availability
- On site, Monday-Friday 8 am-5 pm
- Physician available by phone after hours and weekends