

Guide for RN-facilitated video calls with patients and their care partners

For patients who can communicate

- Prepare the patient and their surroundings (optimize position/lighting, assist with personal appearance, and clarify patient's goals and boundaries for the call).
- Begin call with the patient not in line-of-sight while introducing self and checking the identity of the care partner(s). Explain what the brief call will cover and clarify the goals with the care partners.
- For social communication, offer to be present & available for questions or to step out for privacy.
- For care updates/ plans/ questions, give information "one piece at a time" in plain language and allow the care partner(s) to "digest" information.
- Be prepared to note questions from the care partner(s) for other interdisciplinary team members and give a realistic timeframe for follow-up.
- If possible, close the conversation outside of the patient's room to allow time at the end for the care partner(s) to express questions or concerns directly.
- Ask the care partner(s) how they are feeling to prompt reflection and facilitate meeting their needs.

For patients unable to communicate

- Prepare the patient and their surroundings, ensuring modesty and adequate lighting. Try to frame the patient rather than the equipment.
- Begin the call with the patient not in line-of-sight while introducing self and checking the identity of the care partner(s). Explain what the brief call will cover and clarify the goals with the care partners.
- Reassure the care partner(s) of the patient's status and explain the purpose of invasive equipment and treatments (e.g., ventilators, sedating drips, etc.); speak directly to the patient and invite care partner(s) to do so as well.
- For care updates/ plans/ questions, give information "one piece at a time" in plain language and allow the care partner(s) to "digest" information.
- Be prepared to note questions from the care partner(s) for other interdisciplinary team members and give realistic timeframe for follow-up.
- Ask the care partner(s) how they are feeling to prompt reflection and facilitate meeting their needs.