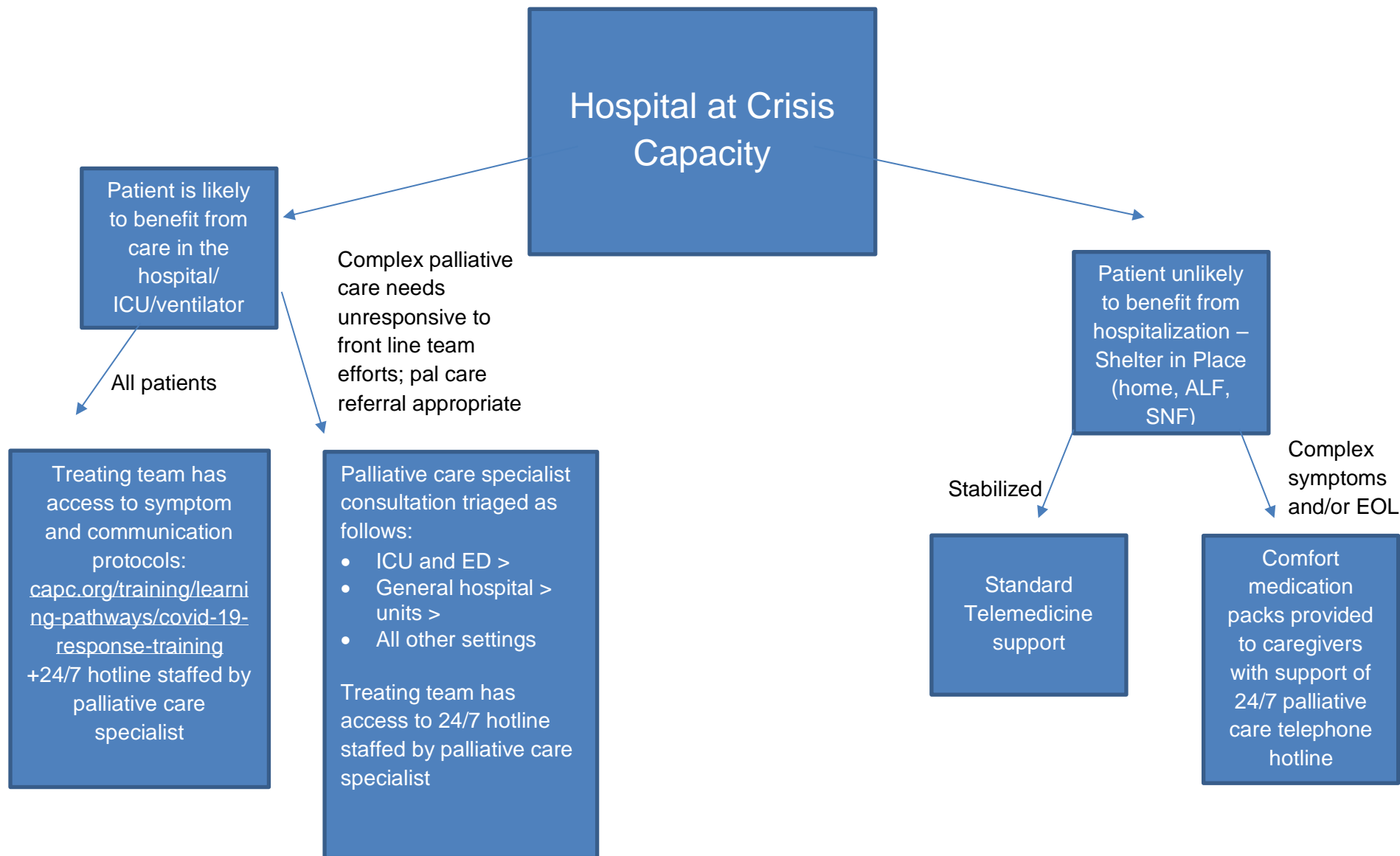


Managing Workload and Referrals During Peak or Crisis Periods

Specialty Palliative Care Crisis Service Design



Note: All clinicians should check with their institution's legal counsel to ensure compliance with federal and state laws as well as institutional protocols.

- **Clinical Guides to Share with All Clinicians:**
 - COVID-19 communication guidance: <https://www.vitaltalk.org/guides/covid-19-communication-skills/>
 - Crisis symptom protocols for all clinicians: <https://www.capc.org/training/learning-pathways/covid-19-response-training/>
 - To share with clinical teams via:
 - 'Crisis Command' team
 - Crisis response email/internal updates
 - Intranet/education web pages
 - Via clinical team leaders
 - **Any** clinical staff providing telemedicine should have access to communication and symptom guidance
- **Palliative Care Referral Criteria:** <https://www.capc.org/documents/762/>
- **In-Home/Facility Comfort Packs:**
 - Indicated for symptom relief or end-of-life care for patients in homes or facilities who would not benefit from hospitalization and when hospice and/or home health not available
 - To mobilize symptom packs:
 - Identify and engage the organization's Command and Control structures
 - Collaborate with pharmacy procurement
 - Identify couriers for comfort pack delivery
- **References:**
 - NEJM Catalyst - At the Epicenter of the Covid-19 Pandemic and Humanitarian Crises in Italy: Changing Perspectives on Preparation and Mitigation: <https://catalyst.nejm.org/doi/full/10.1056/CAT.20.0080>