

WHAT THEY SAY

Do you think I might get sicker?

WHAT YOU CAN SAY

It sounds like getting sicker is something you are worried about. This is something I consider for patients as they come into the hospital. Would it be okay with you if we speak more about this now?

Are you asking me this because of COVID?

I can see how you may be worried about that. I am discussing this to provide the best care for you. The current situation with this pandemic is also prompting these conversations across the hospital.

I want everything possible. I don't feel comfortable saying no to those things-CPR, ICU.

It sounds like continuing treatment and having more time are important. What are you hoping for with this treatment? Given your illness, we worry that CPR and/or a breathing machine is unlikely to help you live longer or have a better quality of life.

What does this mean about the plan for (chemo, antibiotics)?

I am hearing that those treatments are important to you. Right now, nothing about those treatments will change. Our team's job to consider the treatments that will help and avoid ones that won't. It does not mean we are giving up.

Shouldn't I go to the ICU if I were to get sicker?

It's understandable to be worried about what care you may need if you got sicker. Our job is to consider treatments that will help and avoid ones that won't. I worry that going to the ICU would not be helpful. We will continue to be here with you and support you.

Are you telling me that you don't have enough? Are you rationing?

I can only imagine how frightening it is to be sick during this time we are in. Right now, we are not in that position. We hope to not get to that point. We are providing you with the best care, which includes focusing on treatments that will help and avoiding the ones that won't.

Are you discriminating against me because I have cancer, heart failure, ESRD?

It sounds like you are worried that due to your underlying health conditions you are not getting the care you need. I can imagine that this is frightening to think about. We are not making any decisions purely based on what your illness is, but we are thinking carefully about how to best care for you.

You're treating us differently because of the color of our skin.

I can only imagine that you may have had negative experiences in the past with health care simply because of who you are. I appreciate you sharing this. I wish you (your family) never had experienced this. We are providing the best care to you as we are for each of our patients in the hospital.