



Promoting Patient Engagement: COVID-specific Examples

Patient Says...	Provider Responds...
Why is my test taking so long?	The wait feels scary. What is one thing you can do while you wait to help you feel more calm?
Does (loved one) really need to go to the hospital? It doesn't seem that bad.	You are worried about what will happen to (loved one) in the hospital. We think that given (loved one) symptoms, the hospital is the safest place. What questions can I answer about what it will be like for (loved one) in the hospital?
Shouldn't I just go to the hospital to get evaluated?	You want the best care you can get as quickly as you can get it. You are a great self-advocate. What do you already know about risks of being in the hospital?
Why aren't you sending (loved one) to the ICU?	You are deeply committed to (loved one). Right now, we do not believe that being on the ICU will increase the chances of (loved one) surviving. We are taking care of (loved one) here. What questions can I answer about the care she is getting here?
Patient (or Loved one) Says...	Provider Responds...
How can you not let me come to visit?	You want to be with (loved one). You are very dedicated. Unfortunately, the best way to keep (loved one), you, and others safe is to have all visitors stay home. We wish it was different. We would like to connect you with (patient) using technology. What method will work best for you?
Do I need to say my goodbyes?	I think it is time to plan for goodbyes, yes. What is most pressing on your mind? How can I best help you with your goodbyes?
You have to leave my room already?	It is nerve-wracking to be alone. Let me try to summarize our conversation so far. I am going to give your family a call and update them. That's very important to you. You are going to try out the Meditation App we set up and see if that helps at all. What did I miss?
You want me to get up and walk? I'm in the ICU and can barely breathe!	You are scared about moving around right now. What do you already know or what might you guess are the benefits of moving around while you are hospitalized? ... Great! Could I tell you a bit more?

If you have questions about the Patient Engagement Program (PEP), please visit:

www.hopkinspep.org or @JohnsHopkinsPEP

(Vitaltalk.org)