COMMUNICATING IN A CRISIS:
SKILLS TO HONOR PREVIOUSLY DETERMINED PREFERENCES FOR MEDICAL CARE

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AND SCROLL TO SECOND PAGE TO VIEW "POCKET CARD" OF COMMUNICATION TIPS

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# Pocket Card of Communication Tips

## Honoring Previously Determined Preferences for Medical Care

<table>
<thead>
<tr>
<th>Patient Remembers and Goals are Consistent</th>
<th>Patient Does Not Remember and Goals are Not Consistent</th>
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| **Reminder of previously documented decisions** | Do you remember talking with your healthcare professional about the type of medical care you would want if you were to become very sick?  
-or-  
Do you remember completing a POLST (and/or Advance Directive)?  
Patient responds “yes” – Tell me what you said? |
| **Confirm current preferences** | Reminder of previously documented decisions  
Do you remember talking with your healthcare professional about the type of medical care you would want if you were to become very sick?  
-or-  
Do you remember completing a POLST (and/or Advance Directive)?  
Patient responds “no” – You did complete a form with your healthcare professional in the past that described your wishes for medical care in an emergency situation. Can I tell you what that form says? |
| **Align preferences and medical situation** | Confirm current preferences  
Is that still how you feel?  
-or-  
Have your wishes changed since then? |
| Align preferences and medical situation | Align preferences and medical situation  
I respect that you are now feeling differently...  
I worry that we are now in a place where we need to act on these decisions. |
| **Plan for future treatments** | Plan for future treatments  
Is it ok if I make a recommendation?  
Knowing your wishes, and also seeing how sick you are, I would recommend that we...  
How does that sound? |
| Plan for future treatments | Seeing how sick you are and understanding that you are now feeling differently about the type of care you want in this situation, I would recommend that we (medical treatments to stabilize)....  
Then we can continue this conversation about what is most important to you.  
How does that sound? |