

## Long-Term Care Survey Alert

### Communication: Check Out This 'Calling The Family' Script For Residents With Changes In Condition

Review what to say and ask before picking up the phone.

Talk about backtracking: That's what you have to do if you forget to ask or tell a family member something about a resident's change in condition while you have the person on the phone.

Below medical director and geriatric specialist **Bruce Robinson, MD**, provides this suggested script for talking to families about a resident's change in condition:

"Hello, Mrs. Jones. I am about to call the doctor about a change in your mother's condition. She has a fever and a cough. Do you have anything you want the doctor to know about how you would like your mother treated?"

- Would you want her hospitalized if the doctor thinks it would be possible and would help her get over this illness?
- Our records show her as a 'full code,' that is, she will have CPR and ventilators applied if medically indicated. Is that what you think she would want?

I will call the doctor and let you know what he recommends."