

# Family Connect

## Battle COVID-19 from the comfort of your home

### What is Family Connect?

Family Connect is Yale New Haven Health program that:

- Allows you to support the front line medical staff during the COVID crisis
- Involves you in daily discussions with primary teams
- Entrusts you with providing timely, routine, daily status updates to the families of COVID-19 inpatients
- Will *not* involve discussing major decision-making or bad news
- Reduces the burden on our front line colleagues while enhancing the patient and family experience
- Can be done entirely from your home or office

### What does the program entail?

- A short (90-minute) training session on
  - o Focused communication – with scripting provided
  - o Epic chart review
  - o How to escalate discussions to the primary team or patient relations
- Pairing with a clinical team and a subset of approximately 6 of their COVID patients
- Working for up to 7 days on with up to 7 days off for a couple of hours a day
- Participating in daily discussions with the team (remotely)
- Calling the patient's family member with a clinical update
- Briefly documenting the conversation in Epic
- Receiving appropriately triaged return messages (daytime hours only)
- Participating in occasional debrief sessions with the Project Team

### Help from interested physicians is needed!

Email [FamilyConnect@ynhh.org](mailto:FamilyConnect@ynhh.org) for more information or to volunteer.