

## Summary: Prompt list for phone and in person urgent conversations about withdrawing or withholding life-sustaining treatments in UK critical care

<b>PREPARE</b>	<ul style="list-style-type: none"> <li>• Check LPA / ADRT status</li> <li>• Clarify what you are going to say, including arrangements and information you will provide at the end</li> <li>• If possible, find a comfortable, private place</li> </ul>
<b>START AND SIGNPOST</b>	<ul style="list-style-type: none"> <li>• Introduce yourself, your role, name the patient, check who you are speaking to</li> <li>• Are you able to talk? Are you safe to talk at the moment (e.g. not driving)?</li> <li>• If possible, signpost by explaining reason for call, for instance 'I'm going to give you an update on .....</li> </ul>
<b>EXPRESS EMPATHY</b>	<ul style="list-style-type: none"> <li>• Tone of voice, sorry statements, show understanding about emotion but don't overclaim you understand:</li> <li>• Something like: 'We know this is really tough, I can't imagine how hard it is for you right now'</li> </ul>
<b>FORECAST, CHECK UNDERSTANDING</b>	<ul style="list-style-type: none"> <li>• Explain, in a way that forecasts what is to come, that you need to talk about the patient's condition</li> <li>• Find out what they know, understand already</li> </ul>
<b>CLINICAL COMMENTARY</b>	<ul style="list-style-type: none"> <li>• Be clear and honest about condition</li> <li>• If the patient is dying, use that word or a non-ambiguous alternative (e.g. will not survive)</li> <li>• Convey uncertainty if appropriate, avoid raising hopes unnecessarily</li> </ul>
<b>ELICIT PATIENT'S WISHES &amp; CLARIFY WHO WILL ACTUALLY MAKE THE DECISION</b>	<ul style="list-style-type: none"> <li>• Check who is with them now, who they can talk to after</li> <li>• Ask about the patient's values, goals, and wishes, allowing time</li> <li>• Explain it's a medical decision, but that their views and their knowledge of the patient's views are important [unless LPA Health and Welfare in place – see full guidance]</li> </ul>
<b>VOICE THE DECISION</b>	<ul style="list-style-type: none"> <li>• Clearly summarise what they have said</li> <li>• Give the team's clinical opinion</li> <li>• Reiterate this is a collective clinical decision, in which the patient's views are taken into account</li> <li>• With empathic statements, check the need for further explanation, articulate the decision</li> </ul>
<b>SUMMARISE AND SUPPORT</b>	<ul style="list-style-type: none"> <li>• Check need for further explanation. Sensitively restate the decision, explain what will happen next</li> <li>• Emphasise care will continue, that the team is not abandoning the patient</li> <li>• Allow time for emotions to be expressed</li> <li>• Signpost to support and who will next contact them and when</li> </ul>

**V = Value comments made by the family A = Acknowledge family emotions L = Listen U = Understand the patient as a person E = Elicit family questions**