Points of Connection: Ways to Continue to Connect with Your Patient

In times of COVID-19 restrictions, while visitation is restricted, patients may look to you for extra support because of limited outside world contact. We offer this Points of Connection resource as a way to remind you that you’re doing the best that you can in light of these difficult times.

Genuine acts of kindness can make the ordinary feel extraordinary.

Music and Storytelling:
Play favorite music, radio stations, television shows, podcasts, sermons, etc.
Encourage storytelling
Offer faith-based prayer, chant, scripture reading
Laughter and jokes are okay

Assist with the person’s phone/technology devices:
Make sure their device is charged and in arms reach
With permission, help them to connect via phone calls, text messaging, or video platforms
If appropriate, take pictures of the person to send to family members

The power of your presence and caring intention is invaluable

Communicating Caring:
“How can I best care for you?”
“What helps you feel connected to the things that you care about?”
“Can I get you your hearing aides or glasses?”

The Art of Conversation:
Ask about the person’s…
- hobbies, interests, favorite movies/TV shows, where they’re from, words of wisdom

Environment:
Adjust the lighting
- Sunshine or darkness
Move the bed
- To face the window
Decorate the room
- Print and hang pictures of loved ones
- Display cards or artworks
Offer control
- Ask if you can leave the door open or shut
Keep their whiteboard updated

Hearing is a sense that stays with us, even if the person is unresponsive or unconscious