

***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**

**The Art of Conversation:**

Ask about the person's...  
hobbies, interests, favorite movies/TV  
shows, where they're from, words of  
wisdom

**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?"

**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**

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