

## **There is NO Emergency in a Pandemic**

Team-

I wanted to send a quick message acknowledging the stress and worry and the information overload we are all experiencing every day in all of our roles. I know that we are having to make drastic shifts in our practice, every day and figuring out what is the right thing to do can feel less certain. Know that no matter what situation you encounter, THERE IS NO EMERGENCY IN A PANDEMIC!

You always have time to pause, to ask, to think. You are never alone trying to figure out what the right thing to do is. If you are not sure if your patient has been exposed, or if they are symptomatic, or if someone in their house poses an infection risk—PAUSE, ASK, THINK—you do not have to figure this out on your own. Please call Cheryl or me, we can help you figure out what the right thing to do is. And if we don't know, we will help get the answer.

If a patient's need can be met through a virtual visit, please feel comfortable and confident that a phone call or video visit truly is enough. You are providing the standard of care and you are protecting your patient, their household and yourself. If a patient must be seen in person, make sure you feel confident about the level of PPE you must wear in the house. We all have questions and need reassurance. If you are not sure, just ask.

And remember, THERE IS NO EMERGENCY IN A PANDEMIC. There is always time to pause, ask and think.

Take good care of yourselves. Reach out if you have any questions,

Nicole

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