

# COVID-19: Giving bad news over the phone

## Check that your patient has understood:

- What their investigation results/diagnosis means
- What treatment can be offered during COVID-19
- Why treatment may be delayed and the rationale for this
- What holding treatment they can have
- Which treatments could be offered post COVID-19
- The risks of delaying treatment/investigations
- How follow-up monitoring may change due to COVID-19.

## Before ending the telephone call:

- Let your patient know if they have a designated Clinical Nurse Specialist
- Provide details of who to contact in case they have any further questions
- Ask your patient to write down your name and job title
- Let your patients know that they can call our Specialist Nurses for support on 0800 074 8383.