



g i  
Intern  
the Nurse and Mid

**3 Establish the reason you are making the telephone consultation**

disabilities and needs.

**4 Suggest/invite planning**

(If not already done)

**5 Establish shared understanding of their condition and potential for sudden deterioration**

disabilities and needs.

suddenly deteriorate and need consideration of emergency care and treatment. Explain that

**6 Agree the person's priorities and goals of care**

Go on to discuss and agree a shared

'I realise that it can be difficult to talk about these things, but

Document the agreed priorities and goals of care.

**7 Discuss and agree realistic care and treatment recommendations**

recommendations for realistic emergency care and treatment that might be considered for them to help achieve their goals of care. Then recommendations

care should not be given.

Document the agreed recommendations.

**Further RCN Resources:**