




## Conversation Do's and Don'ts

<u><b>DON'T:</b></u>	<u><b>DO:</b></u>
	<b>Ask questions and spend most of your time listening</b>
	Include a medical question:  What is your understanding now of where you are with your illness?
	Include a values question:  When you think about how you want to live at the end of your life, what's most important to you?
Don't say: "If your heart stops would you like us to do everything or nothing?" 	Rather say:  "If your heart stops and you are not breathing would you like us to attempt to resuscitate you or do everything to ensure your comfort and allow you to have a natural death?"
Don't say: "If you can't eat would you like us to feed you artificially?" 	Rather:  Explore their understanding and reassure if they choose no feeding tube that research shows that people who are dying do not feel hunger or thirst and it is natural to not want to eat near the end of life
Don't describe comfort care as doing nothing 	Rather, refer to it as "switching the focus of care from curative or aggressive care to focus on comfort"