

### Set Up

- Ok to check in?

### Respond to Emotion

- **Name**  
*This is frustrating.*
- **Understand**  
*I can't imagine how hard this is.*
- **Respect**  
*You have been so strong through this.*
- **Support**  
*We will figure this out together.*
- **Explore**  
*Tell me more.*

### ASSESS PROGNOSTIC AWARENESS

What is your **understanding** of your illness?

What are your **hopes**?

What are your **worries**?

### SHARE WORRY

I **hear** you're hoping for \_\_\_\_\_ and I heard that you **worry** about \_\_\_\_\_.

### ALIGN

I **wish** we didn't have to worry about this.

### EXPLORE WHAT'S IMPORTANT

What is **most important** to you? And what else?

How much do your **family, friends or clinicians** know about your priorities and wishes?

### MAKE A RECOMMENDATION

I **recommend** we continue talking with your medical team about your goals and wishes.

### ACKNOWLEDGE DOCUMENTATION OF YOUR CONVERSATION

I think it's important to document our conversation for the team.