

COVID19 Response Toolkit

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1. COVID-19 Communication Guide for Difficult Conversations

- Context 5-pager
<https://www.hse.ie/eng/about/our-health-service/healthcare-communication/nhcp-guidance-for-difficult-conversations.pdf>
- Mobile document
<https://www.hse.ie/eng/about/our-health-service/healthcare-communication/nhcp-difficult-conversations.pdf>
- Animated demonstration (Delivering Bad News. COVID19)
Included in online course below

2. COVID-19 Communication Guide for Telephone Consultations

- Mobile document
<https://www.hse.ie/eng/about/our-health-service/healthcare-communication/nhcp-telephone-conversations.pdf>
- Animated demonstration (Routine telephone consultation)
Included in online course below
- Online course (Communication skills for telephone consultations. Including the above animated demonstrations)
<https://tinyurl.com/y7vp4g9y>

3. COVID-19 Communication Guide for Video Consultations

- Online course (Communication skills for video consultations)
<https://bit.ly/2AicZsz>

The first version of this toolkit was released March 25, 2020. An updated version was released May 27, 2020. Materials included in the toolkit were developed based on expert knowledge and information on COVID-19 available at the time of publication. Materials will be updated as the COVID-19 situation evolves and as we receive feedback from users. For the most up to date resources; please visit our website at <https://www.hse.ie/nhcprogramme>. New and updated toolkit items will be added as they are completed.