

## Resources to Assist with Morally Distressing Situations

Resource	How to Contact	Description
Ethics Consult Service	PIC 1712	Assists with patient care and organizational ethical issues in the delivery of health care to patients. Identify morally acceptable options in cases of value conflict. Provides full consults or answers questions. Any caregiver can initiate a consult 24 hours a day/7 days a week.
Social Work	Page unit based social worker, or after hours & weekends PIC 1384	Assists families in distress, as well as staff conflict with patients and difficult family situations. Available 24/7
Chaplain	Page unit based chaplain or PIC 1391 – chaplain on call	Assist families in distress, counsel patients and families, offer spiritual support to patients & families as well as staff. Available 24/7
Critical Incident Stress Debriefing Team	Call 0 ask for CISM member on call	Assists staff to work through intensely stressful situations such as the death of a long term patient, or staff member. Assists with debriefing staff when severe situations have occurred.
Faculty & Employee Assistance Program	243-2643	Provides confidential individual or group counseling and conflict management for staff.
Office of Employee Concerns	924-0200	Listens to and discusses employee concerns on a confidential basis. Will investigate issues and identify options for resolution. Act as a liaison to assist employees in resolving issues with management.
Risk Management	924-5595	Provide insight into what actions are best to minimize risks to patient safety and protect the institution from liability
General Counsels Office (UVa)	924-3586	Represents the institution. Answers legal questions considering best legal options for institution.
Piedmont Liability Trust	296-2100	Represents the physician's trust. Answers legal questions for the physician staff protecting their interests.
Acute Pain Service	PIC 1593	Requires physician order for intervention but nurses can consult. Makes recommendations for pain control.
Palliative Care Consult	PIC 1530	Requires physician order for intervention but nurses can consult. Makes recommendations for symptom management. Answers questions about and provides support for conversations/care at the end of life. May assume primary responsibility for terminally ill pts.
Patient Representative	924-8315	Can assist patients/families with complaints, and can assist with completing advance directives.
Patients' own clergy	Patient or family can contact or provide phone number and request staff to contact to request that clergy visit	Can provide much comfort for patients and families in turmoil. Note: Chaplain can be contacted to assist, especially for patients who are from out of town and might request a visit from a local Imam, Rabbi, Swami, Priest, or Minister.