



Family Witnessed Resuscitation for Medical Arrest Helpful Hints/Actions

- Introduce yourself
- If appropriate and accept FWR, alert family of what they are going to see in the Critical Care area. **Prepare them for bad news**
- Walk at their pace into the room. Keep your arms near them should they become weak at the initial viewing (which is normal)- offer tissues- Provide a chair if/when they need to sit.
- Offer to call the Chaplain (Please note you will need to ask their religion), this service can be offered at any time.
- Should family need to step out of the room for the body to be prepared, make sure an area is set up for them to sit if they can't make it back to the internal waiting room i.e. have a seat placed in the hallway/get a wheelchair.
- Once family is with the deceased patient, take a step back and give them some privacy to mourn.
- ****Give family "permission" to leave Critical Care Area (CCA)-** Often family members feel bad or guilty about leaving the ED after sitting with the family member for an extended period of time. This is when we approach very gently and inform the family their loved will be moved shortly to the morgue.
- Once they have left the Critical Care room: Make sure an autopsy has been offered to the family and if not offer one. If the Medical Examiner is taking the case, make sure the family is aware. **If the ME is taking the case the family cannot decline it.** If family members become upset reassure them and provide support.
- **Next steps:** Inform families that once a Funeral Home or Cremation Services have been chosen, the family will need to inform the funeral home the whereabouts of their loved one. The funeral home receives the death certificate and any additional paper work for the family. Also provide family with the contact information for Johns Hopkins Morgue/Autopsy: 410-955-2490 and the AED in case they need more clarification after leaving.
 - Social work will offer a booklet and a sympathy card from our office (for ESC/NS these will be kept in the Social Work Resource Binder in the North Pod) that was developed by JHH that includes information on burial options, how to speak to children about a death, and a resource for grief and Bereavement services
- Ensure families' safety upon leaving Adult Emergency Department (contact additional family members if concerned for the family members ability to get home alone, call a taxi if needed, provide a parking pass if available, etc.).
- ***Never deliver bad news or medical information over the phone. Insist that family present to the ED.**
- ***In special circumstances when no family is in the State of Maryland and no emergency contact information is available, please contact the Police Department of the family members' State to notify the patient's family of the death.**