







REMAP GOC Sample Phrases by Phase

Step 1: Reassess understanding of illness, respond to emotion, reframe, ask permission to proceed



REASSESS UNDERSTANDING / RESPOND TO EMOTION	
 Clinician	 Patient
Tell me what you understand about your illness.	I'm not getting better with this treatment, but there's got to be something else out there!
I wish we had a more effective treatment.	

REFRAME	
 Clinician	 Patient
What's your sense of where things are?	I know I've got COPD, and I've been feeling worse and worse. But I've had this for quite a while, and it will probably get better...
You've been living with this disease a long time. And, I think we're in a different place now.	



RESPOND TO EMOTION / ASK PERMISSION



 Clinician	 Patient
What's your sense of where things are?	I know I'm getting worse. I'm afraid I'm just a burden on my kids.
This must be hard.	It is. There's a lot happening.
I hear that. Is it ok if we talk about where we can go from here?	



EXPECT EMOTION



 Clinician	 Patient
You've been living with this disease a long time. And, I think we're in a different place now.	So, what are you saying – that I'm supposed to give up?
I can't even imagine what it's like for you to live with an illness that keeps getting worse.	

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EXPECT EMOTION	
 Clinician	 Patient
<p>It's probably a good time to step back and talk about where we go from here.</p>	<p>I'm a fighter. I know I can still beat this thing.</p>
<p>I really admire your spirit and everything you've done to fight this illness.</p>	



EXPECT EMOTION / ASK PERMISSION TO PROCEED	
 Clinician	 Patient
<p>I can see how disappointing this is for you.</p> <p>Would it be all right if we talked about where we go from here?</p>	<p>I just kept hoping that the treatments would work.</p>



MAP (Patient Knows Values)	
 Clinician	 Patient
Given this situation, what's most important?	It's important to me that I don't give up – I don't want to look back and regret that I didn't give it everything I had.
I admire your fight, and I can see how important it is for you to know that you're not giving up.	



MAP (with Surrogate)	
 Clinician	 Surrogate
If your dad could understand what's happening, what would he think?	He would never want to be hooked up to all of these machines.
Tell me more.	

REMAP GOC Sample Phrases by Phase



MAP (Patient Not Sure)	
 Clinician	 Patient
Given this situation, what’s most important?	I’m not sure what to tell you.
What if you start with what you’re enjoying in your life right now?	



MAP (Patient Not Ready)	
 Clinician	 Patient
Given this situation, what’s most important?	I don’t feel ready to decide. It’s hard...
This is a tough situation for anyone.	



MAP (What Patient Wants to Avoid)	
 Clinician	 Patient
As you think about the future, is there anything you worry about?	I don't want to end up on a breathing machine like the last time I was in the hospital. I never want to go through that again.
That helps me better understand what you're thinking.	



ALIGN	
 Patient	 Clinician
I'm really sick of coming into the hospital all the time, and I know this isn't going to get any better, but I get really scared when my breathing gets worse.	<p>I'm sure that's scary.</p> <p>So, what I hear you saying is that you're tired of coming to the hospital, and you need to deal with your shortness of breath at home.</p>

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ALIGN (Improvise - Simple)	
 Patient	 Clinician
I don't want to be in pain anymore. And I want to stay at home, spending time with my family.	<i>(Improvise by aligning with what you heard)</i>

ALIGN (Improvise - More Complex)	
 Patient	 Clinician
I'm scared. I want to live, and I'm worried that I'm not getting better. But I don't want to prolong anything if it just means being stuck on machines or dependent on my kids. And I don't want my kids to have to deal with any of these decisions.	<i>(Improvise by aligning with what you heard)</i>

PLAN	
 Clinician	 Patient
Based on what you're saying, it sounds like we should focus more on your symptoms and keeping you home and out of the hospital.	Yes, that's what I want.
Managing flare-ups of your chest pain at home instead of in the hospital would help us do that. How does that sound?	That would be a lot better.

PLAN	
 Clinician	 Patient
Based on what you've told me, if you get a lot sicker, it wouldn't make sense to put you on a ventilator, or if your heart stops, to do CPR. I worry that if that happens, it's likely you wouldn't get off the machines, and even if you did, you would be a lot more dependent. That's what you said you wanted to avoid.	You're right. I wouldn't want to go through all that.