

# National COVID-19 Grand Rounds: Emergency Department

10 Tips for Patient Care, Clinical Operations,  
and Ethics in Crisis



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**CENTER FOR  
BIOETHICS**  
HARVARD MEDICAL SCHOOL

You can't be too prepared.

Think system.

Think in phases.

Create capacity before it seems  
necessary.

Operate the ED command center, continuously.

Don't let uncertainty create  
confusion.

Socialize dynamic clinical  
“guidelines.”



Palliative care is a critical care resource.

Know the moral lens:  
one patient vs. all patients.

**It's all COVID.**