

Spotlights: COVID-19 Response

Pathology Faculty Volunteer in the NYU Family Connect Program

Pathologists from the NYU Department of Pathology led by Dr. Hoda worked alongside Radiologists, Dermatologists, Neurologists, Orthopedic Surgeons, and others to account for every single inpatient admission and communicate with patients' families.



Syed Hoda, MD

On April 6th 2020, a team of 20 Pathologists started orientation for a new NYU Langone effort known as NYU Family Connect. Dr. Syed T. Hoda led the Pathology team and the entire NYU Family Connect program was innovated by Internal Medicine Chief of Quality and Innovation, Dr. Kathy Hochman. On April 13th, 2020, the team of 20 Pathologists starting daily calls to Covid19 patients' families as a way to update their family members about much needed clinical status updates. Patients'

families were not allowed to visit during this time due to Covid19 regulations imposed by the state which forbids visitation to the hospital to minimize infection spread across the city.

Our Pathologists really rose up to the challenges and found themselves well outside their comfort zones daily. Working with and mentoring NYU Grossman MS3 and MS4 Medical Students as well, daily ICU rounding was done followed by in-depth chart review to understand the most current clinical status of each patient, followed by calls to the families. The phone calls presented their own challenges: as family members were often emotional in difficult situations, they were in need of guidance and communications from Physicians. Every pathologist who took part felt it was an intensely rewarding experience to provide direct patient care in the form of conversations with the family. The families were overwhelmingly grateful for the calls, and it has been documented that the NYU Family Connect program was a very productive and important part of the very unpredictable patient care situation at NYU Langone, particularly during the month of April. The NYU Family Connect Pathology team participation in the project lasted from April 13th through May 24th.