

Coping with Grief and Loss During the Pandemic

Welcome to the laws of normalcy: coping with grief and uncertainty during COVID-19, my name is Courtney Johnson and I am your host for today. Please note that today's webinar is for educational purposes only and not a substitute for speaking with your doctor. You can find information at magellanhealthcare.com/contact, if you're in an emergency situation, you should do one of the following, call 911, go directly to the emergency room, call your doctor or therapist for help. Let's move on to the main event. I would like to go over the objectives before introducing our guest speakers, Dr. Choudhary and Dr. Carney, during today's training, we will identify the different types of grief and loss, learn coping strategies for managing grief and supporting others, recognize signs for professional help when it may be needed. I would like to introduce our speakers, Dr. Carney and Dr. Choudhary, a board-certified psychiatrist, she is the chief medical officer for Magellan RX management, her role includes chief medical officer of Magellan behavioral health and Magellan specialty health. She has served as the chief medical officer for regional health plans where she gained experience in Medicaid, Medicare, exchange and commercial population. Dr. Carney is a published author for over 100 appeared and non-peer-reviewed publications focusing on behavioral health conditions, she was a 10 year associate professor of internal medicine and psychiatry at Indiana University and she continues to engage in regular clinical work through supporting the behavioral health team out of a federally qualified health center. Welcome Dr. Carney. Joining Dr. Carney today is Dr. Choudhary, a board certified forensic psychiatrist in the behavioral health chief medical officer for Magellan healthcare. Dr. Choudhary has worked in the mental health industry for over 16 years providing care to patients in the public sector, private practice and community-based settings. He is the governor appointed psychiatrist to the state behavioral health board for the Commonwealth of Virginia. Dr. Choudhary has been a practicing psychiatrist since 2006 and previously helped develop telehealth department in different companies. Dr. Choudhary is active in policy, legislation, behavioral health advocacy. He is the incoming president of the medical Society of Virginia's foundation as well as a board member for the psychiatric society of Virginia and medical Society of Virginia. In addition, Dr. Choudhary is area five American psychiatric Association assembly representative and a distinguished fellow of the APA. Welcome, Dr. Choudhary.

Thank you, can you hear me?

Yes, I can.

Okay. What I would like to do is start with the next slide and discuss how the coronavirus is disrupting our lives, the coronavirus has upended our lives in several ways, most of us have never experienced anything like it. Since the outbreak, the virus in the U.S. and world, mandatory quarantines have been placed in many countries, the number of cases and deaths in the U.S. brought alarming statistics and a deep sense of fear and grief. In addition to the stress, people are fearful of getting the virus and how they will be treated medically if they do. Healthcare workers are putting their lives on the line. To help protect others, we are making sacrifices by staying home, this has created disruptions in life as we know it, and the most of the U.S. is under quarantine and experiencing other forms of loss besides death. Before we look at grief, let's talk about the areas where we have had brakes in normalcy. A loss of routines, when we are functioning well, we have regular sleep and exercise, but so much of your life is affected, we can no longer have the ritual commutes to work, to the gym, or subject social gatherings. The stress of social distance. Because of how contagious the virus is, social distance is mandatory. We can no longer shake hands, hug, or meet up with people, or ask to stay with friends or family unless they live with us. Events have been canceled and we only see people at the grocery store and must keep at least six feet of distance. Although we can talk on the phone, this does not bring the comfort that we are used to from in personal relationships. Health concerns, the unpredictable nature of the virus as most people are on edge about their health or the health of their loved ones. Not only that, medical procedures are being careful to address the larger concerns created by COVID-19. This can be challenging if you have any type of nonrelated conditions. People are being restricted from the delivery room. Job concerns, prior to COVID-19, people's jobs were stable, people are now working from home, unless they are considered essential to the public this requires adjusting to a new work environment, virtual communication, fuzzy work home boundaries and the loss of people in the office. The need for human structure and stability. When there is too much disruption and too much that is unknown, uncertainty will arise, our sense of normal is evaporated, many of us are left wondering when will things go back to normal? Good morning everyone, for all of the regions reasons described by Dr. Choudhary, we feel many emotions and one of the most profound is grief. Grief is a natural feeling of accompanying any kind of loss. In one of its earliest forms, typically we associate degrees with losing a loved one to death, yes, we can experience significant grief related to any other type of loss in our lives. Common losses include loss of health, income, work, relationships, youth, pets, and our identities. Just because the losses don't necessarily involve death, it

doesn't necessarily make them any easier, any less significant, and less heavy. The process of working through grief engages us in adjusting to change to circumstances. Since COVID-19 entered on the world scene, we have been on high alert, creating physical and emotional feelings of anxiety, you may know someone who was ill or who has died. If not impacted physically ourselves, we are still feeling the ramifications of the pandemic. We learned of terrible events happening to others and the loneliness of dying with COVID-19. We naturally think of our own loved ones, some of our regular routines, livelihoods and relationships have developed a deep sense of mourning. Our ways of a normal life have been suspended for now and for an unknown time into the future. It is important to acknowledge these dimensions of grief and not trivialize what we or others might be feeling. Whether it is a loss to someone, it may not look like a loss to another, it's also important not to compare the situation with other world events as a yardstick for what is worse. For instance, when the virus broke out and shelter in place was initiated, a common thought expressed was that this situation wasn't nearly as bad as say living through a terrible war. Although it is a nuisance to stay at home, some people thought, many of us have the means to do so while enjoying the luxuries of Netflix and good food. While it is true, there is much to be grateful for, and that we have many provisions and can shelter in the comfort of our homes, we must not minimize the effects of the pandemic or its associated losses, some stretching deeply across those who are impoverished. Also challenging is that we do not know how long we will be impacted by COVID-19, or how long the restrictions will last or what will happen to the economy. With no clear ending insight, our feelings intensify and we feel less in control. A recent article in the Harvard business review entitled "that discomfort you are feeling is grief" the author interviewed Dr. David Tessler, the world's expert on grief, he said, just as going to the airport is forever different now from how it was before 9/11, things will change and this is the point at which they change. The laws of normality, the fear of economic toll, the loss of connection. This is hitting us in weird grieving, collectively, we are not used to this kind of collective grief in the air. Dr. Tessler addresses the subject of anticipatory grief. Anticipatory grief is that feeling we get when things in the future are very uncertain. We often associate anticipatory grief with death. For instance, it is common to feel anticipatory grief when someone is terminally ill. We can also experience anticipatory grief if we receive a medical diagnosis or before the anniversary of a loss. Anticipatory grief brings a sense of dread. As a society, we are feeling an enormous loss of safety. Dr. Tessler remarks, we are grieving on a micro and a macro level. Let's talk about the stages of grief. Elizabeth Kubler-Ross defined five stages of grief, Tessler who co-authored with Elizabeth Kubler-Ross added a sixth stage in his book, and is finding meaning in grief, he elaborates the stages of grief as it relates to this pandemic. Tessler states, understanding the stages of grief is a start, but whenever I talk about the stages of grief, I have to remind people that the stages aren't linear, and may not happen in this order. It's not a map, but it provides some scaffolding for this unknown world. There is denial, which we say a lot of early on, this virus won't affect us. There is anger, you are making a stay at home and taking away my activities? There is bargaining. Okay, if I social distance for two weeks, everything will be better, right? There is sadness. I don't know when this will end. And finally, there is acceptance, this is happening, I have to figure out a way to proceed. Acceptance, as you might imagine is where the power lies. We find control in acceptance. I wash my hands, I keep a safe distance, I learn how to work virtually.

Outbreak manifests, becoming familiar with losses can help you understand what you're feeling and hope you and your communication with others. It is important to know that we all grieve differently, some people may experience feelings more intense than others, in other words, as we talk about symptoms, we need to be careful not to expect everyone that Greaves will experience all these symptoms. Grief can surface in a variety of ways, it can affect our emotions, behavior and physicality. Sometimes we are aware of our grief and sometimes we are not, it might initially be subconscious, showing up in our dreams or in individual moments. Children have grief, too. It is shown in their behavior or things they say. Grief impacts these areas, emotional, it affects how our mind works, how we see ourselves and our world. It plays on our emotions. Physical, we may have physical reactions to grief, which is trouble sleeping, experience and changes in appetite, fatigue, muscle aches and even illness. Social, our feelings can affect our social behaviors as well. Examples of these would be withdrawal and not wanting to participate in any engagements, and not relating well to others. Specific emotions, greeting people experience a complex range of emotions and reactions, people have these feelings at different times, revealing amounts of intensity and different combinations. It can help us support others, there's nothing wrong with having emotions, it is a common human response to loss, even animals grieve. When we don't express our feelings, they get stuck in our bodies and we can experience depression. It can lead to various types of grief, in the current environment, people might be experiencing grief related to the pandemic or grief separate from COVID-19 but regardless, everything is hiding. Just because we experience a different world from COVID-19 does not mean we are immune to other losses such as divorce, breakups, or other accidents, etc. This is a typical initial reaction after a loss, we may feel a sense of numbness and disbelief. It helps us get through the laws. That sense can tranquilize the effect.

Anger, they are like two sides to the same coin, you can deal with vastly changing circumstances, while life might be going on for others, we might be stuck in a bad place edits common to ask ourselves questions. Fear, many of us are experiencing how to deal with fear right now, we don't know how long the world will be impacted by COVID-19, or if we are going to be okay. Although it is a very understandable feeling, it can be extremely exhausting and it can also affect our immune system. Guilt, we may experience feelings of guilt during the pandemic particularly for situations that are different from others. Or if we have abundant financial resources, while others struggle financially, we might wonder why we are more fortunate. If we lose our job, we might struggle with guilt, we may question if there was more we could have done to help. Helplessness, any type of trauma such as the pandemic leads us feeling vulnerable. We are processing multiple losses and this increases our sense of helplessness. Anxiety and depression. Through this period we might experience tension, insomnia, restlessness, fatigue, appetite changes and feelings of uncertainty, we might feel lonely and sad and nothing will be right again. These feelings are normal and natural. Sometimes feeling depressed is a sign that we are going through the human process because we are confronting our emotions and starting to deal with them. If you think you might be depressed, don't be reluctant to seek professional help, we will talk about ways to access help. Acceptance and hope, at times during this period we might experience acceptance and hope, when this occurs, we might experience pockets of joy and we might resume some of our normal activities. We know we are feeling this when there are more good days than bad days. However, it does not mean that we never struggle or feel loss again. Grief is not linear. Relief, occasionally during the process, we feel relief, this is particularly true if we have been a caretaker for a loved one that has been suffering or there is the ending to a painful divorce or abusive relationship. In the case of the pandemic, we are all waiting for a sense of relief, there will be a collective sigh when this happens. Complicated grief, in the current environment, there are additional layers, likewise if we have previous trauma from earlier stages in our lives, the stress of the pandemic might bring up past life experiences that were painful. It's important to be sensitive to these essential triggers. Not being able to say goodbye. One of the most challenging things related to the pandemic is because of the quarantine, somebody is dying, you might not be able to visit or say goodbye. Nonpatients are not admitted to the hospital or nursing homes, nor are we able to travel to other states. Another significant factor is that services are not being performed throughout the quarantine. Funerals, memorial services, last rites, and without these, it's can be suppressed. During COVID-19, social distancing makes this impossible, this is a profound loss. If we live somebody during this time, this might entail writing letters to a loved one or doing tele-therapy for grief counseling. Not being able to grieve because you are taking care of others. Healthcare workers and people on the front line of the pandemic, they must stay focused on helping others. Consequently, they might have to push their feelings of overwhelm, exhaustion and grief just to function to perform their jobs effectively, this prolongs the grieving process, for all the laws they are witnessing. Not being able to grieve because if they are dealing with multiple losses such as death of a loved one, physical restrictions, the grieving process has to be triaged. They might focus on the task at hand and focus on one area in our lives without putting other dimensions of our lives into the box. While we may not equate the death of life ending in the same category as loss related to a loved one, many people are grieving, weddings are being postponed, funerals have been canceled, some of the Olympics have been moved to July 2021. People are seeing the years of commitment and sacrifice evaporate before having the opportunity to share their gifts with the world. The timetables of grief, one of the worst things we can say to ourselves in grieving is that we should be over it. It being feelings of despair, grieving has its own timetable, we must be patient. We might not feel much for weeks, months, and years, and suddenly be flooded with emotion, or we feel that grieving will continue forever. We might be surprised that we move through grief quickly, quicker than anticipated, we don't want to feel guilt. In terms of COVID-19, we can experience all of these situations, and we do not have the same level of support during the quarantine, we don't have full access to sing loved ones and friends, we also can utilize activities that help sustain us such as going to the gym or worshipping. For these purposes, we are going to look at what we can do to help during the pandemic and restrictions.

Part of what gives us comfort during challenging times is understanding the healing process, how we perceive the experience can help us hold it with compassion. Here is some tools and insights that can help us take care of ourselves and others during difficult times. First, grief can be an ongoing process and take on different forms and meanings over time. With time, the intensity and feelings of grief do change. As we move through the pandemic, the process is ongoing. We have lost a loved one during this time, our feelings and reaction will transform. Grief doesn't mean you have to obsessively think about what has happened. It is important to allow ourselves to deal with the feelings, however, that does not mean we should go over the situation again and again and again. Obsessively thinking about the pain and fear will only make the feelings worse and can trigger anxiety. In terms of COVID-19, this might mean monitoring how much news we consume as the global losses are prevented presented to us. As we experience a significant loss during this

time, such as the death of a loved one or pets, the death of a business or career opportunity, we are missing out on something big, like a long class trip or graduating from college or high school. We will continue to think about who or what we miss, part of the grieving process involves keeping our loved ones with us emotionally, as they are still a part of us, even if no longer a physical reality. We can also continue to move forward with our lives and create new attachments. This is a subtle process that happens only overtime. Grief also involves growth, whether it is coping with the death of a loved one, going through a traumatic event or the loss of a job, nobody wants to go through these experiences. Yet, working through grief and sorting through intense emotions may cause us to learn new things about ourselves. We may discover new strengths that can result in emotional growth and maturity. In this way, loss sometimes yields gifts. We are next going to describe the things you can do for yourself and others to help get through this process.

Learn from adversity, during challenging times, we might feel more resilient than we thought, and we also realize we have more support than we thought. That contains a lesson, we can hone in on this, this will burst her self-esteem and hope us feel better. Support is critical when you're going through tough times, and in the area of social distancing, we might consider joining a virtual support group. If we have a faith commission, we might take comfort from spiritual leaders, it's important to turn to friends and family members for support. We are a part of the same equation and we benefit all. We all have times when we feel helpless but the more we can develop like a muscle, letting it get stronger, the better the outcome will be. We realize we have tough times and we have feelings associated with them. Take care of yourself. The mind and body are connected. How we feel physically, we also feel emotionally. It's important to take care of ourselves right now. Stress lowers the immune system so we have to be extra mindful of our health. We can combat fatigue by getting enough sleep, and doing light exercise. Abusing alcohol or drugs may lift our moods artificially but they simply make things worse. Our grief is our own and nobody else can tell us when it is time to move on or get over it. It's important to feel whatever we feel. It's okay to be angry, to cry or not to cry, it's also okay to laugh. Expect change. As a part of life and as humans, we do not like change, the more we resist change, the harder it is to bear it. We can take this one step further by accepting the pain, if our goal is to cope effectively instead of avoiding pain, emotion and experiences, we become more resilient. Practice gratitude. Sometimes we have deep moments of gratitude when we experience loss. We can write down everything we are grateful for, that helps us practice appreciation. We can change our minds, change our thinking, and that might seem impossible if we experience a tremendous loss, but we need to start small. Maybe we are grateful that we woke up this morning and we are healthy and have a job. We can focus on these aspects of life, we are more likely to find things we are grateful for each and every day.

Let's move on to how to help others. One of the most common mistake people make when wanting to support others when experiencing grief and loss is to try to fix it. It comes from a well-meaning place, we don't want the people we care about to be in pain. However, trying to fix grief can risk invalidating the bereaved experience. Especially when we lose, and move toward trying to solve the pain. Pain cannot be solved, it doesn't work that way, pain resolves over time and with love. The other tendency people have is to push pain away when it makes them feel uncomfortable. To help others, we might have to sit in a place that makes us feel sad and uncomfortable, too. The less afraid we are of our own emotions, the more we can support others in feeling theirs. It can feel awkward when conversing with someone going through grief. We may wonder what to say and what not to say. However, we don't have to avoid the topic or be afraid to bring it up. This opens the door for a grieving person to talk about his or her feelings. It's not helpful to say things like there is a reason for everything, you'll get over it in time, I know how you feel, or, they are in a better place. Instead, we can offer a simple expression of sorrow, such as, I'm sorry you are going through this, or, I don't know how you feel but I would like to help in anyway I can. Sometimes it's better to listen and not to say anything, or very little. A grieving person may need to tell his or her story again and again as a part of the process. Be willing to listen without judgment and reminding a person that you have heard this story before. A good rule to follow is to listen 80% of the time and talk 20%. Also, the way we can most help someone is by communicating a willingness to stay with him or her despite the pain. Our presence can be comforting to a loved one, we don't have anything to do special, we just need to be there, because often, grieving people don't want to be alone. We should avoid giving advice, while we might think we are helping by giving advice, we are not. Unless someone specifically asks, can I get your advice? It isn't our place to give it. Grieving people need to do things in their own unique way. Our way of doing things most likely isn't the best way for them to do things. Don't take things personally, some people are in profound emotional pain, they can cycle through a range of feelings, including irritability and anger. If a grieving person snaps at us, or doesn't feel like engaging, it's important not to take this personally. It's not about us. Grieving can make the demands of daily life feel overwhelming. Many times the grieving person does not want to burden others by asking for help, and we shouldn't wait for him to ask. Instead, we can offer help by bringing over dinner, offering to do the shopping, gardening, etc.. When we are still social distancing, there might be a limit to

what we can physically do to help, but we can still take on tasks for the individual to relieve some burden. We can make specific offers several times and encourage him or her to take us up on those offers. Avoid phrases such as let me know if I can help. Usually, he or she won't let us know for fear of imposing on us. Instead, we should offer direct help, such as, let me cook you dinner tomorrow. Why don't you take a break? How to help ourselves. Through all the changes and losses occurring right now, it's extremely important that we are kind to ourselves, here are some tips to help us stay focused. Take a break from things, while it's important to be informed during this time and to help others, it's also okay to mentally check out occasionally. It's important to disconnect and to laugh if you feel happy. Suggestions include going for a walk Emma watching a movie, reading a book, or cooking a nice meal. This helps restore some balance in our lives and focus on the present. When we pay attention to what is happening today, we get caught up in worrying about the future. Focusing on the present can be simple such as focusing on our environment. We take our feelings moment by moment, day by day, they can be easier to digest. Engaging in self-care and nourishing activities. One way to build resiliency is to practice, we tend to engage in activities, we build a foundation. Self-care also entails practices that have been proven to help us process feelings, examples include exercise, meditation, creativity and socialization. Grant permission to feel. When we are grieving, it is only natural to feel, sometimes it might be hard to concentrate and be productive, sometimes we might feel sad, lonely or angry. When this happens, we need to treat ourselves with the same level of compassion that we give to a child or loved one. It's okay for us to be vulnerable, that is what makes us human.

We also need to recognize the signs that professional help may be needed. Often, people who experience losses can manage their grief through the support of friends and family. However, when a loss is significant or there are several losses, a person may experience complicated grief, if so, professional intervention can be invaluable. Here are some of the symptoms that might indicate additional help if needed. Feeling life has no meaning or feeling suicidal. When we are hit with many tragic events or a similar life altering tragedy, the many challenges of life can leave us feeling quite worn down. At times, people can question whether life is worth living, and they may become suicidal. If you or anyone you know is feeling this way, it's important to reach out and ask for help. Most people don't want to die, you just want to be out of the pain. Help is available. You can contact your EAP resource number which is available 24 seven, or call the national suicide prevention hotline, which is 1-800-273-TALK. Talking about our struggles actually reduces the risk of suicide, it's important to share and important to reach out to someone if you are concerned about them. It is common for someone to want to blame when something bad happens, you want to attribute it to being someone's fault. Often, we blame ourselves, when actually nobody did anything wrong. As things can simply happen. If you feel responsible for something like a job loss, or getting the virus, know that you did nothing wrong. The pandemic is creating havoc on its own. Talk to a trusted friend or therapist, you can find yourself blaming yourself about things. We do the best with it at the time and circumstance. Self-harm is a destructive behavior without the intent to take one's life. It's actually a coping skill. People often engage in self harm because they are in pain and they don't know how to talk about their feelings and they don't have constructive coping skills. So while self-harm is a coping skill, it is not a constructive skill. Examples of self-harm include cutting, burning, excessive alcohol or drug use, and eating disordered behaviors, these are coping mechanisms and it's important to get support and learn more healthy ways to address grief and loss. Until the person does, professional help is needed to learn new strategies that don't cause harm. If grief interferes with our ability to perform our daily activities, this means we are not coping well. During the pandemic, we may joke about staying in our pajamas because we are working from home, but there is a difference between letting our sense of fashion lapse and not tending to our very basic needs, when experiencing grief and loss, it is important to have a routine and to take care of ourselves. If we are struggling in this area, we might also want to speak to a counselor for extra support.

Typically, there is little meaning when tragic occurs, to say that everything happens for a reason cannot be helpful because more often than not, bad things happen for no reason at all. Wounds as gifts, while we remember that we do not wish this on anyone, sometimes from the ashes of what we have endured, beautiful things have come out of it. We might pour our heart ache into our creativity but we might have a deeper appreciation for joy, because we understand the feeling of profound loss. During the pandemic, people are thinking about the nature and meaning of their lives. Embracing life, when something like what we are experiencing occurs, we realize how precious life is, we suddenly appreciate things we might have taken for granted such as being able to go out to dinner with a friend or being able to physically go into work. And on a deeper note, this loss can bring us to a fuller, more rich way to live, or priorities can shift and things we used to worry so much about might not seem like a big deal anymore. We might take trivial matters more loosely so we can experience connection with others and enjoy the life we have. I would like to now turn it back to Courtney to review the resources.

Thank you very much Dr. Carney and Dr. Choudhary, as we conclude, we would like to share some helpful resources, the Magellan healthcare COVID-19 response page, a resource for a variety of information including the recording to today's webinar and a link to helpful websites like the Magellan mind website, with virtual recovery meetings, and information on Magellan product and service solutions and Magellan client and provider updates. I would like to encourage everyone to check out your EAP's if you have one. They provide practical and expert health for health and wellness, and sometimes financial resources as well. We talked about accessing counseling, and the EAP is a great way to get started, reach out to your company to learn more. Another good way to seek help is by contacting your current medical or therapy providers. We do have some time left to address some questions and have the doctors answer those, so let's get started. Our first question that came in, we will give this one to Dr. Carney, is there a right or wrong thing to say to someone who is suffering as a result of their loved one on life-support and not being able to be with them?

There probably is, that is a hard question to answer in a right or wrong fashion, so let me start again. When someone is on that situation, the best thing to do is to help that person know that you are there for them no matter what happens, and continue to provide support, as I said earlier, we can't say things like this is for the best, or I understand what you are going through because it's impossible for most of us, unless we directly experience it ourselves, to understand. And one individual can't truly understand what another person is experiencing. So the right thing to do is to be present, to help that person be present in the moment to listen to that person, and to help do the things in the background, little things like making sure their home is staying intact or the yard is staying mowed, whatever it might be, those are the best ways to take care of things in that acute situation. That is a great question. Everybody on this call, I want to thank you, this is not an easy topic, grief is not something that is very easy to be upbeat about, and I want to thank you all for listening and engaging with us today.

Thank you very much, Dr. Carney. Our next question which I will give to Dr. Choudhary, how do I deal with the feelings that the public isn't taking things seriously and possibly endangering my health?

That is a very good question, especially with all of the news footage we see of beaches in Florida and other places where people are congregating. One thing we can do is realize that we are unable to control other people's behaviors. We can certainly influence the behaviors of those that we are close to, our family, friends, but the bigger picture is going to be processing those emotions and feelings, knowing that there's not a lot that we can do to control the other people.

Thank you very much. We just have one more question that we will take for now. We will give this one to Dr. Carney, and Dr. Choudhary, if you would like to chime in as well, that would be great. I have a friend who lost a parent this week to the COVID-19 infection, any advice for coaching her through this difficult time, she is not able to attend the socially distanced funeral.

I would recommend focusing her back on telling the good stories and being there for her, the stories of the kinds of things that she misses and make sure she is eating and make sure she has a place to come talk to and to cry to. We have all sorts of issues we are seeing with estranged family members, further complicated by not being able to attend memorial services. So, the other thing that I would offer this having her set her own memorial service at some point in the future, and while she may not be able to be there with the casket, going to the final place of rest and celebrating him and his life in some way, even if his wife is not present.

Thank you, Dr. Choudhary, did you want to add anything?

I think the most important thing to remember is we must be there for our loved ones and anything that we can do to support them is going to help. Situations like the one described is very tough, and making sure that there is that circle of support around that individual is going to be so important.

Excellent, thank you very much. That is all that we have for today, I want to thank Dr. Carney and Dr. Choudhary again, again, this is recorded and it'll be available on the webpage that you see on your screen right now. [Magellanhealthcare.com /COVID-19](https://magellanhealthcare.com/COVID-19). Thank you everyone for attending today's training, as you leave this session, you will get an exit survey, we encourage you to fill this out as we are very interested in your feedback. This concludes the webinar, thank you again.

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