

C Conversations

- Start an open discussion about chronic/terminal diseases
- Palliative Care is an extra layer of support to manage symptoms of these diseases
- Palliative Care can help with treatment options and assist with managing health decisions

A Assessment

- More than one chronic diagnosis: CHF, COPD, T2DM, cancer, wounds, etc.
- Do these disease cause: SOB, pain, swelling, recent falls, multiple hospitalizations/ER visits?
- Complete Palliative Assessment Tool (PAT) with patient and/or decision maker

R Referral

- If patient meets criteria (>3 on PAT) discuss with patient/family that they qualify for Palliative Care
- This service is in addition to their HHC, aides, and doctors
- If patient/family agrees to palliative evaluation, give PAT to CM

E valuation

- Let patient/family know that a Choice Health Representative will be in contact
- Palliative Care team will provide detailed information regarding:
 - Palliative Care focuses on patient and their family
 - Palliative Care will address symptoms and help with care coordination
 - Palliative Care team provides management in the comfort of their home

PALLIATIVE CARE DEFINITION

Specialized medical care that provides relief from the symptoms and stress of a serious illness. The goal is to improve quality of life for you and your family.

CONVERSATION STARTERS

- "I've been taking care of you for some time, and I am seeing it becoming more difficult to: walk, perform ADLs, manage medications, recovery after exacerbations..."
- "Being in the hospital is so difficult, I think you might need extra help to keep you from having to go to the ER or become hospitalized..."
- "This wound is not healing well and has led to infections..."
- "I can see that your cancer treatments are really making you weak and uncomfortable, we can add palliative to help manage these symptoms..."
- Sometimes making decisions about your code status, if you want to continue to have aggressive treatment or focus on quality of life...the palliative care team can help in advanced care planning"

FAQ'S

Who can request Palliative Care for a patient?

Anyone (patient family, caregivers, SN, PT/OT/ST, aides, etc.).

Does Palliative Care replace other physicians?

No. the Choice Health team works in partnership with patient doctors to provide an extra layer of support.

Is a referral required for Palliative Care?

If the patient has Medicare FFS or a PPO plan, a referral is not required. Otherwise, a PCP referral may be required.

Is an order required for Palliative Care?

Palliative Care is a specialty service, therefore orders are not required unless the patient is in a LTC/SNU/SNF.

What are Palliative Care provider roles and limitations?

Choice Health providers can provide all necessary care to effectively manage the symptoms for which the patient has been referred. The only limitation is that Choice Health will not represent the patient as their PCP.

Is a PCP required?

No. Patients are not required to have a PCP for Palliative Care specialty services. Choice Health assists patients in obtaining a PCP, when necessary.

PLEASE CALL 806-731-4000 FOR QUESTIONS OR ADDITIONAL INFORMATION.

WWW.CHOICEHEALTHPC.COM

Palliative Care

What You Should Know

To learn more about palliative care, go to getpalliativecare.org

Palliative Care (pronounced pal-lee-uh-tiv) is specialized medical care for people with serious illness. This type of care is focused on providing relief from the symptoms and stress of a serious illness. The goal is to improve quality of life for both the patient and the family.

Palliative care is provided by a specially-trained team of doctors, nurses and other specialists who work together with a patient's other doctors to provide an extra layer of support. It is appropriate at any age and at any stage in a serious illness, and it can be provided along with curative treatment.

1 WHERE DO I RECEIVE PALLIATIVE CARE?

Palliative care can be provided in a variety of settings including the hospital, outpatient clinic and at home.

2 DOES MY INSURANCE PAY FOR PALLIATIVE CARE?

Most insurance plans, including Medicare and Medicaid, cover palliative care.

3 HOW DO I KNOW IF PALLIATIVE CARE IS RIGHT FOR ME?

Palliative care may be right for you if you suffer from pain, stress or other symptoms due to a serious illness. Serious illnesses may include cancer, heart disease, lung disease, kidney disease, Alzheimer's, HIV/AIDS, amyotrophic lateral sclerosis (ALS), multiple sclerosis, Parkinson's and more. Palliative care can be provided at any stage of illness and along with treatment meant to cure you.

4 WHAT CAN I EXPECT FROM PALLIATIVE CARE?

You can expect relief from symptoms such as pain, shortness of breath, fatigue, constipation, nausea, loss of appetite and difficulty sleeping. Palliative care helps you carry on with your daily life. It improves your ability to go through medical treatments. It helps you better understand your condition and your choices for medical care. In short, you can expect the best possible quality of life.

5 WHO PROVIDES PALLIATIVE CARE?

Palliative care is provided by a team including palliative care doctors, nurses and other specialists.

6 HOW DOES PALLIATIVE CARE WORK WITH MY OWN DOCTOR?

The palliative care team works in partnership with other doctors to provide an extra layer of support for you and your family. The team provides expert symptom management, extra time for communication about your goals and treatment options and help navigating the health system.

7 HOW DO I GET PALLIATIVE CARE?

You have to ask for it! Just tell your doctors and nurses that you would like to see the palliative care team. You can start with the Provider Directory on GetPalliativeCare.org. That's where you can find palliative care in your area, quickly and easily.

PALLIATIVE ASSESSMENT TOOL (PAT)
Referral Tool & Palliative Evaluation Order

Does your patient have one or more serious illnesses such as: (Including but not limited to) <ul style="list-style-type: none"> • Cancer • Congestive Heart Failure (CHF) • COPD, emphysema, lung disease • Kidney Failure • Liver Failure • Neurological Disease (ALS, Parkinson's Disease, Dementia) 	Yes	No
Does your patient have s/s that make it difficult to be as active as they would like to be? or impact their quality of life? <ul style="list-style-type: none"> • Pain or discomfort • Shortness of breath • Fatigue • Anxiety • Depression • Lack of appetite • Nausea 	Yes	No
Has our patient recently experienced difficulty with side effects from treatment? <ul style="list-style-type: none"> • eating problems due to a serious illness • frequent emergency room visits • 3 or more admissions to the hospital within last 12 months for same symptoms 	Yes	No
Does your patient need help with: <ul style="list-style-type: none"> • emotional support • spiritual or religious support 	Yes	No
Does your patient need help with: <ul style="list-style-type: none"> • knowing what to expect from an illness • knowing what programs and resources are available • making medical decisions about treatment choices/options • matching patient goals and values of their medical care • understanding the pros and cons of treatments 	Yes	No
Additional Notes: 		
<p>If you have answered "Yes" to 3 or more questions, your patient may benefit from Community Palliative Care Program.</p> <p>Patient Name: _____ DOB ___/___/___</p> <p>Name and Title of Person Referring: _____ Date: ___/___/___</p> <p>Referring Physician: _____ phone: _____</p>	<p align="center">Total Yes</p>	
<p>Choice Health Palliative Care to evaluate and treat for palliative care.</p> <p>Palliative Diagnosis:</p> <p>_____ Date: ___/___/___</p> <p>Physician Signature</p>		

FAX OR EMAIL THIS FORM ALONG WITH THE PATIENT FACESHEET AND H&P TO:
FAX: 806-310-2297 (use area code)
EMAIL: referrals@choicepalliative.com

Call 806-731-4000 if you have questions or need additional information.