



FYI Physicians

February 1, 2012

New after-hours phone service for palliative patients*

➤ Who is eligible for the service?

- *Current patients of the health authority's palliative home care nursing services. No other patients are eligible.

➤ When is it available?

- 9 p.m. - 8 a.m., 7 days/week, 365 days/year

➤ Who provides the phone support?

- Registered Nurses at Health Link BC who connect complex callers with specialist palliative care nurses.

➤ Can you refer a patient to this program?

- If the patient is eligible for BC Palliative Benefits Program (Palliative Performance Scale of 50% or less and prognosis less than six months, refer the patient for palliative home care services from the health authority.
- Access to the after hours service is part of palliative home based service.

➤ Will you be told if your patient called overnight?

- The after hours RN will inform the patient's community nurse about the call who will inform the patient's GP as needed.

Questions or comments?

To be sent out by appropriate Medical Director in the HA