

WHAT ARE THE BENEFITS OF THIS PROGRAM?

SOME BENEFITS INCLUDE:

- Knowledgeable, trained professionals to help patients manage symptoms
- Reduction in amount of time patients spend in the emergency department for crisis management
- Providing patients/families with a service they can access any time, giving peace of mind
- Ability to provide care that addresses the needs of the patients, while supporting their wishes and values
- In-home support leading to increased patient comfort, better quality of life, and increased satisfaction with care
- Patients who receive a referral to palliative care for pain and symptom management can benefit from lighter symptom burden, increased comfort, and improved quality of life
- Paramedics can offer support to patients and families at difficult times throughout their illness

HOW DO PATIENTS BECOME ENROLLED IN THE PROGRAM?

If you wish to become enrolled in this program, you must be a patient of the Pain and Symptom Management Program, the Palliative Care Consult Service or the End of Life Program. Please speak with your physician or nurse practitioner about a referral to one of these programs. These services can then enroll a patient in the Paramedics Providing Palliative Care Program.



CONTACT INFORMATION

For more information please contact **Palliative Care Services** or a member of the **Paramedics Providing Palliative Care Team**.

The Palliative Care nurse navigator is available between 8:00 a.m. and 4:00 p.m. Monday to Friday by calling 709-777-7303, or 1-855-690-7303 toll-free.

If you are looking for Palliative care information outside of regular office hours, please contact the Palliative Care Unit at the Dr. L. A. Miller Centre at any time by calling 709-777-8610.

A representative from the Community Paramedicine Program can be reached via telephone at 777-4605.

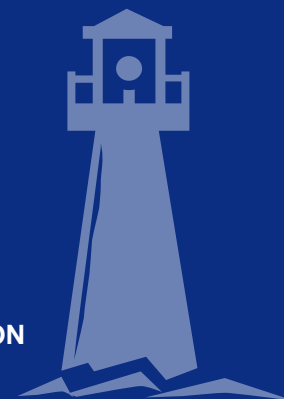
Messages for this number are checked Mon-Fri, 8:00am- 4:00pm

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THE PARAMEDICS PROVIDING PALLIATIVE CARE PROGRAM

OTHER INFORMATION
www.easternhealth.ca



WHAT IS THE PARAMEDICS PROVIDING PALLIATIVE CARE PROGRAM?

THIS PROGRAM EXISTS WITHIN THE ST. JOHNS METRO REGION OF EASTERN HEALTH.

In this program, trained paramedics are able to provide care to patients within their home when they are having an emergency associated with their condition, such as pain or symptom control. The goal of the program is to support people living with life threatening conditions by providing the care they need at any time day or night and to assist them to remain comfortable at home if this is what they wish, for as long as possible.

WHO QUALIFIES FOR THE PROGRAM?

Patients can be referred to Paramedics Providing Palliative Care from a variety of Eastern Health Programs, but typically referrals come from the Palliative Care Consult Team, Pain and Symptom Management or Community Health Program. Patients must reside within the Metro Region of St. John's, which includes:

- Communities along Route 10 to Witless Bay
- Communities to the north of Goulds, Mount Pearl and Paradise, excluding CBS and Bell Island.

HOW DOES THE PROGRAM WORK?

CALL 9-1-1, RECEIVE CARE AT HOME.

Once referred, patients will automatically be enrolled through our **Special Patient Program**, where they will receive a Special Patient Number that is unique to them.

When a patient in this program experiences an emergency they are to call 9-1-1, and identify their unique Special Patient Number to the Medical Communications Officer, who will dispatch the Paramedics to the caller's location. They will then electronically send select patient information, such as diagnosis, to the responding paramedics so they will know who the patient is and what type of assistance they require.

The ambulance will be dispatched without lights and sirens. During the day, one paramedic may arrive in a fully equipped non-emergency vehicle to assist. When the paramedics arrive, they will then help manage symptoms through a number of supportive and medication based interventions. Once the symptoms are under control, the paramedics will leave a note in the patient's Home Chart that allows for communication with other health care professionals.

Although, an automated message is sent to the patient's health care team after the paramedics respond, ***we encourage all patients to make a follow up appointment with their primary health care team after using the program. The patient may also receive a call from the Paramedic Department to check up and see how they are doing since calling emergency services.***

WHAT IS A HOME CHART?

A HOME CHART WILL BE GIVEN TO EACH PATIENT IN THE PROGRAM

All patients enrolled in this program will be given a patient Home Chart that not only lets the Paramedics and other health care professionals communicate with each other, but it also lets the patient and their family communicate with us. This is also a place where the patient can put any important health care documents they may have in the home so the health care team is able to easily locate them.

HOW DOES THIS DIFFER FROM USUAL PARAMEDIC CARE?

Currently, if a patient in the Palliative Care Service or the Pain and Symptom Management Program experiences a crisis and they call 9-1-1, they are cared for and transported to the Emergency Room (ER).

In this program, once a patient or their family calls 9-1-1, the ambulance will be dispatched and the paramedics can provide a number of interventions right in the home with the goal to assist the patient to remain at home. If the patient wishes to be taken to the hospital or if their symptoms cannot be managed at home, they will bring them to the nearest ER. Patients in this program will only be charged if transport occurs, and only patients in this program can receive this service.