North Brisbane

After hours palliative care support pathways

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Acknowledgement

The Brisbane North PHN has engaged the Centre for Palliative Care Research and Education (CPCRE) to manage the Community Based Palliative Care Education Programme. This project includes palliative care education for after hours general practitioners (GPs) and paramedics, and development of North Brisbane palliative care support pathways.

The support pathways developed as part of this project would not have been possible without the support and involvement of specialist and community based palliative care services providing care for the population in North Brisbane. A warm thank you is extended to the following services—each of whom has actively contributed to the success of this initiative.

- Blue Care Metro North Community Palliative Care
- Cate Barrett Speech Pathology and Psychology
- Footprints in Brisbane
- Hummingbird House
- Karuna Hospice Services
- Kilcoy Hospital
- Loqui Speech Pathology
- Mater Cancer Care Centre Palliative Care Team—private patients
- Mater Cancer Care Centre Palliative Care Team—public patients
- MICAH Projects
- Nutricia at Home—Nurse Service
- Ozcare North Brisbane
- Ozcare North Lakes
- PalAssist
- Redcliffe Palliative Care Service
- Royal Brisbane and Women’s Hospital Palliative Care Service
- Silver Chain Palliative Care Domiciliary Service
- St Andrew’s War Memorial Hospital
- St Vincent’s Specialist Palliative Care Team
- State-wide Paediatric Palliative Care Service (PPCS)
- The Prince Charles Hospital Inpatient Unit and Community Palliative Care Service
- The Wesley Hospital Palliative Care Service

Whilst every effort was made to invite all known North Brisbane palliative care services to participate in this project, the support pathways in this document may not include all palliative care services that provide after hours palliative care. Services wishing to develop an after hours palliative care support pathway should contact the Brisbane North PHN via www.brisbanenorthphn.org.au/page/contact-us/.
1. Introduction

Efficient and effective communication between members of daytime and after hours interdisciplinary palliative care teams is vital to the enablement and successful delivery of end of life care according to the wishes of patients, carers and their family.

Development of the North Brisbane after hours palliative care support pathways offers a mechanism to support communication between interdisciplinary service teams in the delivery of quality palliative care—in the right place and at the right time, and creates an alternative to transfer to emergency departments for patients at end of life.

This document is a resource for after hours interdisciplinary team members and includes information from 22 palliative care services (providing after hours care in North Brisbane) about their:

- after hours medical and nursing contacts for specialised support after hours emergency admission processes
- location of key patient information and end of life care wishes / substitute decision makers medication access after hours
- syringe driver and equipment support.

2. The after hours interdisciplinary palliative care team

An interdisciplinary team is defined as a group of health care professionals who come from diverse fields and work in a coordinated fashion towards a common goal for a patient. In North Brisbane the interdisciplinary teams who provide after hours palliative care include:

- after hours general practitioners from medical deputising services
- daytime general practitioners providing an after hours service for their own patients or as part of a cooperative arrangement locum
- specialist and palliative care hospital and community based services palliative care specific allied health services
- special needs services e.g. socially disadvantaged services Queensland Ambulance Service (QAS)
- Local Ambulance Service Network (LASN) —Metro North (Brisbane).

The North Brisbane after hours palliative care support pathways:

- are designed for use by health professionals (of interdisciplinary teams) who provide after hours palliative care
- work best when used for patients known to a palliative care service
- include support options for patients not known to a palliative care service.
3. Information in the support pathway

The delivery of patient centred end of life care by after hours paramedics and general practitioners (who are likely to be seeing the patient for the first time) requires a mechanism to access essential support and information. Differences in models of care, workforce, operational processes and contact mechanisms of after hours palliative care services can complicate timely access to support and information. The content in the North Brisbane palliative care support pathways is intended to simplify this complex system (see Figure 1).
4. Flowchart

Figure 1 is a flowchart to assist services in the implementation of palliative care support pathways into routine practice. In this flowchart after hours palliative care services have been grouped into community, public hospital, private hospital, other palliative care or national services.

1. The pathway starts with the question: Is this patient known to a palliative care service?
2. If yes, identify which palliative care service—click on the name of the service to go directly to the support pathway.
3. Are other support services required—if so, click on name of service to go directly to the support pathway. Factors to consider include the need for:
   a. support and advice for patient/family/carer
   b. speech pathology triage advice and support
   c. nursing support for socially disadvantaged
   d. PEG/enteral feed support
   e. Aboriginal and Torres Strait Islander support.
4. If no, the options for support include:
   a. the patient’s daytime GP
   b. contact with either of two specialist palliative care services—please review the services support pathways to know what patient information will be required
   c. contact with the national phone advisory service for health professionals
   d. emergency department presentation.

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**Figure 1: Flowchart on how to use the support pathways.**

**North Brisbane after hours palliative care support pathways**

**Is this patient known to a palliative care service?**

**Yes**

**Palliative care supports**

- Blue Care Metro North*
- Hummingbird House
- Karuna Hospice Services*
- Ozcare – Brisbane North
- Ozcare – North Lakes
- Silver Chain
- St Vincent’s Specialist Palliative Care
- State-wide Paediatric Palliative Care Service (PPCS)*

**No**

- Contact patient’s GP
- 24/7 phone support and advice for patients, carer, family:
  - PalAssist
- Specialist Palliative Care Phone Advisory Service for Health Professionals 24hrs/7 days: 1300 668 908
- Advance Care Planning Phone Advisory Service for Health Professionals 7 days/week 8am to 8pm: 1300 668 908
- Aboriginal and Torres Strait Islander Liaison Officer Service (to be developed)

**Community palliative care service**

- Kilcoy Hospital
- Mater Cancer Care Centre Palliative Care Team*
- Redcliffe Hospital Palliative Care Service*
- Royal Brisbane and Women’s Hospital Palliative Care Service
- State-wide Paediatric Palliative Care Service (PPCS)*
- The Prince Charles Hospital Palliative Care Service

**Public hospital palliative care service**

- Mater Cancer Care Centre Palliative Care Team
- St Andrew’s War Memorial Hospital
- St Vincent’s Hospital Specialist Palliative Care
- The Wesley Hospital

**Private hospital palliative care service**

- Mater Cancer Care Centre Palliative Care Team
- St Vincent’s Specialist Palliative Care

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* This service has a Palliative Care nurse practitioner
** Mater Health Service Palliative Care Team works across private and public hospitals and team includes two doctors who work at St Vincent’s Specialist Palliative Care
*

**St Vincent’s Hospital has public and private funded inpatient palliative care beds also provides in-reach to Holy Spirit Hospital and Mater Private Hospital (as part of the Mater palliative care team).**

**Footprints in Brisbane (daytime)**

- Footprints in Brisbane (daytime)
- MICAH Projects
- PEG/enteral feeding support:
  - Nutricia at Home – Nurse Service
5. Community palliative care services—after hours

Blue Care Metro North Community Palliative Care*

Hummingbird House

Karuna Hospice Services*

Ozcare – Brisbane North

Ozcare – North Lakes

Silver Chain Palliative Care Domiciliary Service

St Vincent’s Specialist Palliative Care

Lady Cilento Children’s Hospital (LCH) – State-wide Paediatric Palliative Care Service (PPCS)*

* This service has a Palliative Care nurse practitioner
Blue Care Metro North Community Palliative Care

Support after hours
For patients known to this service:

An on-call registered nurse is available to provide after hours support:
• via phone, and/or
• home visit where indicated
Phone the numbers below at these times:
Weekdays .......... 5pm to 8am
Saturday ............. 5pm to 8am
Sunday ................ 5pm to 8am
Public holidays ...... 5pm to 8am

Medical support from a nurse practitioner is available, accessed via on-call nursing contact

0408 735 489

NB: Palliative patients will have been issued a local 24 hour contact number for their closest Blue Care service. Prompt patients to call this as their first option.

Location of key patient information
Patients of this service are provided with a home chart which includes the following key information:
• end of life care wishes/substitute decision maker documents as applicable
• clinical/medication (current)
• palliative care plan
• records from specialists involved in care
Phone the after hours contact number for online patient electronic record information e.g. medical history.

Location of end of life care wishes/substitute decision maker documents
Original documents relevant to patient care are located in the patient home chart.

Advance Care Plan copies (where available) should be stored in a A4 yellow envelope on the fridge.

If a patient is known to a hospital based specialist palliative care service, key documents may also be on the hospital record/viewer.

Medication access after hours
Speak with carer/family — some essential palliative medications can be accessed from patient medication stock as required.

Syringe driver support
This service:
• has a stock of syringe drivers for use by patients of the service
• can set up a syringe driver after hours
• keeps spare infusion equipment with the on-call registered nurse of each local centre.

Patient summary feedback
To provide summary feedback to service please email:

MN.Pall@bluecare.org.au

Service overview
This not-for-profit community based service provides:
• in-home palliative nursing care and allied health support
• coverage across Metro North Hospital and Health Service area (i.e. Moggill along the river through the City up to Kilcoy, Caboolture, Bribie Island and Redcliffe)
• localised assistance outreaching from service centres at Redcliffe, Morayfield, Sandgate and Everton Hills

Service information

1800 030 289 Referral Hotline
(Mon-Fri 8am-8pm; Sat 10am-2pm)
1300 258 322 Public Enquiries (business hours)
1800 170 446 Referral Fax
CommunityCare@bluecare.org.au
Blue Care Metro North Cluster office
PO Box 244, Everton Park Qld 4053
www.bluecare.org.au

How to refer your patient?
General support referrals accepted via referral hotline above. For specialist palliative care services please complete MNHHS central referral unit (CRU) documentation available at www.brisbanenorthphn.org.au/page/health-professionals/palliative-care/ and contact:

1300 658 252 (CRU enquiries)
SaAS-Palliative-Care@health.qld.gov.au
1300 364 952 (CPI Fax) or 07 3049 1260 (weekend domiciliary referrals only).

For paediatric palliative care support: Paediatric oncology patients: 1800 501 670 | All other paediatric patients: 1800 249 648
Hummingbird House

Support after hours
This service is not yet available outside of business hours. Note:
• this is not an acute facility
• referrals are via LCCH PPCS only
• from 2017 this service will be 24/7.

Service overview
This non-profit service is Queensland’s only children’s hospice and will formally open in late 2016. This service has:
• 8 guest in care bedrooms
• 5 family accommodation units
• a hydrotherapy pool
• a multisensory room
• a Hummingbird Suite for:
  » scheduled and emergency specialist short break stays
  » pain and symptom management
  » care at the end of life
• psychosocial support services including:
  » sibling support
  » grief and bereavement support
• out-reach support.

When fully operational this service will provide medically supported short break stay and care at the end of life for children with a life-limiting condition.

Pathways of care will include:
• planned respite care
• urgent/unplanned respite care
• symptom management
• end of life care.

Care will be provided:
• in collaboration with the state-wide Paediatric Palliative Care Service (PPCS) and complement existing services provided in palliative care
• by a multidisciplinary team with medical care, nursing care, family support and allied health.

Service and referral information
07 3350 1563 (7 am to 8 pm)
info@hummingbirdhouse.org.au
Locked Bag 7005, Chermside Qld 4032
www.hummingbirdhouse.org.au
www.facebook.com/HummingbirdHouseBrisbane/
twitter.com/hummingbirdbne/
www.linkedin.com/company/hummingbird-house/
www.youtube.com/user/HummingbirdHouseQK/
Karuna Hospice Services

Support after hours
This community based palliative care service has after hours medical and nursing support.

An on-call clinical nurse is available to provide after hours support:
• for patients known to the service
• via phone and/or home visit if needed

Weekdays ............... 4pm to 8am
Saturday ................ 24 hours
Sunday.................... 24 hours
Public holidays ...... 24 hours

Medical support from a nurse practitioner is available via phone.
NOTE: if a patient is not known to the service, verifiable medical information would be required.

07 3834 8518 (on-call clinical nurse)
0414 812 468 (nurse practitioner)

Location of key patient information
Patients of this service are provided with a patient-held record which includes the following key information:
• end-of-life care wishes/substitute decision maker documents
• medication (current)
• palliative care emergency plan
• anticipatory medication plan.

Phone the after hours contact number for online patient electronic record information e.g. medical history.

Location of end of life care wishes/ substitute decision maker documents
Originals of decision making documents relevant to patient care may be located in the patient home chart.
Where possible this service uploads the following key documents to their online patient record system:
• Advance Care Plan
• Acute Resuscitation Plan for adults/paediatrics at risk of an acute deterioration
• Advance Health Directive.

Admission after hours
If admission to this service is required after hours please call the nurse practitioner.
NOTE: provision of verifiable diagnosis and clarity about who is responsible for signing the patient’s official death certificate, should they die before the nurse practitioner is able to contact the GP or specialist involved, would be required.

0414 812 468

Medication access after hours
Essential palliative medications can be accessed from a patient stock or on-call nurses (24/7)

Syringe driver support
This service:
• has a stock of syringe drivers for use by patients of the service
• can set up a syringe driver in the after hours
• keeps spare infusion equipment in the home.

Patient summary feedback
Please fax, phone or email summary feedback to:
07 3857 8040
karuna@karuna.org.au
07 3632 8300

Service overview
This not-for-profit community based service provides:
• in-home palliative care
• counselling services
• spiritual support
• volunteer services
• healthcare professional education in the Brisbane North, Redcliffe, Caboolture and Bribie areas.

Service information
07 3632 8300 (business hours)
karuna@karuna.org.au
27 Cartwright Street, Windsor Qld 4030
www.karuna.org.au

How to refer your patient?
To refer your patient to this service, email karuna@karuna.org.au

For paediatric palliative care support: Paediatric oncology patients: 1800 501 670 | All other paediatric patients: 1800 249 648
Ozcare Nursing – Brisbane North

Support after hours
For patients known to this service:

An on-call registered nurse is available to provide after hours phone support:
- Weekdays ................ until 7:00pm
- Saturday .............. 8:00am to 4:30pm
- Sunday .................. 8:00am to 4:30pm
- Public holidays ...... 8:00am to 4:30pm

1800 692 273 – (Ozcare Contact Centre)
0419 660 427 (Outside of hours)

Location of key patient information
Palliative care patients of this service are generally also involved with other palliative care services such as St Vincent’s.

Patients of this service are provided with a home chart which includes the following key information:
- end-of-life care wishes/substitute decision maker documents
- medication (current)
- palliative care emergency plan.

This service has an online patient electronic record. Phone the after hours number to access key information.

Ask patient or family for the Ozcare folder

Location of end of life care wishes/substitute decision maker documents
Ask the patient/carer for the location of their advanced care plan or other decision making documents. Originals of decision making documents relevant to patient care may be located in the patient home chart.

Where possible this service uploads the key documents to their online patient record system. Phone the after hours number to access key information.

If a patient is known to a hospital based specialist palliative care service, key documents may be on the hospitals record/viewer.

Medication access after hours
Speak with carer/family—essential palliative medications can be accessed from patient medication stock.

Syringe driver support
This service:
- has a stock of syringe drivers for use by patients of the service
- can set up a syringe driver in the after hours
- keeps spare infusion equipment in the home.

Patient summary feedback
To provide summary feedback to this service email.
NursingBrisbane.Chermside@ozcare.org.au

Service overview
This not-for-profit community based service provides palliative care:
- in the home
- for eligible patients:
  » over 65 years (or Indigenous >50 years)
  » under 65 years (or Indigenous <50 years)
  » Home Care Package (HCP) recipients
  » Department of Veteran Affairs (DVA) Gold Card holders
  » full fee for service
- in the areas from Brisbane River, west to Pullenvale and up to the Hornibrook Bridge.

Service information
07 3624 0500 (business hours)
NursingBrisbane.Chermside@ozcare.org.au
113 Kittyhawk Drive, Chermside Qld 4032
www.ozcare.org.au

How to refer your patient?
To refer your patient to this service, visit
www.myagedcare.gov.au/service-providers
Ozcare Nursing – North Lakes

Support after hours
For patients known to this service:

- Nursing support is available after hours.
- An on-call registered nurse is available to provide after hours support:
  - for patients known to the service
  - via phone and/or home visit if needed
  - Weekdays: 5 pm to 7 am
  - Saturday: 24 hrs
  - Sunday: 24 hrs
  - Public holidays: 24 hrs

- 0439 396 021

Location of key patient information
Patients of this service are provided with a home chart which includes the following key information:

- end-of-life care wishes/substitute decision maker documents
- medication (current)
- palliative care emergency plan.

The after hours contact has access to online records.

Location of end of life care wishes/substitute decision makers documents
Ask the patient/carer for the location of their:

- Advance Care Plan
- Advance Health Directive
- Enduring Power of Attorney for health matters.

Original documents relevant to patient care may be located in the patient home chart.

If a patient is known to a hospital based specialist palliative care service, key documents may be on the hospital’s record/viewer.

Medication access after hours

- Speak with carer/family—essential palliative medications can be accessed from patient medication stock.

Syringe driver support

- This service:
  - has a stock of syringe drivers for use by patients of the service
  - can set up a syringe driver in the after hours
  - keeps spare infusion equipment in the home.

Patient summary feedback
To provide summary feedback to this service:

- Nursing.northlakes@ozcare.org.au
- 07 3028 9641

Service overview
This not-for-profit community based service provides palliative care:

- in the home
- for eligible patients:
  - over 65 years (or Aboriginal and Torres Strait Islander people >50 years)
  - under 65 years (or Aboriginal and Torres Strait Islander people <50 years)
  - Home Care Package (HCP) recipients
  - Department of Veteran Affairs (DVA) Gold Card holders
  - full fee for service.

Service information

- 07 3482 1800 (Northlakes Office—business hours)
- 1800 692 273 (contact centre)
- Nursing.northlakes@ozcare.org.au
- 5 Endeavour Boulevard, North Lakes Qld 4509

How to refer your patient?
To refer your patient to this service, visit www.myagedcare.gov.au/service-providers

For paediatric palliative care support: Paediatric oncology patients: 1800 501 670  |  All other paediatric patients: 1800 249 648
Silver Chain Palliative Care Domiciliary Service

Support after hours
For patients known to this service:
- Nursing support is available after hours.
  An on-call registered nurse is available to provide after hours support:

  1300 364 264 via phone and/or home visit if needed

Phone the number above and ask to speak to the palliative care Brisbane North on-call nurse in the following time periods.
- Weekdays .............. 5 pm to 8 am
- Saturday ................. 24 hours
- Sunday ................... 24 hours
- Public holidays ....... 24 hours

Location of key patient information
Patients of this service have the following key information in their home:
- patient information kit
- subcutaneous medication chart.

All other patient records are stored as online patient electronic record and can be accessed after hours via phone (above).

Location of end of life care wishes/ substitute decision makers documents
Ask the patient/carer for the location of key decision making documentation—this documentation may be on top of/or near the fridge. Patients may also have a wallet card.

If a patient is known to a hospital based specialist palliative care service, key documents may be on that hospital’s viewer.

Medication access after hours
- Speak with carer/family—essential palliative medications can be accessed from patient medication stock.

Continuous Subcutaneous Infusion (CSCI) support after hours
- This service:
  - has a stock of syringe drivers for use by patients of the service
  - can set up a syringe driver in the after hours
  - keeps spare infusion equipment in the home.

Patient summary feedback
To provide patient summary following after hours visit:
- 1300 364 264
  The call centre staff can add a clinical note into the patient’s on-line record
- 089 444 7265

Service overview
This community based service provides:
- home based palliative care
- 24 hour phone and home visiting support—7 days a week.
- in North Brisbane areas.

Service information
- 1300 364 264 (all hours)
- palliativecareqld@silverchain.org.au
- 1/368 Earnshaw Road
  Banyo Qld 4011
- www.silverchain.org.au/qld

How to refer your patient?
To refer your patient to this service, download documentation available at:
www.brisbanenorthphn.org.au/page/health-professionals/palliative-care/
St Vincent’s Specialist Palliative Care

Support after hours
After hours this service provides:
Medical and nursing support

- For patients known to the service—24/7 home visiting by on-call specialist palliative care clinical nurses is available. Phone the number below in the following time periods:
  Weekdays 4:30 pm to 8 am
  Saturday 24 hrs
  Sunday 24 hrs
  Public holidays 24 hrs

- Medical support for patients known and unknown to the service is available as per contact numbers below.

  **Patients known** to the service: 1300 555 555  
  (ask for pager # 96594)

  **Patients unknown** to the service: 07 3240 1111  
  (switch—ask for on-call palliative care consultant)

Note: for after hours support of patients not known to this service the following information will be required: diagnosis, medications, advance health directives/care plans, past medical history, patient wishes.

Admission after hours
This service has public and private funded inpatient palliative care beds and can admit 24/7.

- For patients known to the service: 1300 555 555  
  (ask for pager # 96594)

- For patients unknown to the service: 07 3240 1111  
  (switch—ask for on-call palliative care consultant)

Location of key patient information
On discharge patients of this service are provided with a:
- letter for the ambulance
- discharge summary and medications list
- service booklet.
This service has an electronic record system. For key information about a known patient—ring the after hours support number.

Location of end of life care wishes/substitute decision makers documents
Ask patient/family for decision making documents relevant to patient care.
- This service uploads key documents such as advance care plans (ACP) to the hospital record/viewer
- GPs receive a copy of the ACP.

Medication access after hours
Essential palliative medications can be accessed from a 24 hour chemist/patient stock (ask carer/family), imprest cupboard at hospital/emergency stock of clinical nurses.

Continuous Subcutaneous Infusion (CSCI) support after hours
Syringe pump support from this service is available 24/7.

Patient summary feedback
For patient’s known to this service, please fax feedback.

- 07 3240 1192
- Urgent feedback 1300 555 555  
  (ask for pager # 96594)

Service overview
This specialist palliative care service provides care in the:
- inpatient setting:
  - 30 bed specialist unit located in the St Vincent’s Hospital (includes public and private funded beds)
  - outreach consultation service—Mater Private Hospital, Holy Spirit Northside
  - admission 24/7
- outpatients clinic:
  - day assessment unit (public)
  - private outpatient
- community:
  - specialist consultation service in the home/residential aged care facility
  - 24 hour/7 day support, advice +/- specialist nurse home visit.

Service information

- 07 3240 1177  
  (Mon to Fri—8 am to 4:30 pm)
- 411 Main Street, Kangaroo Point Qld 4169
- svpb.org.au/home

How to refer your patient?
To refer your patient to this service, visit svpb.org.au/home/professionals/gps/referrals

For paediatric palliative care support: Paediatric oncology patients: 1800 501 670  |  All other paediatric patients: 1800 249 648
Support after hours
This service has nursing and medical support available 24 hours/7 days:

- For patients with a non-cancer diagnosis phone: 1800 249 648
- For patients with a cancer diagnosis phone: 1800 501 670
- If required, clinical nursing advice may be sought 24 hour/7 day to coordinate home nursing visits.
- Medical support can be accessed via:
  - 1800 249 648 or 07 3068 1111 (LCCH switch) and ask to speak to palliative care

Location of key patient information
On discharge, patients of this service are provided with a patient-held record which may include the following key information:
- patient assessment and summary sheet
- symptom management plan
- paediatric acute resuscitation plan (PARP) or letter for ambulance.

If key information is needed after hours by GPs or paramedics please liaise with service via phone.

Admission after hours
In an emergency, please call 000 or refer patients to the nearest hospital that treats children. The child will then be treated and transported to the Lady Cilento Children’s Hospital if necessary.

A letter for the ambulance service may give the family’s preference for the hospital they would like to be taken to (if possible).

Paediatric admission to Lady Cilento Children’s Hospital after hours would occur under general paediatrics (or sub-specialty paediatrics) with palliative care consulting.

The two step process is:

- 1800 249 648 (to connect to PPCS) or
- 07 3068 1111 (LCCH switch) ask for palliative care or the patient’s primary care team

Email details of patients to: ppcs@health.qld.gov.au
Encourage patient to take any relevant patient home records with them.

End of life care wishes/substitute decision maker documents
Patients returning home for end of life care will have a copy of either the:
- Paediatric Acute Resuscitation Plan (PARP) for patients aged less than 18 years
- Acute Resuscitation Plan (ARP) for patients over 18 years of age who may be in transition to adult services.

Originals of decision making documents relevant to patient care may be located in the patient folder. Where possible, this service plans to upload the following key documents to the hospital electronic record for patients of the service:
- Advance Care Plan (including symptom management plan)
- Paediatric Acute Resuscitation Plan for children at risk of an acute deterioration.

Medication access after hours
Essential palliative medications can be accessed from the patient ‘tackle box’, or call the relevant 1800 number for assistance by the on-call clinician to access the after hours pharmacy at LCCH.

Syringe driver support
This service:
- has a stock of syringe drivers
- can arrange the set up a syringe driver after hours
- keeps spare infusion equipment and medications in the ‘tackle box’ in the home.

Location of key patient information
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- patient assessment and summary sheet
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If key information is needed after hours by GPs or paramedics please liaise with service via phone.

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- keeps spare infusion equipment and medications in the ‘tackle box’ in the home.
Lady Cilento Children’s Hospital (LCCH) – State-wide Paediatric Palliative Care Service

Patient summary feedback
For patients known to this service, please provide feedback via:

📞 1800 249 648
✉️ ppcs@health.qld.gov.au

Feedback about patient experience
Please provide feedback about the service experience via the following options:
• The hospital wide feedback form ‘Tell us what you think’
• CHO-Patient Experience@health.qld.gov.au
• PPCS@health.qld.gov.au

Service overview
This state-wide paediatric specialist palliative care service provides care:
• in the inpatient setting:
  » in the LCCH—in family rooms
• in outpatient clinics:
  » Thursday afternoons (or can be arranged when patient is visiting their primary care team)
• as a consultation service for children who live outside the Brisbane metropolitan area
• community palliative care (when needed) through:
  » home visits or
  » coordination of other in-home supports
• state-wide telehealth videoconferencing:
  » at times to suit the family and other health professionals involved in their care
  » between hospitals or into the home
• including bereavement services
• emergency department (24 hour/7 day)
• for patients in Queensland, including Torres Strait Islands, and Northern NSW.

Service information
📞 For patients with a non-cancer diagnosis phone: 1800 249 648
📞 For patients with a cancer diagnosis phone: 1800 501 670
✉️ ppcs@health.qld.gov.au
📍 501 Stanley Street, South Brisbane Qld 4101

To link to a service brochure about the Paediatric Palliative Care Service please visit
Search ‘Paediatric palliative care service’.
6. Public hospital palliative care services—after hours

Kilcoy Hospital

Mater Cancer Care Centre Palliative Care team–public patients^

Redcliffe Hospital Palliative Care Service*

Royal Brisbane and Women's Hospital Palliative and Supportive Care Service

Lady Cilento Children's Hospital (LCCH) – State-wide Paediatric Palliative Care Service (PPCS) – public patients*  

The Prince Charles Hospital Palliative Care Service

* This service has a Palliative Care nurse practitioner

^ Mater Health Service Palliative Care Team works across private and public hospitals and team includes two doctors who work at St Vincent's Specialist Palliative Care
Kilcoy Hospital

Support after hours
This service provides after hours nursing and medical support.

Nursing support is available by phone in the following time periods:
- Weekdays: 24 hours
- Saturday: 24 hours
- Sunday: 24 hours
- Public holidays: 24 hours

Medical support is available—accessed via nursing staff.

To contact: 07 5422 4411

Location of key patient information
On discharge from this service an electronic discharge summary is provided to the GP including information about medications/referrals.

If required, please call the after hours number for key patient information.

Location of end of life care wishes/ substitute decision maker documents
Ask the patient/carer for decision making documents relevant to patient care.

If a patient is known to this service, key documents may also be on the hospital record/viewer e.g. Advance Care Plan.

Admission after hours
After hours:
- Go to emergency department (ED) of the Kilcoy hospital
- If required, patient can be transferred from this site to a higher level tertiary hospital
- Encourage patient to bring any home records with them.

To notify ED a patient is coming call: 07 5422 4411

Medication access after hours
Essential palliative care medications can be accessed from patient stock.

Syringe driver support
Syringe driver support from this service is available via phone or presentation to emergency department.

Patient summary feedback
For patients known to this service, please fax summary feedback to service.

07 5422 4445

Service overview
This public hospital provides palliative care in the:
- Inpatient setting:
  - 1 palliative care bed in hospice environment (requires and has space for family/carer to stay)
  - General ward (20 bed facility)

This hospital:
- Has visiting allied health services e.g. psychologist — Tuesday
- Has infrastructure to enable telehealth with higher level tertiary palliative care when required
- Has 24 hour accident and emergency service managed by rural and isolated practice nurses with support of Medical Officer with Right of Private Practice (GP on call)
- Facilitates transfers to appropriate facilities when required.

Service and referral information
- 07 5422 4411 (8am – 4pm)
- CabH-Feedback@health.qld.gov.au
- 12 Kropp Street, Kilcoy Qld 4515
Mater Cancer Care Centre Palliative Care Team—public patients

Support after hours
After hours this service provides: medical and nursing support:

- Support from palliative/oncology ward nurses is available by phone. Call the number below.
  Note: 24 hour nurse support may also be available if a community palliative care provider is involved in patient care. If so, see home chart for after hours number.

- Medical support is available via the nursing staff who can contact the on-call palliative care consultant.

  07 3163 8074 (ward) or 07 3163 8111 (switch)

Admission after hours
After hours:
- the patient would present to the hospital emergency department
- if required, the emergency department will contact the on-call palliative care physician.
After hours, patients can be admitted for inpatient palliative care via the emergency department 24/7.

  07 3163 8111 (switch—ask for emergency department)

Location of key patient information
On discharge—patients of this service are provided with a:
- letter for the ambulance
- discharge summary and medications list
- service contact details.

This service has an electronic record system. For key information about a known patient ring the after hours support number.

End of life care wishes/substitute decision maker documents
Ask patient/family for decision making documents relevant to patient care.

This service uploads key documents such as advance care plans and advance health directives to the hospital electronic records (VERDI).

Medication access after hours
- Essential palliative medications can be accessed from patient stock (ask carer/family).

Syringe driver support
- Limited syringe driver support may be available from the Hospital in the Home (HITH) service. For patients with syringe drivers community services would be in place.

Patient summary feedback
For patients known to this service, please provide feedback via fax or phone:

  07 3163 8856
  07 3163 8074 or 07 3163 6014

Service overview
This specialist palliative care service provides care in the
- inpatient setting:
  » 14 bed specialist oncology/palliative care unit located in the Mater Adult Hospital Brisbane
  » admission 24/7
- outpatients clinic:
  » clinics are held each weekday in the Mater Cancer Care Centre.

Note: Patients discharged from this hospital who are too unwell to attend clinic for follow up care are referred to a community palliative care service.

Service information
Mon to Fri—8:00am to 4:30pm:
To speak to a palliative care consultant about a patient referral phone:

  07 3163 8111 (switch)
To speak to a clinical nurse consultant phone:

  07 3163 8074 or 07 3163 6014
  07 3163 8856
  Raymond Terrace, South Brisbane Qld 4101
cancercare.mater.org.au/home/services/palliative-care.aspx

How to refer your patient?
To refer your patient to this service, visit www.materonline.org.au/services/outpatient-clinics-adult/referral-guidelines/palliative-care
Support after hours
For patients known to this service:
- 24 hour clinical nurse support is available from the NGO community palliative care service—see home chart for after hours number.

Admission after hours
In the after hours go to:
- Emergency Department (ED) of the Redcliffe Hospital
  - if required, admission is under the medical team who will refer patient to Redcliffe Palliative Care Service
  - encourage patient to take any relevant patient home records with them
  - if required, ED can call the on-call palliative care/ oncology consultant.
  Note: Patients can only be admitted directly to the designated palliative care unit during business hours only.
- 07 3883 7777 (switch)—let ED know a patient is coming—as to be transferred to the ED.

Location of key patient information
A discharge summary is provided to the GP when patients are discharged from this service. All patients discharged from this service are connected to either Blue Care or Silverchain and will have a home chart which will include information about:
- clinical condition (current) and medication (current)
- understanding of disease and prognosis
- expectations of care
- hospital discharge summaries and letters
- emergency plan
- anticipatory medication plan
- palliative care appointments

End of life care wishes/substitute decision maker documents
For patients returning home for end-of-life care a copy of the Acute Resuscitation Plan (ARP) is sent with them. Where possible this service uploads the following documents to the hospital viewer for patients:
- Advance Care Plan
- Ending Power of Attorney.
Look for the A4 yellow envelope on the fridge if Blue Care is the community provider.

Medication access after hours
- Essential palliative medications can be accessed from a 24 hour chemist/patient stock.

Syringe driver support
- Syringe driver support from this service is available during business hours.

Patient summary feedback
Patients known to this service, please email feedback to:
- CISS-palliativecare@health.qld.gov.au

Service overview
This public hospital specialist palliative care service provides care in the:
- inpatient setting:
  - 16 bed designated palliative care unit (Redcliffe Hospital—short term care only)
  - consultation services for inpatients of Redcliffe and Caboolture Hospitals
  - Thurs afternoon—inpatient consultation services with Clinical Nurse Consultant and Registrar
- outpatients clinic:
  - Redcliffe Hospital—Daily (Mon to Fri)
  - Caboolture Hospital: Tues morning—Caboolture consultant and registrar
- emergency department (24 hour /7 days)
- home/RACF:
  - clinical nurse
  - the Redcliffe Hospital Residential Aged Care Liaison Service also supports palliative care.
- suburbs North Lakes to Kilcoy East and West

Service information
- 07 3883 7638 (8am to 5pm weekdays)
- CISS-palliativecare@health.qld.gov.au
- Level 6 Redcliffe Hospital, Anzac Ave, Redcliffe Qld 4020
- Palliative Care Redcliffe Hospital

How to refer your patient?
To refer your patient to this service, visit www.health.qld.gov.au/metronorth/refer/services/palliative-care
Support after hours
For patients known to this service:

Medical support is available after hours.
Medical support via telephone (Doctor to Doctor service only)
Call number below and ask for the on-call palliative care consultant.
ɨ 07 3646 8111 (switch)
Weekdays ............... 5 pm to 8 am
Saturday ................. 24 hours
Sunday .................. 24 hours
Public holidays ...... 24 hours

Medication access after hours
ɨ Essential palliative medications can be accessed from:
  • patient stock
  • medication stock of visiting health professional
e.g. Doctor’s bag.

Continuous Subcutaneous Infusion (CSCI) support after hours
ɨ CSCI support from this service is available Mon to Fri—8 am to 4:30 pm.
A disposable CSCI (Surefuser) is used on discharge/transfer which is replaced with community provider equipment.

Admission after hours
After hours hospital admission is via the emergency department. Please encourage patient to take patient-held records with them. GPs can notify triage of patient presentation via the number below.
ɨ 07 3646 7109

Patient summary feedback
Please fax or email summary feedback to service.
ɨ 07 3646 6137
ɨ rbwh-pallcare-service@health.qld.gov.au

Location of key patient information
On discharge to home the treating medical team provide patients with:
ɨ A discharge summary and medications list.
Patients with complex management plans or who are returning home for end of life care may have a patient-held record (see below) which includes their Acute Resuscitation Plan if available.

End of life care wishes/substitute decision maker documents
Ask the patient/carer for the location of key decision making documentation.
A copy of the Acute Resuscitation Plan may be sent with patients who return home for end of life care.
For paediatric palliative care support: Paediatric oncology patients: 1800 501 670 | All other paediatric patients: 1800 249 648

Lady Cilento Children’s Hospital (LCCH) – State-wide Paediatric Palliative Care Service

Support after hours
This service has nursing and medical support available 24 hours/7 days:

📞 For patients with a non-cancer diagnosis phone: 1800 249 648
📞 For patients with a cancer diagnosis phone: 1800 501 670

📞 If required, clinical nursing advice may be sought 24 hour/7 day to coordinate home nursing visits.
🏥 Medical support can be accessed via:
📞 1800 249 648 or 07 3068 1111 (LCCH switch) and ask to speak to palliative care

Location of key patient information
On discharge, patients of this service are provided with a patient-held record which may include the following key information:
• patient assessment and summary sheet
• symptom management plan
• paediatric acute resuscitation plan (PARP) or letter for ambulance.

If key information is needed after hours by GPs or paramedics please liaise with service via phone.

End of life care wishes/substitute decision maker documents
Patients returning home for end of life care will have a copy of either the:
• Paediatric Acute Resuscitation Plan (PARP) for patients aged less than 18 years
• Acute Resuscitation Plan (ARP) for patients over 18 years of age who may be in transition to adult services.

Originals of decision making documents relevant to patient care may be located in the patient folder. Where possible, this service plans to upload the following key documents to the hospital electronic record for patients of the service:
• Advance Care Plan (including symptom management plan)
• Paediatric Acute Resuscitation Plan for children at risk of an acute deterioration.

Medication access after hours
• Essential palliative medications can be accessed from the patient ‘tackle box’, or call the relevant 1800 number for assistance by the on-call clinician to access the after hours pharmacy at LCCH.

Syringe driver support
This service:
• has a stock of syringe drivers
• can arrange the set up a syringe driver after hours
• keeps spare infusion equipment and medications in the ‘tackle box’ in the home.

Admission after hours
In an emergency, please call 000 or refer patients to the nearest hospital that treats children. The child will then be treated and transported to the Lady Cilento Children’s Hospital if necessary.

A letter for the ambulance service may give the family’s preference for the hospital they would like to be taken to (if possible).

Paediatric admission to Lady Cilento Children’s Hospital after hours would occur under general paediatrics (or sub-specialty paediatrics) with palliative care consulting.

The two step process is:
📞 1800 249 648 (to connect to PPCS) or
📞 07 3068 1111 (LCCH switch) ask for palliative care or the patient’s primary care team
✉️ Email details of patients to: ppcs@health.qld.gov.au
Encourage patient to take any relevant patient home records with them.

Location of key patient information
On discharge, patients of this service are provided with a patient-held record which may include the following key information:
• patient assessment and summary sheet
• symptom management plan
• paediatric acute resuscitation plan (PARP) or letter for ambulance.

If key information is needed after hours by GPs or paramedics please liaise with service via phone.

End of life care wishes/substitute decision maker documents
Patients returning home for end of life care will have a copy of either the:
• Paediatric Acute Resuscitation Plan (PARP) for patients aged less than 18 years
• Acute Resuscitation Plan (ARP) for patients over 18 years of age who may be in transition to adult services.

Originals of decision making documents relevant to patient care may be located in the patient folder. Where possible, this service plans to upload the following key documents to the hospital electronic record for patients of the service:
• Advance Care Plan (including symptom management plan)
• Paediatric Acute Resuscitation Plan for children at risk of an acute deterioration.

Medication access after hours
• Essential palliative medications can be accessed from the patient ‘tackle box’, or call the relevant 1800 number for assistance by the on-call clinician to access the after hours pharmacy at LCCH.

Syringe driver support
This service:
• has a stock of syringe drivers
• can arrange the set up a syringe driver after hours
• keeps spare infusion equipment and medications in the ‘tackle box’ in the home.

Location of key patient information
On discharge, patients of this service are provided with a patient-held record which may include the following key information:
• patient assessment and summary sheet
• symptom management plan
• paediatric acute resuscitation plan (PARP) or letter for ambulance.

If key information is needed after hours by GPs or paramedics please liaise with service via phone.

End of life care wishes/substitute decision maker documents
Patients returning home for end of life care will have a copy of either the:
• Paediatric Acute Resuscitation Plan (PARP) for patients aged less than 18 years
• Acute Resuscitation Plan (ARP) for patients over 18 years of age who may be in transition to adult services.

Originals of decision making documents relevant to patient care may be located in the patient folder. Where possible, this service plans to upload the following key documents to the hospital electronic record for patients of the service:
• Advance Care Plan (including symptom management plan)
• Paediatric Acute Resuscitation Plan for children at risk of an acute deterioration.

Medication access after hours
• Essential palliative medications can be accessed from the patient ‘tackle box’, or call the relevant 1800 number for assistance by the on-call clinician to access the after hours pharmacy at LCCH.

Syringe driver support
This service:
• has a stock of syringe drivers
• can arrange the set up a syringe driver after hours
• keeps spare infusion equipment and medications in the ‘tackle box’ in the home.
Lady Cilento Children’s Hospital (LCCH) – State-wide Paediatric Palliative Care Service

Continued from

Patient summary feedback
For patients known to this service, please provide feedback via:
- 1800 249 648
- ppcs@health.qld.gov.au

Feedback about patient experience
Please provide feedback about the service experience via the following options:
- The hospital wide feedback form ‘Tell us what you think’
- CHQ-Patient Experience@health.qld.gov.au
- PPCS@health.qld.gov.au

Service overview
This state-wide paediatric specialist palliative care service provides care:
- in the inpatient setting:
  - in the LCCH—in family rooms
- in outpatient clinics:
  - Thursday afternoons (or can be arranged when patient is visiting their primary care team)
- as a consultation service for children who live outside the Brisbane metropolitan area
- community palliative care (when needed) through:
  - home visits or
  - coordination of other in-home supports
- state-wide telehealth videoconferencing:
  - at times to suit the family and other health professionals involved in their care
  - between hospitals or into the home
- including bereavement services
- emergency department (24 hour/7 day)
- for patients in Queensland, including Torres Strait Islands, and Northern NSW.

Service information
- For patients with a non-cancer diagnosis phone: 1800 249 648
- For patients with a cancer diagnosis phone: 1800 501 670
- ppcs@health.qld.gov.au
- 501 Stanley Street, South Brisbane

To link to a service brochure about the Paediatric Palliative Care Service please visit
Search ‘Paediatric palliative care service’.
Support after hours
For patients known to this service:
Nursing and medical support is available after hours
Clinical nurse support is available from the NGO community palliative care service—see home chart for after hours number.
NOTE: 24 hour support is available from services with Queensland Health contracts. Other community palliative care services may offer varied after hours support.
Ask for the on-call palliative care consultant via number below.
07 3139 4000 (TPCH switch)
Weekdays ............... 4:30pm to 8:00am
Saturday ................. 24 hours
Sunday .................... 24 hours
Public holidays ...... 24 hours

Admission after hours
For admission during business hours, contact the palliative care registrar via TPCH switch – 07 3139 4000.
If you are considering sending your patient to TPCH ED consider:
• Is it a medical problem?
• Do you have a working diagnosis?
• Is the patient haemodynamically stable?
• Do they need immediate specialist assessment?
Then call GRACE (GP Rapid Access to Consultant Expertise) first – 7am-7pm, 7 days/week.
From 7pm-7am palliative care admission is via the emergency department.
07 3139 6896 GRACE hotline (7am-7pm, 7 days/week)
• Other options for admission include Emergency Medical Unit, internal medicine or other specialty with palliative care specialist advice and follow-up as requested by the admitting team.
• In business hours, a patient may be admitted directly to the Palliative Care Unit via negotiations with the service and if bed capacity allows.

Location of key patient information
• After each outpatient appointment a consultation summary letter is sent to the:
  » general practitioner
  » nominated community palliative care service
  » specialists known to be involved with the patient’s care.
• On discharge from the unit—all patients of this service are connected to a community palliative care service such as Blue Care, Silverchain or Karuna and the following key information is provided:
  » not for resuscitation documents/letter from doctor
  » discharge summary and medication list.
• Patient known to a community palliative care service will have key patient information in the patient’s home chart.

Location of end of life care wishes/substitute decision makers documents
For patients returning home for end-of-life care, a copy of the Acute Resuscitation Plan (ARP) is sent with them.
Where possible this service uploads key documents to the hospital viewer for patients of the service.
Originals of decision-making documents relevant to patient care may be located in the community palliative care service home chart.
Look for the A4 yellow envelope on the fridge, if Blue Care is the community provider.

Medication access after hours
Ask the patient/carer: essential palliative medications can be accessed from patient stock or a 24 hour pharmacy.
The Prince Charles Hospital (TPCH)
CISS Palliative Care Service

Continued from

Continuous Subcutaneous Infusion (CSCI) support after hours
A disposable driver is used at discharge/transfer which is replaced with community provider equipment.
If the patient is known to Blue Care/Silver Chain/Karuna their 24 hour on call service provides CSCI device support.

Patient summary feedback
Please fax or email summary feedback to this service.
07 3139 4661
TPCHpalcare.Referral@health.qld.com.au

Service overview
This specialist palliative care service provides care in the:
• inpatient setting:
  » 16 bed designated inpatient unit
  » In-reach consultation service to TPCH
  » In-reach consultation service to the Holy Spirit Northside Hospital (specific referral / request).
• outpatients clinic (private practice clinic):
  » Three (3) days a week + option of Friday emergency clinic via negotiation.
• community outreach (criteria applies):
  » CNC consultation service in the home / residential aged care facility and relevant satellite facilities of Metro North Hospital and Health Service.
• emergency department (24 hour/ 7 days).
This service provides care for residents of the Metro North Hospital and Health Service in the North Brisbane area extending to the beginning of Hornibrook Highway.
It includes suburbs of:
• Sandgate/ Shorncliffe/ Brighton,
• Daguilar Range spur—including Samford, Closeburn, Dayboro, Ocean View and Mt Mee,
• North/West Suburbs of Kenmore, Brookfield, and Moreton Shire including Kallangur, Murrumba Downs and North Lakes
• Brisbane Airport precinct suburbs including Pinkenba, Nudgee, Hamilton.

Service information
07 3139 4601 (Mon to Fri 8:00am to 4:30pm)
TPCHpalcare.Referral@health.qld.com.au
The Prince Charles Hospital, Rode Road, Chermside Qld 4032

How to refer your patient?
Referrals are accepted from Medical Practitioners and Specialist Palliative Care nurse practitioners
To refer your patient to this service, visit
7. Private hospital palliative care services—after hours

Mater Cancer Care Centre Palliative Care Team

St Andrew’s War Memorial

St Vincent’s Hospital Specialist Palliative Care

The Wesley Hospital – The Wesley Palliative Care Service

St Vincent’s Hospital has public and private funded inpatient palliative care beds also provides
in-reach to Holy Spirit Hospital and Mater Private Hospital (as part of the Mater palliative care team)
Mater Cancer Care Centre Palliative Care Team—private patients

Support after hours
This service provides after hours emergency centre services for patients with:
- private health insurance, OR
- DVA eligibility.

24 hour nurse support may be available if a community palliative care provider is involved in patient care—see home chart for after hours number.

Medical support after hours is through presentation to the hospital’s emergency centre.

Admission after hours:
- the patient would present to the hospital emergency centre
- the emergency centre may contact the primary or palliative care consultant of this service.

07 3163 1030 (GP and QAS hotline)

Location of key patient information
On discharge, patients of this service are provided with service contact information.
A patient known to a community palliative care service will have key patient information in the patient’s home chart.

Location of end of life care wishes/substitute decision makers documents
This information is in addition to direct enquiry with patient/family.
Originals of decision making documents relevant to patient care may be located in the community palliative care service home chart.

Medication access after hours
Essential palliative medications can be accessed from patient stock (ask carer/family).

Syringe driver support
This service: has a stock of syringe drivers for use by patients of the service

Patient summary feedback
For patients known to the palliative care physician at this hospital, please fax summary feedback to this service:
07 3163 6329
0434 589 802 (message bank after hours)

Service overview
This private hospital palliative care service provides consultation liaison care.

Service and referral information
07 3163 1000 (switch)
MPHPalliativecare@mater.org.au
301 Vulture St, South Brisbane Qld 4101
cancercare.mater.org.au/home/services/palliative-care.aspx
St Andrew’s War Memorial Hospital

Support after hours
This service:
• provides after hours emergency centre services for patients with:
  » private health insurance, or
  » DVA eligibility
• sets up after hours nurse practitioner/clinical nurse support for patients known to palliative care.

24 hour clinical nurse support is available from the community palliative care service; see home chart for after hours number.

Medical support after hours is through presentation to the hospital’s emergency centre.

End of life care wishes/substitute decision maker documents
For patients returning home for end-of-life care a copy of the not for resuscitation order is sent with them. Originals of decision making documents relevant to patient care may be located in the community palliative care service home chart.

Look for the A4 yellow envelope on the fridge if Blue Care is the community palliative care provider.

Admission after hours
After hours:
• the patient would present to the hospital emergency centre
• the emergency centre may contact the palliative care physician if the patient is known to this service.

Call the emergency medical officer via the number below:
• advise patient is coming
• provide information about patient’s care needs/pathway.

07 3834 4455

Location of key patient information
• On discharge palliative care patients are connected to a community palliative care service such as Blue Care or Karuna and the following key information is provided:
  » a not for resuscitation order /a letter from doctor (for ambulance)
  » discharge letter (to GP and nursing service).
• A patient known to a community palliative care service will have key patient information in the patient’s home chart.

Syringe driver support
This service:
• has a stock of syringe drivers for use by patients of the service
• can set up a syringe driver after hours (in the hospital).

Patient summary feedback
For patients known to the palliative care physician at this hospital, please fax summary feedback to this service:

07 3834 4563

Service overview
This private not-for-profit hospital provides palliative care in the:
• inpatient setting:
  » consultative liaison service
• emergency department
• 24 hour/7 days.

Service and referral information
0400 798 998 (business hours)
Rosemarie.klingberg@uchealth.com.au
457 Wickham Terrace Spring Hill Qld 4001
standrewshospital.com.au/
Support after hours
After hours this service provides:
Medical and nursing support

For patients known to the service—24/7 home visiting by on-call specialist palliative care clinical nurses is available. Phone the number below in the following time periods:

- **Weekdays** .......... 4:30 pm to 8 am
- **Saturday** .......... 24 hrs
- **Sunday** .......... 24 hrs
- **Public holidays** .......... 24 hrs

Medical support for patients known and unknown to the service is available as per contact numbers below.

- **Patients known** to the service: **1300 555 555** (ask for pager # 96594)
- **Patients unknown** to the service: **07 3240 1111** (switch—ask for on-call palliative care consultant)

Note: for after hours support of patients not known to this service the following information will be required: diagnosis, medications, advance health directives/care plans, past medical history, patient wishes.

Admission after hours
This service has public and private funded inpatient palliative care beds and can admit 24/7.

- **For patients known** to the service: **1300 555 555** (ask for pager # 96594)
- **For patients unknown** to the service: **07 3240 1111** (switch—ask for on-call palliative care consultant)

Location of key patient information
On discharge patients of this service are provided with a:

- letter for the ambulance
- discharge summary and medications list
- service booklet.

This service has an electronic record system. For key information about a known patient—ring the after hours support number.

Location of end of life care wishes/substitute decision makers documents
Ask patient/family for decision making documents relevant to patient care.

- This service uploads key documents such as advance care plans (ACP) to the hospital record/viewer
- GPs receive a copy of the ACP.

Medication access after hours
Essential palliative medications can be accessed from a 24 hour chemist/patient stock (ask carer/family), imprest cupboard at hospital/emergency stock of clinical nurses.

Continuous Subcutaneous Infusion (CSCI) support after hours
Syringe pump support from this service is available 24/7.

Patient summary feedback
For patient’s known to this service, please fax feedback.

- **07 3240 1192**
- Urgent feedback **1300 555 555** (ask for pager # 96594)

Service overview
This specialist palliative care service provides care in the:

- **inpatient setting:**
  - 30 bed specialist unit located in the St Vincent’s Hospital (includes public and private funded beds)
  - outreach consultation service—Mater Private Hospital, Holy Spirit Northside
  - admission 24/7
- **outpatients clinic:**
  - day assessment unit (public)
  - private outpatient
- **community:**
  - specialist consultation service in the home/residential aged care facility
  - 24 hour/ 7 day support, advice +/- specialist nurse home visit.

Service information
- **07 3240 1177** (Mon to Fri—8 am to 4:30 pm)
- 411 Main Street, Kangaroo Point Qld 4169
- svphb.org.au/home

How to refer your patient?
To refer your patient to this service, visit svphb.org.au/home/professionals/gps/referrals
The Wesley Private Hospital – The Wesley Palliative Care Service

Support after hours
This service:
• provides after hours emergency centre services for patients with:
  » private health insurance, or
  » DVA eligibility

24 hour nurse support may be available if a community palliative care provider is involved in patient care; see home chart for after hours number.

Medical support after hours is through presentation to the hospital’s emergency centre.

Admission after hours
After hours:
• the patient would present to the hospital emergency centre
• the emergency centre may contact the palliative care physician if the patient is known to this service.

Call the emergency medical officer (EMO) via the number below to advise patient is coming:

07 3232 7333

Location of key patient information
On discharge, patients of this service are provided with a patient-held record which may include the following key information:
• patient assessment and summary sheet
• symptom management plan
• paediatric acute resuscitation plan (PARP) or letter for ambulance.

If key information is needed after hours by GPs or paramedics please liaise with service via phone.

Location of end of life care wishes/substitute decision makers documents
This information is in addition to direct enquiry with patient/family.

Originals of decision making documents relevant to patient care may be located in the community palliative care service home chart.

Advance care plans completed by this service are (with patient consent) provided to the Metro South HHS for upload to the Queensland Health ‘viewer’.

Medication access after hours

Essential palliative medications can be accessed from a 24 hour pharmacy.

Syringe driver support
This service:
• has a stock of syringe drivers for use by patients of the service
• can set up a syringe driver after hours (in the hospital)

Patient summary feedback
For patients known to the palliative care physician at this hospital, please fax summary feedback to this service:

07 3232 6209

Service overview
This private hospital inpatient palliative care service:
• has 17 designated palliative care beds
• provides:
  » direct and consultative care
  » multi-disciplinary care.

Service information

073232 7043 (ask for Dr Ralph McConaghy)
John.mcconaghy@uclhealth.com.au
451 Coronation Drive, Auchenflower Qld 4066
wesley.com.au/services/clinical-services/palliative-care
8. Palliative care support services

Patient/carer/family

PalAssist

Speech

Cate Barrett Speech Pathology and Psychology

Loqui Speech Pathology

Services for socially disadvantaged

Footprints in Brisbane

MiCAH Projects

PEG/Enteral feed

Nurtricia at Home–Nurse Service / Nutricia Advanced Medical Nutrition

Aboriginal and Torres Strait Islander Services

Aboriginal and Torres Strait Islander Liaison Officer Service – Metro North Hospital and Health Service (to be developed)
PalAssist

**Support all hours**
This phone and online service provides palliative care support and information 24/7.

Phone support is provided by health professionals with a range of experience including nursing, social work and counselling.

Phone: 1800 772 273

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**Service overview**
This no cost Queensland wide 24 hour telephone and online service is funded by the Queensland government; and provided by the Cancer Council Queensland.

This service supports palliative care patients, carers, family and friends by providing:
- immediate emotional support
- compassionate guidance
- information about palliative care services
- clarification of needs, problem solving and practical information
- health service navigation
- referral advice.

**Service and referral information**

Phone: 1800 772 273 (24/7)
Email: info@palassist.org.au
Address: P.O. Box 201, Spring Hill Qld 4004
Website: www.palassist.org.au
Support after hours
This service provides after hours speech pathology and psychology support.
• After hours support is available:
  • by phone — advice/ triage
  • home visit — for patients known to the service
Weekdays ............... until 8 pm
Saturday ................ until 8 pm
Sunday .................... until 8 pm
Public holidays .... until 8 pm
☎ 0412 761 393 (until 8pm)

Service alert
If a person is having swallowing difficulties and they are distressed/unwell as a result—determine:
• if the patient is wanting active treatment
  — if so, send them to hospital
• if not, call service to triage the management options.

Costs:
• there is no charge for triage/information phone calls from clinicians
• DVA provider
• visits to the home usually incur a charge; however, where a patient has a psychology and speech pathology GP care plan, care can be bulk billed.

The following information will be required:
• diagnosis/past medical history
• chest infections/current chest status
• oral intake in previous days (food, drink)
• medication list
• current issues with not eating (including description e.g. not wanting to eat, food getting stuck in throat)
• palliative care service of patient/treating GP phone contact details
• any risk factors such as mental health, boarding house etc.

Service overview
This private practice combines both speech pathology and psychology services to support palliative care:
• in community settings:
  » clinic (in Windsor)
  » in the home
  » in residential aged care facilities
• 7 days (flexible evening and weekend consults)
• in suburbs north to approximately Ferny Hills/ Carseldine/Banyo areas.

From a palliative perspective, usual medical conditions involving this service include:
• motor neurone disease and other progressive neurological conditions
• oncology
• chronic obstructive airways disease
• dementia.

Assessment, therapy and intervention can be provided for:
• swallowing difficulties (dysphagia)
• dry mouth (xerostoma) and associated difficulties
• fronto-temporal and general dementia changes
• communication difficulties
• augmentative and alternative communication devices
• consideration and discussion of cognitive capacity
• grief counselling.

Provider of in-service education for non-government organisations and residential aged care facilities on:
• palliative care—swallowing, saliva and communication management.

Service and referral information
☎ 0412 761 393 (7 am to 8 pm)
☎ 07 3357 3100
✉ cate_barrett@hotmail.com
✉ P O Box 322, Grange Qld 4051

To provide summary feedback to service please email.
✉ cate_barrett@hotmail.com
☎ 07 3357 3100
Loqui Speech Pathology

Support after hours
This service provides after hours speech pathology and swallowing phone support. Mobile home visiting service in the North Brisbane region.

After hours support is available:
- by phone—advice/triage
- home visit—for patients known to the service

Weekdays 7 am - 7 pm
Saturday 7 am - 7 pm
Sunday 7 am - 7 pm

0417 004 664 (until 7 pm)

Service alert

If a person is having swallowing difficulties and they are distressed/unwell as a result—determine:
1. if the patient is wanting active treatment— if so, send them to hospital
2. if not, call service to triage the management options.

Costs:
- free 15 minute over the phone advice
- Department of Veteran’s Affairs Provider
- mobile service incurs a fee
- GP care plans and private health funds accepted; a gap fee is payable.
- training is charged hourly.

The following information will be required:
- urgency of visit
- diagnosis/past medical history
- chest infections/current chest status
- oral intake in previous days (food, drink)
- medication list
- current issues with not eating (including description e.g. not wanting to eat, food getting stuck in throat)
- palliative care service of patient/treating GP phone contact details
- safety of home visiting—any risk factors.

Patient summary feedback
To provide summary feedback to service please email:
referrals@loqui.com.au

Service overview
Mobile service with extensive experience managing complex dysphagia, high or known aspiration risk, PEG feeds, head and neck cancer and palliative care. Our team assess and manage communication and swallowing difficulties.

Clear communication with families to explain speech pathology advice. Compassion and understanding of palliative care needs and supporting comfort care.

Advanced skills in the assessment and management of swallowing and communication in the following conditions:
- neurological and degenerative conditions
- dementia
- brain injury
- palliative care
- head and neck cancer
- oncology
- tracheostomy care
- spinal injuries.

Evidence-based education and training to care and clinical staff on:
- complex dysphagia management
- safe eating and drinking
- risk feeding
- comfort feeding
- dysphagia
- speech pathology and palliative care
- swallowing and communication disorders.

Service and referral information
0417 004 664
referrals@loqui.com.au
PO Box 1375, Stafford Qld 4053
www.loqui.com.au
Footprints in Brisbane

Support after hours
This service is not available outside of business hours for clients requiring palliative care.

Location of key patient information
Most patients of this service are linked with nursing services such as Karuna or St Vincent’s. Storage of information within the home is difficult as a number of clients of this service have unstable housing.

Location of end of life care wishes/ substitute decision maker documents
If a client has completed an advance health directive or similar:
• it will be kept in the client’s file in the office
• a copy will be with the client
• the documents may also have been uploaded to the hospital viewer
• the client may have a wallet card (picture below) with information about their Advance Care Plan.

Medication access after hours
Speak with carer/family or nursing service involved in client’s care

Syringe driver support
This service does not have syringe driver support.

Patient summary feedback
To provide summary feedback for patients known to this service please fax:

07 3252 3688

Service overview
This not-for-profit community based service has a palliative care link nurse who provides:
• case management
• linking of services
• assistance in completion of advance care planning
• education and support for any staff dealing with clients with palliative needs
• referral to community palliative care teams and hospice services.

This service supports:
• socially and financially disadvantaged people, as well as those living in social and community housing, boarding houses and supported accommodation in Brisbane North
• people with disabilities, older people, their carers and families, people with mental health issues, people who are experiencing social and financial disadvantage and those homeless or at risk of homelessness.

Service and referral information
07 3252 3488 (business hours only)
admin@footprintsoncology.org.au
24 Light Street, Fortitude Valley Qld 4001
www.footprintsoncology.org.au
MICAH Projects

Support after hours
Support is available for people known or unknown to this service who are homeless, living in unstable accommodation, are vulnerable and require health and palliative support. The service links to daytime integrated health services.

Homeless to Home Healthcare After Hours Service
A registered nurse and Street to Home support worker can provide after hours support to highly vulnerable people:
7 days a week ...... 5pm to 11pm.
07 3036 4444 (8am – 11pm)

Location of key patient information
This service has online records for patients known to this service. Phone the after hours number for enquiries about online records.

End of life care wishes/substitute decision maker documents
Contact this service for information about end of life care wishes and decision maker documents which may be in online records.
Patients of this service may have a wallet card about their advance care plan.
If a patient is known to a hospital based specialist palliative care service, key documents may also be on the hospital viewer.

Medication access after hours
This service may be able to assist in pick-up and provision of medication for homeless and vulnerable people.

Syringe driver support
Patients with syringe drivers will usually be supported by other community palliative care services which provide 24 hour support. If required, Micah Projects can provide limited support to vulnerable people living in unstable accommodation e.g. boarding houses and crisis accommodation.

Patient summary feedback
Please fax patient summary following after hours visit to:
07 3029 7029

Service overview
This community based service:
• supports vulnerable populations experiencing homelessness, unstable housing, poorly managed chronic physical health conditions, mental illness, drug and/or alcohol addictions, disability, social isolation and a history of trauma
• through Inclusive Health Partnerships, provides a range of integrated health services across seven days including direct nursing care and linkage to primary health care and specialist services
• partners with a range of providers including:
  Specialist Palliative Care Teams e.g. St Vincent’s Private Hospital Brisbane and Karuna
• accepts referrals from hospitals and community services for people experiencing homelessness, unstable housing and complex health needs.

Service information
07 3036 4444 (8am – 1am)
healthcare@micahprojects.org.au
PO Box 3449, South Brisbane Qld 4101
www.micahprojects.org.au

How to refer your patient?
To refer your patient to this service, email healthcare@micahprojects.org.au

For paediatric palliative care support: Paediatric oncology patients: 1800 501 670 | All other paediatric patients: 1800 249 648
Nutricia at Home Nurse Service
Nutricia Advanced Medical Nutrition

Support after hours
This service provides after hours nursing support to all patients registered with Nutricia at Home.
Troubleshooting phone support is available from registered nurses:
- Weekdays .............. 7am to 9am and 5pm to 9pm
- Saturday ............... 9am to 5pm
- Sunday ................ 9am to 5pm
- Public holidays ...... 9am to 5pm

*Australian Eastern Standard Time

1300 557 397

Service overview (continued)
Nutricia Nurses also provide ongoing support on topics including:
- infection control and safe handling of the feeding system
- correct storage of feeds and hang times
- correct positioning during feed administration
- safe preparation and administration of medications
- oral hygiene.

Service and referral Information
- 1800 884 367 (BH—Nutricia at Home)
- 1800 060 051 (BH—Clinical Care Line)
- homeau@nutricia.com
- Level 4, Building D, 12-24 Talavera Road, Macquarie Park NSW 2113
- www.nutriciaathome.com.au

Service overview
Nutricia at Home is Nutricia’s Home Enteral Nutrition Service. This service is available as a support to patients using Nutricia products recommended by their dietitian/healthcare professional.
Dietitians/healthcare professionals can register patients with the Nutricia at Home service.
Patients registered with Nutricia at Home receive:
- delivery of their Nutricia products (e.g. tube feeds, feeding sets) directly to their home and
- access to the Nutricia Nurse Service.
Nutricia Nurses can provide the following support services:
- discharge training on Nutricia’s enteral feeding system and Flocare Infinity pump in hospital or home
- training on feeding method—bolus/gravity/pump feeding
- stoma site care
- tube patency and blockage prevention
- troubleshooting visits in the home
- follow up telephone calls
- Flocare balloon gastrostomy tube replacements in the community
- healthcare professional training and on-going support
- support with development of local enteral feeding policies.
Aboriginal and Torres Strait Islander Liaison Officer Service – Metro North Hospital and Health Service

To be developed
9. How have the support pathways been developed?

Representatives of specialist and community based palliative care services caring for people living in North Brisbane have been engaged in development of the palliative care support pathways. Final versions of the service pathways in this document were approved by participating services, and a process for services to update the support pathways is in place. Consultation in relation to feasibility and implementation of the support pathways occurred with representatives of six medical deputising services and the Queensland Ambulance Service.

10. Where will the support pathways be located?

In the short term the North Brisbane palliative care support pathways will be in paper based or PDF formats. With permission of palliative care services—the pathways will be shared with interdisciplinary service teams and published by the Brisbane North PHN. Specialist and community palliative care providers may also choose to upload their services support pathway to their organisation’s website.

In the longer term, it is envisaged the support pathways will be available online as part of the Brisbane North PHN online point of care—pathways system.

Information about the process to update the palliative care support pathways will be published on the Brisbane North PHN website.

11. Monitoring and review of support pathways

The Brisbane North PHN will work with specialist and community palliative care services, and interdisciplinary service teams to monitor and review the implementation and effectiveness of the palliative care support pathway.
## 12. Terms used in document

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>After hours period</td>
<td>The after hours period refers to: outside 8am to 6pm weekdays, outside 8am and 12 noon on Saturdays, and all day on Sundays and public holidays. In terms of funding incentives, this period is further broken into sociable and unsociable hours.¹</td>
</tr>
<tr>
<td>End of life services</td>
<td>Healthcare services aimed at meeting the holistic needs of people (including infants and children) whose life expectancy is anticipated to be shortened as a result of known progressive life-limiting conditions, and where the primary intent of care may have shifted from life prolongation to a focus on quality of life.²</td>
</tr>
<tr>
<td>Medical Deputising Services</td>
<td>Organisations which directly arrange for medical practitioners to provide after hours medical services to patients of Practice Principals during the absence of, and at the request of, the Practice Principals.¹</td>
</tr>
<tr>
<td>Palliative care</td>
<td>Palliative care is an approach that improves the quality of life of patients and their families facing the problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.³</td>
</tr>
</tbody>
</table>


Appendix 1: Elements and information in after hours palliative care support pathways

<table>
<thead>
<tr>
<th>Element</th>
<th>Includes information about:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support after hours</td>
<td>• how to rapidly contact a palliative care service after hours for advice and support</td>
</tr>
<tr>
<td></td>
<td>• whether support is available from nursing and/or medical staff of the service</td>
</tr>
<tr>
<td></td>
<td>• the service's after hours time period</td>
</tr>
<tr>
<td>Location of key patient</td>
<td>• the type of information provided when a patient is discharged from an inpatient palliative care service</td>
</tr>
<tr>
<td>information</td>
<td>» whether a home chart or patient held record is available and if so, what it looks like</td>
</tr>
<tr>
<td></td>
<td>» the location of key information about a patient's condition and care needs—which is</td>
</tr>
<tr>
<td></td>
<td>essential for patient centred care, and avoidance of duplicated assessments in the</td>
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<tr>
<td></td>
<td>final phase of life</td>
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<td></td>
<td>» whether electronic records can be accessed after hours</td>
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<tr>
<td>Location of end of life care</td>
<td>the likely location of documents about a patient's:</td>
</tr>
<tr>
<td>wishes/substitute decision</td>
<td>• preferences and wishes regarding the type and location of care—helping a person to</td>
</tr>
<tr>
<td>maker documents</td>
<td>remain in control, and supporting dignity and choice</td>
</tr>
<tr>
<td></td>
<td>• the medical contexts for withholding or withdrawing life sustaining treatment</td>
</tr>
<tr>
<td></td>
<td>• information on substitute decision makers when a patient lacks capacity</td>
</tr>
<tr>
<td>Admission after hours</td>
<td>• public and private hospital processes to admit patients in the after hours</td>
</tr>
<tr>
<td></td>
<td>• how to notify emergency departments of transfer</td>
</tr>
<tr>
<td></td>
<td>• where available the processes to notify/engage with hospital based specialist palliative</td>
</tr>
<tr>
<td></td>
<td>care consultants about admissions.</td>
</tr>
<tr>
<td>Medication access after-hours</td>
<td>• the process to access essential palliative medications after hours</td>
</tr>
<tr>
<td>Syringe driver support</td>
<td>• whether syringe drivers are available from a service</td>
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<tr>
<td></td>
<td>• if home visit for syringe driver set up/support is available</td>
</tr>
<tr>
<td>Patient summary feedback</td>
<td>• the process to provide summary feedback to palliative care service providers for patients</td>
</tr>
<tr>
<td></td>
<td>known to their service</td>
</tr>
<tr>
<td>Service</td>
<td>• the palliative care service</td>
</tr>
<tr>
<td></td>
<td>• geographical areas where services are provided</td>
</tr>
<tr>
<td></td>
<td>• daytime contact information and process to refer a patient</td>
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</tbody>
</table>