

How to Make a Referral

Referrals are accepted by phone from a variety of sources including physicians, nurses, community agencies, hospices, LTC homes, patients and families.

We advocate for an interdisciplinary approach to care, please encourage those considering a referral to speak to the family physician.

When calling with a referral, please provide

- ✓ Patient's name and date of birth
- ✓ Presenting problem
- ✓ Relevant history
- ✓ Relevant clinical information

The Palliative Care Consultant positions are funded by the Ministry of Health and Long-Term Care.

Local organizations serve as the Transfer Payment Agency to help support these community roles. We wish to express our appreciation to the following host agencies:

HNHB CCAC
Hospice Niagara
Acclaim Health

To make a referral please contact the consultant in your area

Burlington

Mickey Turner,
Palliative Care Consultant
(905) 827-8111
1-800-426-9666 ext. 2503
mturner@acclaimhealth.ca

Hamilton

Lori Strickland,
Palliative Care Consultant
905-575-6008
1-866-790-4642 ext. 6008
lori.strickland@hnhb.ccac-ont.ca

Niagara

Diane Reid,
Palliative Care Consultant
(905) 984-8766 ext. 232
diane.reid@hospiceniagara.ca

Palliative Care Consultant

Brant, Burlington,
Haldimand, Norfolk,
Hamilton & Niagara



Provided by
HNHB Hospice Palliative Care
Network

149 Hartzel Road
St. Catharines, ON
L2P 1N6
905-228-1018
1-866-790-4642 ext. 3432
www.hnhbhpc.net

Palliative Care Consultant (PCC)

The PCC is a position funded through the Ministry of Health and Long-Term Care.

PCCs facilitate hospice palliative care consultation, education, mentorship and linkages to hospice palliative care resources across the continuum of care.

- LTC Homes
- Community Nursing and Support Agencies
- Hospices (Residential)
- Day Programs
- Supportive Housing
- Other organizations

Palliative Care Nurse Consultants serve as a resource to assist staff in the interpretation and application of *A Model to Guide Hospice Palliative Care*¹ best practice guidelines and assessment tools.



¹ A Model to Guide Hospice Palliative Care: Based on National Principles and Norms of Practice, Canadian Hospice Palliative Care Association, March 2002

Services Offered

Palliative Care Consultants (PCCs);

- Assist service providers in the application of *A Model to Guide Hospice Palliative Care*¹, assessment tools and best practice guidelines
- Offer consultation to **service providers** in person, by telephone, by videoconference or through e-mail regarding care, e.g., assessment and management of pain and other symptoms
- Provide case-based education and mentoring for service providers
- Help build capacity among front line service providers in the delivery of hospice palliative care
- Link providers with specialized hospice palliative care resources

PCCs provide consultation on hospice palliative care to staff; they do not provide direct care.

Learning Opportunities

In addition to formal courses, workshops and conferences to enhance staff's ability to respond to the needs of the person and their family, PCCs promote learning by;

- Facilitating the integration of knowledge into clinical practice
- Assisting with referrals to other services and resources
- Providing access to our resource library including videos, journals and texts

What is Palliative Care?

The Canadian Hospice Palliative Care Association states that;

Palliative Care aims to relieve suffering and improve the quality of living and dying.

Palliative Care is appropriate for any person and/or family living with a life-threatening illness due to any diagnosis.

Palliative Care may complement or enhance disease-modifying therapy or it may become the total focus of care.

Palliative Care is most effectively delivered by an interdisciplinary team of healthcare providers.

