

# Palliative Care Advice Service – 1800 360 000

7am – 10pm, seven days per week

## What is the advice service?

The advice service is where you can speak with a palliative care nurse or doctor about any aspect of a life-limiting illness.

## How do I contact the advice service?

Call **1800 360 000**

## Who is the advice service for?

The service is for all Victorians.

It is for people living with life-limiting illness and the people who support them. It's for family, friends or neighbours. It's also for doctors, nurses and other healthcare workers and providers.

## Who will run the advice service?

The Royal Melbourne Hospital will establish and operate the advice service through the Parkville Integrated Palliative Care Service.

## Staged implementation of the advice service

The advice service will begin in the Gippsland and North West regions on 11 May 2020 and extend to the rest of the state later in the year.

We will, though, accept calls from anywhere in the state from that date.

Initially we will operate 7am-10pm, seven days a week.

## What is the goal of the advice service?

The goal of the advice service is to enhance palliative and end of life care for all Victorians, especially in regional and rural areas. We will do this by:

- providing the general public and clinicians with access, when they need it, to specialist information, guidance and support
- reducing avoidable presentations to emergency departments
- supporting people to be cared for and to die in their place of choice.

## What are some examples of how the advice service will help people?

The advice service will help and support callers with:

- navigating the palliative care service system
- finding information about caring for those with a life-limiting illness, and
- a listening ear.

The advice service will guide clinicians with:

- prescribing and symptom management
- continuous subcutaneous infusions (syringe drivers), and
- decision-making.

## What will the advice service *not* do?

The advice service won't:

- replace the after-hours care of designated community palliative care services
- replace the care of other health care providers
- provide case management such as referrals, direct advocacy, intervention or prescriptions
- counselling services, or
- emergency management (i.e. 000 matters).

## How is the advice service different from other advice services?

The advice service will offer information, guidance and support about palliative and end of life care that is:

- specialist (nursing, medical)
- related to all life-limiting conditions
- based in Victoria.