

HOSPITAL SPECIALIST SERVICES



What can the Hospice team offer your patients?

What we do...

Outpatient clinics

- Your patient can be referred to our specialist community palliative care clinic by yourself or any other health care professional for complex symptom management. *NB: referrals with inadequate information may be declined and a request for further information made.*
- To refer to our clinic please send us a written referral outlining the reasons for review or call the community medical doctor on duty on 07 859 1260 or 0800 HOSPICE.
- Our usual waitlist is one to two weeks but can be longer. Dictated referrals take time to reach us (often weeks) so please call for more urgent requests.
- Many of our consultations are facilitated via telehealth.
- We will send you a clinic letter within 48 hours of the consultation.

Advice

- We provide 24-hour specialist palliative care advice via telephone. The on-call doctor can be contacted via 0800 Hospice or 07 859 1260, or via Waikato Hospital switchboard (07 839 8899) after hours.
- Our doctors or nursing team may advise you on best practice palliative care, for example, if a case is felt to be particularly complex or specialist input is required.

Inpatient unit admissions

- Hospice inpatient unit (IPU) admissions can be discussed with the medical team by calling 07 859 1260 and asking for the IPU SMO. Admissions can be for complex symptom management or complex end-of-life care.
- IPU has nine beds for the entire Waikato (and Lakes) district.
- IPU is not a long-term facility; average length of stay is seven days. Patients who stabilise and no longer require a specialist bed will be discharged home or to an ARC facility.

Holistic, multidisciplinary team care

- Family services are offered, including social work, counselling, occupational and music therapy, and cultural support from our kaiaawhina.
- Hospice community nurses visit regularly, the frequency of which depends on individual patient and whaanau requirements.

What we don't do...

- **We DO NOT take over the medical care of patients in the community.** The GP remains their primary doctor.
- We do not provide primary palliative care. This is provided by the patient's GP.
- We are not an acute medical service; we do not have medical staff on site after hours.
- We are not a provider of personal cares, home nursing cares, or home help.

The following is the link to a national symptom management guideline for last days of life care:

<https://bpac.org.nz/2023/last-days-of-life/perspective.aspx>

Guidelines and helpful documents can be found on our website:

www.hospicewaikato.org.nz/en/health-professionals-page