

PRIMARY CARE PROVIDERS



What can the Hospice team offer your patients?

What we do...

Outpatient clinics

- Your patient can be referred to our specialist community palliative care outpatient clinic by yourself or any other health care professional. *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.
- Many of our consultations are facilitated via telehealth with a nurse present so often your patient does not have to leave home.
- After the consultation, we will send you a clinic letter within 48 hours.
- We are happy to provide initial prescriptions to patients (usually for one month), but as their primary doctor we request that you, their GP, provide ongoing repeat prescriptions.

Advice

- We provide 24-hour specialist palliative care advice via telephone. If you need any information or advice regarding patients, the on-call doctor can be contacted on 07 859 1260 during work hours (or 0800 HOSPICE), or via the hospital switchboard (07 839 8899) after hours. This includes public holidays.
- 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 palliative care specialist input is required. Please do not be offended if our team ask for a palliative care specialist review of one of your complex patients.

Inpatient unit admissions

- Hospice inpatient unit (IPU) admissions can be discussed with the medical team by calling Hospice on 07 859 1260 and asking for the IPU SMO. Admissions can be for complex symptom management or complex end-of-life care.

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...

- Please be aware we do not 'take over' the care of your patients. We expect all patients under Hospice to maintain a strong relationship with their GP and for you to remain their primary doctors. *We appreciate this can be a challenging time for patients and GPs, particularly if patients have been discharged from a very involved oncology team.*
- We are not an acute medical service and cannot provide urgent medical care. *Acute care for your patients continues to be delivered either in general practice, urgent care settings or hospital.*
- We are not a surrogate for primary care out-of-hours cover. *We appreciate the complexity of this area and strongly value the continuity of care general practice provides patients at the end of their life.*

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>

Other guidelines and helpful documents can be found on our website:

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