COMMENTS, COMPLAINTS / SERVICE PROVISION APPEALS

If you wish to discuss any issues or decisions about the service or provide comments, please contact the Palliative Care Manager or Director Community Services on **ph. 5793 6100.**

CANCELLATIONS

Please notify the service as early as possible if you need to cancel your appointment. You can leave a message outside business hours on **ph. 5735 8070.**

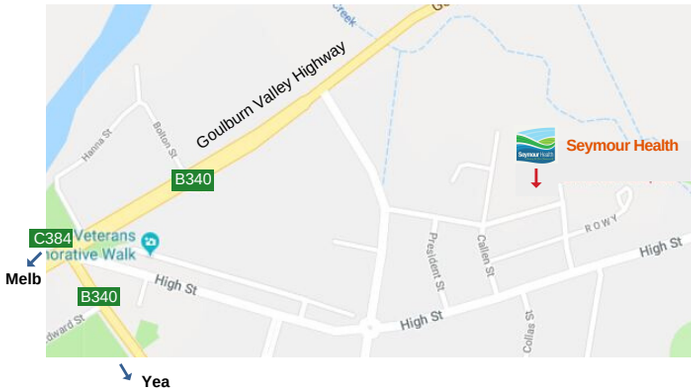
Office hours are
Monday – Friday 8am-4.30pm

Seymour Health is a smoke free environment.

Community Reference Committee (CRC) approved

Approved 17 06 20
Last updated 17 06 20

Our location



Contact us

Addresses:
Seymour Hospital, Yea Hospital, Alexandra Hospital, Kilmore Hospital, Nagambie Hospital.

Telephone: 03 5735 8070

Facsimilie: 03 5735 8067

E-mail: info@seymourhealth.org.au

Website: www.seymourhealth.org.au

Seymour Health acknowledges that the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Australians are recognised and respected.

Early Referral Clinic - Supportive & Symptom Care

Specialist Health Care and Practical Support

What is the Early Referral Clinic?

The Early Referral Clinic for Supportive and Symptom Care is a one-stop-shop clinic for clients with malignant disease who are stable but are starting to have some symptoms, or are looking for advice on services in their area.

What does the Clinic offer?

Clinical Nurse Specialists from the Lower Hume Palliative Care Team will be available for a clinic appointment at hospitals across the Lower Hume Region. The Nurse will perform a symptom assessment, speak with your GP, and offer to refer you to a range of services available to you in your home or local area.

What is the cost of the clinic?

There is no charge for clinic appointments.

Where can I attend the Clinic?

Currently the Clinic will run from the following Hospitals:

- Alexandra Hospital
- Kilmore Hospital
- Nagambie Hospital
- Seymour Hospital
- Yea Hospital
- GP Clinics and Hospitals will be provided with Clinic dates and times.

How do I access the Clinic?

Referrals to the Early Referral Clinic can be made by yourself, your family, carers, doctors, other hospitals and health providers. Interpreting services are available.

You have the choice to accept or refuse this service following referral and assessment.

Staff are happy to discuss any concerns.

You will be contacted via telephone to make an appointment at the most convenient location for you.

A letter will be sent to confirm the appointment date.

Who will I meet at the Early Referral Clinic?

A nurse from the Specialist Palliative Care Team will run the Early Referral Clinic.

Specialist Palliative Care Teams are made up of qualified and experienced health care professionals and trained volunteers who offer a range of care and support options, which may include:

- Specialist assessment and care coordination
- Symptom management, i.e. pain,nausea
- Emotional and practical support
- Information provision, i.e. respite services
- Equipment loans, i.e. wheelchair, hospital bed, armchairs and lifters (no fee)
- Grief and bereavement support
- Education and assistance to health and community care workers and the general community

Above: Seymour Health Specialist Palliative Care Team members