

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 5793 6100.

CANCELLATIONS

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

**Office hours are
Mon – Fri 8am-4.30pm**

Our Location



Contact Us

Street Address
Bretonneux St, Seymour, VIC 3660

Postal Address
Locked Bag 1, Seymour, VIC 3661

Telephone 03 5735 8070

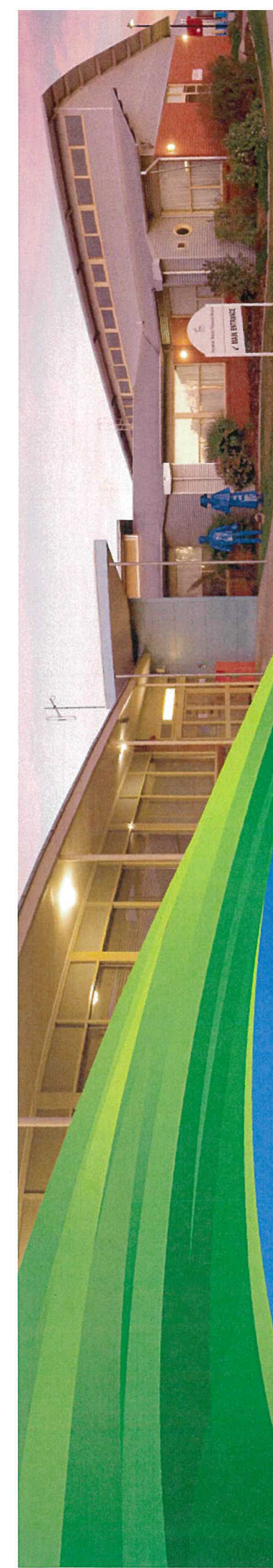
Facsimile 03 5735 8067

E-mail info@seymourhealth.org.au

Website www.seymourhealth.org.au

PALLIATIVE CARE IN THE LOWER HUME REGION

Specialist Health Care and
Practical Support



WHAT IS PALLIATIVE CARE?

Palliative care is health care and ongoing support for people living with a life limiting illness and for their families and carers.

WHAT DOES PALLIATIVE CARE OFFER?

Palliative care provides home visit palliative consultation, offering advice, support and assistance to people to help make informed choices about treatment and care options.

WHEN IS PALLIATIVE CARE NEEDED?

Palliative care can be introduced at the time of diagnosis, during the course of the illness, at the end of life and in bereavement.

WHAT IS THE COST OF PALLIATIVE CARE?

There is no charge for visits from LHPC staff.

WHO PROVIDES PALLIATIVE CARE?

Palliative care is provided by specialist palliative care teams, nurses, GPs, medical specialists, other health and community care workers and community carers.

WHERE IS PALLIATIVE CARE PROVIDED?

Palliative care is provided in the home, residential care facilities, hospitals and other health care centres.

HOW DO I ACCESS PALLIATIVE CARE?

Contact with Lower Hume Palliative Care 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

WHAT IS A SPECIALIST PALLIATIVE CARE TEAM?

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

AFTER HOURS CONTACT

Registered Palliative Care clients can access after hours phone advice and support on evenings, weekends and public holidays on **1800 817 109**.