

# THREE OAKS PALLIATIVE CARE



To schedule your appointment please call:

**877.585.7400**

Appointment Notes:

---

---

---

---

---

---

---



## What is Palliative Care?

Palliative care's focus includes symptom management of underlying serious illness and development of a plan of care centered around the patient's goals of care. We provide services in the home or current place of residence alongside primary care, home health care, and other specialists.

## Goals of Palliative Care

- Assist with advance care planning and medical decision making
- Provide expert symptom management based on individual burdens
- Develop hospitalization prevention care plans and provide after-hours clinical support
- Educate and empower patients and families to manage their or their loved one's illness
- Improve understanding of medical decision making and weigh risks against benefits of potential treatment options

## How does Palliative Care work?

Once you receive a call from TOPC intake coordinator and complete the consent packet, you will be scheduled to complete a medical history review call with our patient care coordinator. This call will entail a review of medications, specialists, and current concerns to be reviewed during the initial visit with the palliative clinician.

Following completion of the medical history review call, you will be scheduled for an in-person visit with one of our palliative clinicians.

## Program Overview

- Initial Palliative Consultation visit completed with licensed clinician, in patient's place of residence
- Routine follow-up visits in home with a palliative clinician on average once a month
- Option for telehealth visits based on patient needs and preference
- Access to licensed social worker or chaplain care as needed
- 24 hour clinical on-call coverage to provide telephonic after hours palliative support
- Comprehensive, compassionate care centered on our core values: Listen, Care and Serve



## What to expect during your initial visit?

An initial visit is typically a 75-minute clinical encounter with palliative clinician who can prescribe medications, give treatment instructions and recommendations, write orders for supplementary services like durable medical equipment, and assist with care coordination. Family members and caregivers are encouraged to attend and participate during the visit.

During the visit, the clinician will complete a comprehensive palliative consultation which includes a review of historical course of illness, the current state of medical conditions and primary needs. At the end of the visit, the clinician will review visit frequency moving forward based on clinical needs and concerns and send a copy of the palliative visit note to all other specialists involved in the patient's care.

## Who pays for Palliative Care?

Palliative care services are covered by Medicare, Medicaid, and most private insurances. If you have questions about coverage, please don't hesitate to ask. Our services coexist alongside other in-home programs, such as home health, wound care, physical therapy and occupational therapy.

**If you have questions at any time, please call our office at (877) 585-7400.**

