

Rural and Remote Specialist Palliative Care Telehealth Service

General Practitioners and other clinicians caring for patients with terminal illnesses can now access additional advice and support through Queensland Specialist Palliative Care Rural Telehealth service.

This service operates during the working week and has additional support through **PallConsult**, a new 24 / 7 hotline service for prescribers, nurses and Allied health.

Patients who will be considered for specialist palliative care support will be patients with complex needs who have a terminal illness with a prognosis of less than a year

Making the process easy!

The process of arranging the telehealth appointment consultation is easy.

1. **Download our referral form through Health Pathways or from the Sunshine Coast QHEPS page**
2. **Fax the referral to 07 5470 5243 . If it is urgent, please call 1300 184 432 to discuss**
3. **You will be contacted by our admin staff to organise a time convenient to you**

The first telehealth consult should occur alongside a visiting clinician be it the General practitioner, Clinician or Nurse Practitioner.

Once a date and time has been organised by our helpful staff, we will contact the patient to go through an assessment form the day prior. An up to date list of medications is important.

On the day of the telehealth, we will connect through your device either through a laptop, Tablet, or smartphone. Our administrative staff will test the call prior to ensure connectivity is good.

After the appointment, a further review can be arranged with the community nurses at the patient home or facility.

Nurses will contact the patient 48-72hr time to ensure that all questions were answered, and assess effectiveness of treatment.

Correspondence will be sent to you and uploaded to The Viewer which can be accessed by GP, Specialists and Ambulance service for timely communication.

A regular weekly 'drop in' virtual meeting will be available for clinicians and community nurses to update patient's condition and trajectory.

Specialist Palliative Care Rural Telehealth hopes to support rural and remote Queenslanders and their talented clinicians who work locally. Together we will work hard to keep patients where they prefer to be with the right care at their incredibly important time of life

