

## **Bupa Palliative Care Choices Program**

*A new partnership between Bupa and HammondCare*

Dear Patient,

We'd like to tell you about the new palliative care services program available to you through HammondCare's partnership with Bupa.

When you have a life-limiting illness, it can be difficult to know what to do. Everyone has different needs and wishes. Often, people want to receive care and support in their own home and avoid staying in hospital as much as possible. That's why we've developed this program, to offer you more care, choice and support, where and when you need it.

HammondCare and Bupa have worked together to make palliative care services available to you, and those close to you, at home, or in hospital according to your choice and needs, so that you can live as comfortably as possible, for as long as possible.

HammondCare is recognised as one of Australia's most innovative health and aged care providers, with 85 years' experience in providing expert dementia care, palliative care and frail aged care. HammondCare is passionate about providing physical and emotional comfort and support to those with a life-limiting illness, their families and carers. By partnering with Bupa, a leader in health and care, people needing palliative care can now benefit even more.

The new program offers ongoing assessment and support with managing your illness at home or in hospital, and also provides support for your emotional, social and spiritual needs. The program will be available across the Northern Sydney Local Health District, and there are no out of pocket costs to eligible Bupa Members for these services.

If you are interested in the program, our dedicated Bupa Clinical Navigator (Clinical Nurse Specialist) will, upon referral, call you to explain the program and answer any questions you may have. An initial consultation will be booked with your Clinical Navigator to take place at home and regular visits will be scheduled for you.

Home visits can also be provided by the team of multidisciplinary allied health professionals, and HammondCare's specially trained carers can provide support day or night in your home, according to your needs. Medical and nursing support is also available to you and your family via 24-hour telephone support.

For more information about the Bupa Palliative Care Choices Program at HammondCare, please contact our Clinical Navigator on 1300 014 424.

Yours sincerely,



**Ron Thompson**  
General Manager  
HammondCare Health



**Dr. Dwayne Crombie**  
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