

Bupa Palliative Care Choices Program

A new partnership between Bupa and HammondCare

HammondCare and Bupa have worked together to design a program that further enhances the palliative care services already available through HammondCare's community palliative care team to all people residing in the NSLHD. The program will commence on **25th November 2019**

As the program name implies, the intention is to support patient choice to receive care and spend their final days in their place of their choosing. The focus of interventions will be supporting clients to remain in their own home by avoiding hospitalisation and supporting early discharge from hospital. It is also recognised that a number of patients choose to go to hospital at various times in their care journey, and there are no penalties for this occurring.

A key feature of the program will be a Clinical Navigator (Registered Nurse) who will be an accompanist throughout the patient's palliative care journey. In addition, patients who utilise this program will have access to allied health support and palliative care trained carers who can provide respite, domestic assistance and personal care in the home.

This program aims to both improve the experience of end of life care and assist patients and their families to remain at home during end of life care, if this is their wish.

Key program highlights:

- The Clinical Navigator (Registered Nurse) will be available 7 days a week.
- Medical and nursing support is available to patients and their families after hours via phone support, as currently available for Community Palliative Care patients.
- Carer packages will be provided to patients throughout the palliative care journey, tailored to support the individual needs of the patient and family.
- Home visits from allied health team are available to support hospital avoidance and early discharge.
- There are no out of pocket costs to Bupa HI Members for these services and the program will be providing across the Northern Sydney Local Health District.

How to refer:

Referral to this program is through the HammondCare Community Palliative Care Services and is available to Bupa patients within the Northern Sydney Local Health District. Please see the below link for the referral form which can be completed by a GP or specialist. Please ensure Bupa Private Health insurance membership number is noted on referral.

<https://www.hammond.com.au/images/PDFs/HammondCare-Palliative-Care-Referral-Form.pdf>

REFERRAL phone number: 1300 014 424

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