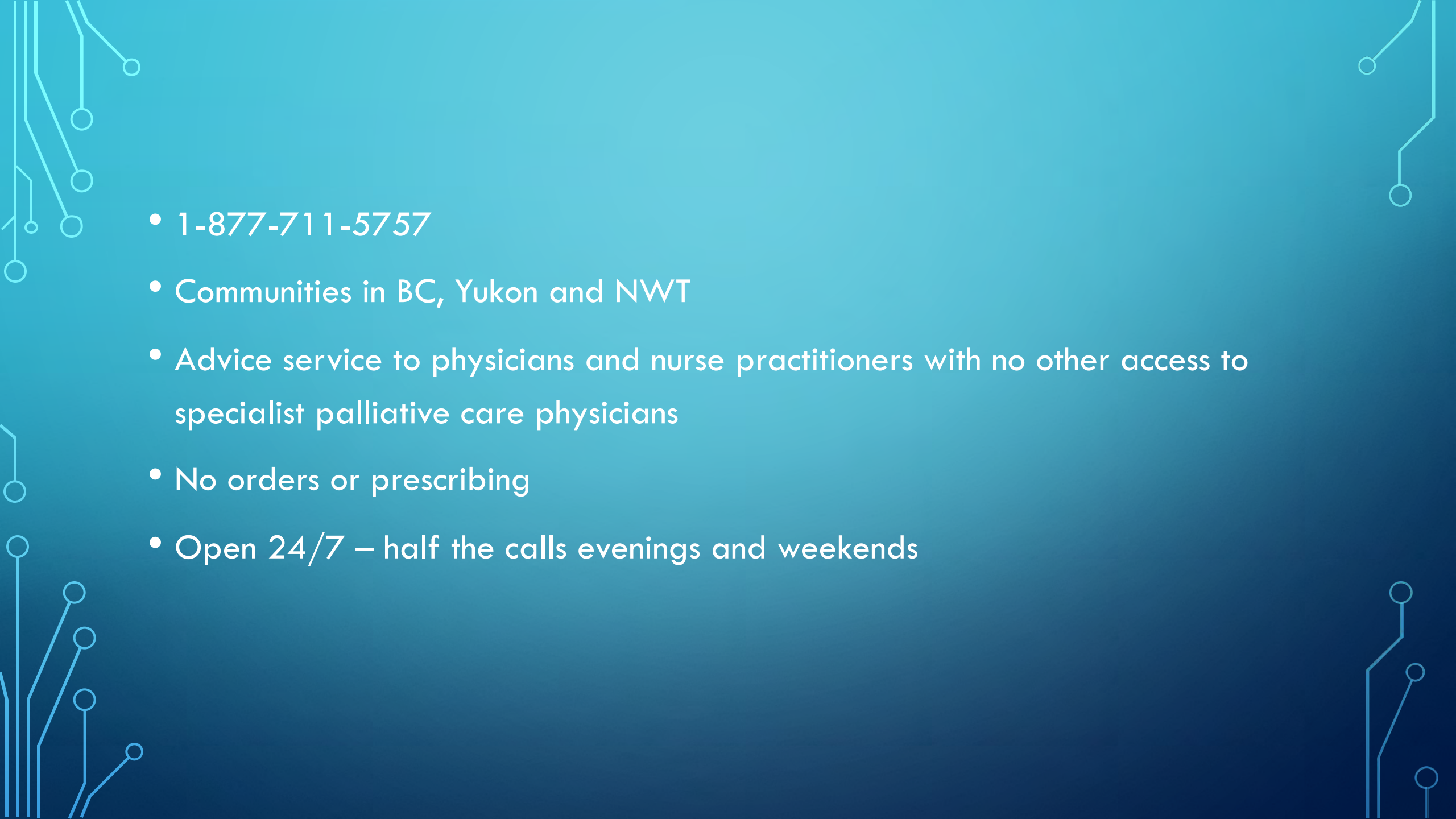




# THE PROVINCIAL PALLIATIVE CONSULTATION LINE

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- The slide features a dark teal background with decorative white circuit-like lines in the corners. These lines consist of straight segments connected by small circles, resembling a network or data flow diagram. The lines are positioned in the top-left, top-right, bottom-left, and bottom-right corners, framing the central text.
- 1-877-711-5757
  - Communities in BC, Yukon and NWT
  - Advice service to physicians and nurse practitioners with no other access to specialist palliative care physicians
  - No orders or prescribing
  - Open 24/7 – half the calls evenings and weekends

- **Most common reasons for calls:**
  - Symptom management (e.g. pain management)
  - Support with decision making (e.g. goals of care)
  - Review difficult case (e.g. complex, multiple issues)
- **Most common locations of clients:**
  - Half in community settings
  - Half in hospitals
  - Calls from rural ERs also growing
- **Average lengths of calls:**
  - 30 – 60 minutes



## EXAMPLE CASE

- 70F outpatient rural BC community. GP called for advice regarding symptoms.
- Metastatic lung cancer to brain, bone and liver. PPS 40%.
- symptoms: pain, nausea
- Prognosis: weeks
- GofC/Disposition: DNR-M2 – symptom management and treat reversible issues at home/as an outpatient if possible. Resources available in community to manage at home.

# EXAMPLE CASE

- Review potential causes and management of symptoms
- Medication review
- Ensure have enough information in order to give advice
- Advice given regarding management
- “While cannot give advice specific to your client, if I had a similar client in my care...”
- GP agreed with advice around management and planned to implement
- Call back prn

# 1-877 LINE

- Partnership between:
  - Doctors of BC – pay for the cost of answering service  
and
  - Vancouver Home Hospice on call physicians – staff the line (no funding for; physicians cover line when on call for Vancouver community)



# 1-877 LINE

- **Challenges:**

- Physician attending to Vancouver calls/visits and 1-877 line call comes in (progressively busier)
- Vancouver physician familiarity with local community/hospital services



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# FAQ

Why is the 1-877 line only open to physicians and nurse practitioners?

Why is this not an on call service?

Why not use the RACE line?

What does a call from Vancouver community involve?