



Welcome to our Palliative Care Clinic

We're looking forward to working with you. Here's what you need to know to get started.

What can I expect from the program?

- It's virtual — each visit is a phone or video call that takes about 30 to 60 minutes
- You'll have regular visits with your clinic team, once every 2 to 4 weeks
- At these visits, your team will help you find strategies to manage your symptoms and stay comfortable, work with you to plan for your future care needs and document your wishes, and make sure you and your caregivers have the support you need

Who will be involved in my care?

Your clinic team includes a:

- **Registered nurse** who specializes in helping people navigate serious illness
- **Social worker** who focuses on making sure you have the right support
- **Nurse practitioner** who can prescribe medications and other services you need
- **Care coordinator** who helps schedule appointments and follow up to make sure nothing falls through the cracks with your care
- **Pharmacist** who helps with medication questions
- **Doctor** who advises and supports the team

We'll also send regular updates to your primary care provider (PCP) so everyone's on the same page.

How can I get ready for my first visit?

- Gather all your medications and supplements (including injections and inhalers)
- Make sure you have the names and phone numbers of any doctors you're seeing regularly
- Write down any questions you want to ask
- Set up in a quiet, comfortable place where you can talk freely about your health
- Decide if you want anyone to join you for the call — like a family member, friend, or someone else who helps with your health

How long will I be working with the clinic?

About 4 to 6 months on average, but there's no set time frame. We may talk to you about ending regular visits once your care needs are stable or you're set up with a strong care team that can provide the support you need.

Questions? Need to reschedule your visit?

Give us a call at **1-888-802-2738** (TTY 711).



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