

## Queensland's Specialist Palliative Care Rural and Remote Telehealth Service

Specialist palliative care advice and support to rural and remote clinicians and services for patients living in rural and remote areas are being expanded in Queensland through a new combined initiative funded by the State Government.

GPs and other clinicians caring for patients with terminal illnesses can now access additional advice and support through Queensland's Specialist Palliative Care Rural and Remote Telehealth Services based in the Gold Coast, Sunshine Coast, Townsville and Cairns Hub sites.

Urgent phone advice for prescribers is also available 24/7 through Queensland's new Statewide Phone Advice Hub on 1300 PALL DR hotline (1300 7255 37).

### Who is the service for?

Rural specialist palliative care telehealth consults are available for residents of rural and remote Queensland who don't otherwise have access to advice from palliative medicine doctors and other specialist palliative care clinicians.

Patients who might need telehealth consults are those with a terminal illness where:

- Symptoms are difficult to manage
- Advice is sought on prognosis and the appropriate ceiling of care
- Or support is required regarding medications to help with end of life care

### How can the service be accessed?

The specialist hub that will provide support and advice, varies depending on which region of Queensland the patient resides in.

The map on the front shows the distribution of service provision with Gold Coast, Sunshine Coast, Townsville and Cairns acting as the hub specialist palliative care sites providing support.

A corresponding brochure from each site contains information regarding contacting and arranging a telehealth consult for the specific site.

Telehealth consults are available Monday to Friday and may be booked by communicating with the appropriate specialist hub-site. A valid medical referral (from the patient's GP or treating specialist) is required.

### Where can the telehealth consult take place and who is required to be present?

The telehealth service is available for patients in any location:

- their home
- at the GP surgery
- within the local hospital
- in a nursing home.

In addition to the patient, a clinician (e.g. a community nurse, nursing home nurse or GP) must also be present with the patient to take part in the telehealth.

The clinician will need access to an internet connected device with a camera (e.g. phone, tablet or laptop) and a back-up phone number is required should the internet connection fail.

**Quick Reference Contact Details for each Rural Palliative Care Support Hub:**

Service Area	Hub Lead	Contact Details
South West Queensland Darling Down's	Dr Graham Grove	<b>Gold Coast Hub</b> Ph: 1300 618 486 Fax: (07) 5668 6070 Email: <a href="mailto:gcruralpallcare@health.qld.gov.au">gcruralpallcare@health.qld.gov.au</a>
Central West Queensland Central Queensland Wide Bay	Dr Prem Ram	<b>Sunshine Coast Hub</b> Ph: (07) 5436 8800 Fax: (07) 5436 8897 Email: <a href="mailto:scruralpallcare@health.qld.gov.au">scruralpallcare@health.qld.gov.au</a>
North West Queensland Townsville region Mackay region	Dr Richard Corkill	<b>Townsville Hub</b> Ph: (07) 4433 1111
Torres and Cape Region Cairns and Hinterland	Dr Edward Mantle	<b>Cairns Hub</b> Ph: (07) 4226 0000
24/7 Immediate Advice for Prescribers	Dr Elizabeth Reymond	<b>Statewide Phone Advice Hub</b> 24/7 Hotline - 1300 PALL DR (1300 725 537)
MASS Palliative Care Syringe Driver Program		Request and approval via your regional specialist palliative care hub
Statewide Palliative Care Rural Telehealth Coordination Centre	Alyssia Berghammer (Team Leader)	<b>Statewide Coordination Centre</b> Ph: 1300 618 486 Fax: (07) 5668 6070 Email: <a href="mailto:gldruralpallcare@health.qld.gov.au">gldruralpallcare@health.qld.gov.au</a>

# Statewide Rural and Remote



# Specialist Palliative Care Telehealth Service