

Palliative Pain and Symptom Management Consultation Program

Consultation Program

The Palliative Pain and Symptom Management Consultation (PPSMC) Program supports service providers, in-home care agencies (South East Local Integration Network contracted service providers), long term care homes, community support services, and primary care providers by providing access to Palliative Pain and Symptom Management Consultants.

The program goal is to build capacity among front line care providers who are supporting individuals and families living with a life-limiting illness. PPSMCs provide consultation, education, mentorship, and linkages to palliative care resources across the continuum of care. Specifically:

- Assist service providers in the application of the Model Guide to Hospice Palliative Care (CHPCA 2002), assessment tools, and best practice guidelines;
- Offer consultation to service providers in person, by telephone, by videoconference, or through e-mail regarding care (e.g. assessment and management of pain and/or other symptoms);
- Promote the use of evidence based resources such as Cancer Care Ontario Symptom Management Guides and Palliative Care Collaborative Care Plans;
- Provide case-based education and mentoring;
- Offer information about palliative care resources in the Southeastern Ontario and across the province.

The program is one of consultation, not one of primary service delivery. The service does not provide direct patient assessment or care planning. As part of an education/coaching activity with a service provider, a patient may be present however the service provider remains the one responsible for the care.

This service does not include responding to inquiries or education activities for the general public. Please see the reverse for more information about the South East LHIN Palliative Care Education Program.

What is Hospice Palliative Care?

Hospice Palliative Care is appropriate for any person or family living with, or at risk of developing, a life-threatening illness due to any diagnosis, with any prognosis, regardless of age and at any time they have unmet expectations or needs, and are prepared to accept care.

-CHPCA 2002

Who do PPSMCs support?

- LHIN Care Coordinators
- LHIN Service Providers
- Long Term Care Homes
- Retirement Homes
- Primary Care Providers
- Community Support Services

How do I make a request?

You may call the PPSMC direct number and a PPSMC will return your call or complete a referral form and fax to South East LHIN Home and Community Care

Phone: 1-888-547-7744

Fax: 613-544-1494

PPSMC Referral Form