PATIENT INFORMATION

After Hours Phone 9 pm to 8 am 1-877-800-8882

(Please do not share this phone number with others as patients must first be assessed for this service.)

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Day Hours Phone #

Evening Hours Phone #

Weekend hours Phone #

Your Physician's Day Phone:

Your Physician's after hours Phone (if available):

Your Care Card # (PHN):

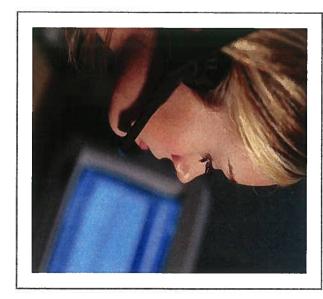
Your Address:

Your Phone #:





AFTER HOURS PALLIATIVE NURSING SERVICE



Telephone support for patients currently receiving palliative home care services

1-877-800-8882

9 pm to 8 am (PST) 7 days/week

What is the After Hours Palliative Nursing Service?

Toll-free overnight phone access to Registered Nurses trained to provide confidential support for patients and family caregivers.

Who is eligible for the service?

Adult patients who are currently receiving home care nursing services for palliative care from the Health Authority.

When is the service available?

9 pm to 8 am PST, 7 days a week, 365 days/year

What are the benefits for patients & families?

The after hours nurses will provide advice to help you manage safely through the night. Most times, with help, you can manage at home until your community nurse can connect with you during the day. However, the after hours Nurse can also help you decide if you need to go to the hospital in the night.

The after hours nurses will share the information from your call with your regular community nurses who will follow up with you and include your family physician as needed.

Are interpreters available for non-Englishspeaking callers?

Yes. State the language you speak and within a few minutes the nurse will have an interpreter who speaks your language join the call.

What can you expect on the call?

The after hours nurses do not have access to your health record. Therefore, they will be asking questions about your condition and history in order to get the information they need to provide support and advice.

Please be prepared to provide your Care Card number and address, to list the medications you are taking, and to discuss the plans for your care. You may be asked when your community nurse and physician are next available to visit or contact you.

As this is a telephone service across the province, nurses are unable to come to your home during the night.

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