

Palliative Care

Understanding Your Local
Palliative Care System
and Support Services



CONTENTS

Introduction	1
Local Medical Facilities	
Calvary Riverina Hospital	2
Wagga Wagga Base Hospital	3
The Riverina Cancer Care Centre	4
The Forrest Centre Hospice	5
Aged Care Assessment and Respite Options	6
Community & Palliative Care Nursing & After Hours Support	8
Support	
Accommodation Support	10
Allied Health Services	11
Blood Tests and Pathology	11
Counselling and Other Support	12
Financial Support	14
Food and Meals Support Options	16
Home Help Support	17
Home Modifications, Aids & Equipment	18
Pharmacy and Medications	19
Safety Call Systems	20
Social Work Support	21
Transport and Travel Support	22
Legal Assistance	24
Planning Ahead Checklist	25
Handy Questions to Ask and Notes	26
Helpful Medical Terms	28

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INTRODUCTION

We are fortunate that Wagga Wagga has a vibrant medical and specialist hub with a vast array of medical support services, however it is often difficult to navigate those important resources, in particular the pathway of terminal illness can be very confusing and overwhelming.

The members of the Calvary Palliative Care Enhancement Council are dedicated volunteers who saw a need for the community to gain a better understanding of the many roles of palliative care in living well within a terminal diagnosis.

Our objective is to enable you to better understand and utilise the many facets of palliative care that can provide assistance to you, your loved ones, family and carers.

In addition, this resource guide has been compiled to assist you in understanding what types of services are available and how to access those many services that support the provision of good palliative care, along with information that you will find useful in understanding some of the decisions that you may have to make along the way.

This resource guide does not and is not intended to give either professional advice or be a substitute for that advice. You are encouraged to approach your own professional advisers on all matters which may be particularly applicable to you, however we hope the information compiled in this guide will provide you with greater knowledge that will assist you in those important conversations you will need to have.



Calvary Riverina Hospital

Hardy Avenue Wagga. Ph. 02 6925 3055

Calvary Riverina Hospital is the largest regional private hospital in New South Wales. The hospital has three campuses comprising Calvary Riverina Hospital which is the main campus (located on Hardy Avenue Wagga), Calvary Riverina Drug & Alcohol Centre (located on Emblen St Wagga) and Calvary Riverina Surgicentre (located on Edward St Wagga). The hospital provides a very diverse range of specialist acute and sub acute services to people from across the Riverina Regional area and Northern Victoria.

Services provided by Calvary Riverina Hospital include: Cardiology, Breast surgery, Dental surgery, Drug & Alcohol withdrawal and rehabilitation, Ear Nose & Throat surgery, General surgery, General medical care, Gynaecology, Intensive Care, Obstetrics, Ophthalmology, Orthopaedics, Paediatric surgery, Palliative care, Rehabilitation, Respiratory medicine, Sleep studies, Spinal surgery, Urology, Vascular surgery.

Calvary Riverina Hospital has a strong heritage and history in the community of Wagga Wagga having been founded by the Sisters of the Little Company of Mary and is a private not for profit health service. Located on site is the University Of Notre Dame Australia which provides medical student education and training. The hospital has a strong relationship with the tertiary sector supporting undergraduate and post graduate students in allied health, nursing, medicine and other professional groups.

Calvary Riverina Hospital Specialist Palliative Care Unit

Calvary Riverina Hospital's Specialist Palliative Care Unit (SPCU) provides inpatient care to both public and private patients requiring palliative care support.

Many patients are admitted to the SPCU for comprehensive management and treatment of their symptoms such as pain, breathlessness, constipation or other discomfort associated with their disease. Some patients are admitted for end-of-life care, when circumstances or their condition prevents them being managed at home. This is the traditional hospice care function. Palliative patients may also be admitted for respite care.

Patients may be admitted into the SPCU multiple times, as their disease progresses and will be discharged home to family and/or carers as their symptoms are better controlled.

The SPCU clinical team work in partnership with the community based palliative care team ensuring care and treatment is well coordinated and managed, assisting people to live as well as possible during the palliative phase of their illness.

Calvary Riverina Hospital's palliative care unit is a Specialist Palliative Care

Unit which means that patients are admitted under the care of a specialist physician and their care is managed by a multidisciplinary team comprising nursing, allied health, medical practitioners and pastoral care.

How do I access admission to the palliative care unit?

Patients may be referred to the palliative care unit by:

- ◆ Their General Practitioner
- ◆ Specialist Medical Practitioner
- ◆ Community Palliative Care Nurse
- ◆ Local Hospital

Calvary Palliative Care Enhancement Council

The Calvary Palliative Care Enhancement Council comprises a group of volunteers who are very committed autonomous community members and health professionals. The Council raise and distribute donated funds to support professional development and amenities to enhance the care at Calvary Riverina Hospital's Specialist Palliative Care unit.

Wagga Wagga Base Hospital

Location: Edward Street, Wagga Wagga, NSW 2650

Reception: 02 5943 1000

The Wagga Wagga Health Service includes Wagga Wagga Base Hospital which provides acute services including a 24 hour emergency department, critical care, medical, surgical, paediatric, obstetric, and rehabilitation care. There is also an inpatient mental health unit and mental health community services.

A full range of allied health and support services such as dental, physiotherapy, occupational therapy, sexual health and violence prevention and response services are also provided. To support patients on discharge, patients may be admitted to the Hospital in the Home (HITH) service, Community Care Nurses or Palliative Care services in the community.

Palliative Care in the community is supported by General Practitioners and specialist palliative care nurses. Inpatient palliative care is supported by the patient's admitting medical practitioner and clinical team. This care may include additional inpatient support by specialist palliative care nurses which enables continuity of care for the palliative care patient.

Public inpatient palliative care for Wagga Wagga Base Hospital patients is provided by Calvary Riverina Hospital. Inpatients of Wagga Wagga Base Hospital may be transferred to Calvary for inpatient palliative care depending on their care needs as assessed by their treating medical practitioner and palliative care team. Patients may be referred to inpatient palliative care through the Wagga Base Hospital emergency department, community palliative care nurses or their treating medical practitioner.

The Riverina Cancer Care Centre

Location: 31 Meurant Avenue, Wagga Wagga NSW 2650

Reception: 02 6932 1000

The Riverina Cancer Care Centre is a comprehensive cancer treatment facility located on the grounds of Calvary Hospital Riverina. The centre provides access to both Radiation Therapy and Chemotherapy treatments. Riverina Cancer Care Centre provides treatment to both private and public patients.

Radiation therapy is generally an outpatient procedure, whereas chemotherapy patients are frequently admitted as day patients. There is a charge for the services received at the Centre. For fee information, please contact the accounts department. Initial referrals for treatment are made by your General Practitioner or other treating specialist. Please bring along your referring letter from your doctor, a list of any medications you may be on, with information on the dose and frequency and any relevant x-rays or results if you have them. Riverina Cancer Care Centre provides patients with access to support from specialised services such as, the Cancer Care Coordinator, oncology Social Worker, Dieticians, Speech Pathologists and Palliative Care Nurses and a number of support groups. McGrath Breast Care Nurses, Amie St Clair Melanoma Nurse and a Prostate Support Nurse are also available for those patients with particular cancer types. There is a free local transport service available for patients needing to travel to the centre for treatment and have a valued team of volunteers that provide support and assistance to our patients.



The Forrest Centre Hospice

Lewisham Avenue, Wagga. Ph. 02 6932 3011

The Forrest Centre Hospice was officially opened in September 2018. The Hospice provides palliative care support in a residential setting for people who cannot be cared for in an acute hospital setting or at home and is ideally suited for those needing longer term care.

The Forrest Centre Hospice has ten (10) dedicated home like rooms offering privacy in a secure and supported setting featuring single rooms with private ensuites and a variety of indoor/outdoor spaces. All rooms are spacious for ease of patient mobility, to facilitate family and small group interaction and provide capacity for a family member sleepover. Rooms are equipped with a small kitchenette as well as independent air conditioning to suit the individual needs of each resident. A smart television is installed in each room and building-wide wifi is available to residents.

The Hospice provides twenty four hour nursing care including trained palliative care nursing staff, a multidisciplinary team approach to care and importantly pastoral care support. A range of activities are available to support living well at end of life. These include:

- ◆ Regular religious services
- ◆ A range of social activities
- ◆ Exercise and wellness programs

Patient care is managed by nursing staff in conjunction with the patient's treating general practitioner and medical specialist involvement as required.

How do I access admission to the Hospice?

All patients require an Aged Care Assessment Team (ACAT) referral which enables the patient to receive Commonwealth aged care funding to support their accommodation and care. Referrals for ACAT can be from either:

- ◆ The patient's general practitioner
- ◆ Specialist medical practitioner
- ◆ Community Palliative Care Nurse
- ◆ Local Hospital
- ◆ Self Referral



Aged Care Assessment and Respite Options

www.myagedcare.gov.au

Ph. 1800 200 422

My Aged Care is a Commonwealth government website and portal which assists people over the age of 65 to access funded aged care services. To access respite for your loved one in an aged care facility, they will need to be assessed first.

STEPS

1. Phone to register with My Aged Care on 1800 200 422 with your Medicare card ready. They will ask you a series of questions about your circumstances. **Remember to say that the Assessment is for Palliative Care Respite, so that it is processed as a high priority.**
2. Based on the information you give during your phone call with My Aged Care, you may be referred for a formal assessment with a My Aged Care assessor to better understand and support your needs.
3. An appointment will be arranged and the assessor will come to your home.
4. Depending on the outcome of the assessment, you will be able to access support services. Services can include:
 - a. Short-term care services are available in the home or in an aged care home setting.
 - b. After-hospital care (also known as transition care) is available if you are recovering from an accident or illness, including after a hospital stay.
 - c. Short-term restorative care, if you have had a setback and want to get your independence back, short-term restorative care may be an option for you.
 - d. Respite care (also known as short-term care) is for when you or your carer needs a break.

TIP: My Aged Care will phone you. Try to answer the phone after registering for an aged care assessment. They will try to ring 3 times only. It can be a good idea to utilise an answering machine, when trying to organise care arrangements.

MORE ABOUT RESPITE CARE

Respite care can support you and your carer with a break for a short

period of time. This gives carers the chance to get to everyday activities or go on a planned break. Formal respite care may be for a few hours, days or for longer periods. It can take place in the home, an overnight respite cottage, a day centre or an aged care home.

There are different types of respite care to suit your situation depending on your needs, eligibility and what services are available in the area:

1. **Emergency respite:** When emergency respite care is needed, call your local Commonwealth Respite and Carelink Centre. Emergency respite care can be community based or in an aged care home.

Local: Riverina Murray Commonwealth Respite & Carelink Centre.
Ph. 1800 052 222. www.intereach.com.au

2. **Community based respite care:** In-home respite usually involves a paid carer coming to your home. Centre-based day respite usually takes place at a day centre or club.
3. **Residential respite care (short stays in aged care homes):** For residential respite care through an aged care home you will have to pay a basic daily fee and perhaps a booking fee, but not an accommodation payment or any additional means-tested care fees. The booking fee is a prepayment of respite care fees and not an extra payment. **Contact your local Commonwealth Respite and Carelink Centre to access residential respite services on 1800 052 222.**

GENERAL RESPITE CONTACT

Intereach Carer Respite. Sources vacancies in local Residential Aged Care Facilities. Phone 1800 052 222 to inquire and book a period of respite.

Respite Option: Wagga Palliative Care Volunteer Service

Trained palliative care volunteers have long been active and important members of palliative care services, helping patients and their families with a range of support services. This free support can include practical assistance, respite for carers in the home and companionship. To find out more, phone the Wagga Palliative Care Social Worker and Volunteer Manager on: 0408 699 084.

Community & Palliative Care Nursing and After Hours Support

1. Wagga Wagga Community Care Nursing: Community care nurses are able to provide: In home nursing care after a hospital stay, general nursing care, including assistance with chronic conditions, 'hospital in the home' services, which provide hospital type care outside of the hospital and palliative care nursing assistance, for people who have a life limiting illness and require support to stay at home. Contact Murrumbidgee Local Health District Central Intake on 1800 654 324.

2. Wagga Wagga Palliative Care Nurses: This service can be accessed by any person their carer or family who are living with life limiting and incurable illness. You can still be receiving treatment for your illness and access palliative care. It is not essential but it is preferred that referral to Palliative Care comes from your treating doctor, or community care nurse. However, anyone can make a referral providing the person being referred has given their permission.

The service is here to assist you and your family to live as comfortably as possible with a life-limiting illness. The community service provision is based on assessed needs. The palliative care nurses work closely with your GP, other medical specialists and health care providers.

The palliative care nurses identify and assist you and your family to manage symptoms and problems which may be physical, emotional, spiritual or social. They work with other health professionals to make sure the care you receive is tailored to your needs and well coordinated.

You can receive palliative care support whether you are at home, in a residential care facility or in hospital. Contact Murrumbidgee Local Health District Central Intake on 1800 654 324.

3. In Home Nursing Support via My Aged Care: To find out if you need an assessment and if you are eligible for help at home services, call My Aged Care on 1800 200 422.

After assessment, you may be eligible under the Commonwealth Home Support Programme to receive personal care and nursing care in the home.

www.myagedcare.gov.au/help-home/commonwealth-home-support-programme

AFTER HOURS SUPPORT

- 1. NSW Ambulance Authorised Palliative Care Plan:** Doctors (GPs) involved in palliative care have the option of completing an ambulance care plan for their palliative care patients, in consultation with the patient and their family. This plan specifically authorises NSW Ambulance paramedics to deliver individually tailored palliative treatment based on the GP's advice as documented in the plan.
In the event of a Triple Zero (000) call-out by the patient, the NSW Ambulance Authorised Palliative Care Plan may be initiated. This may include administration of medications and other actions to relieve and manage symptoms in the home. A copy of the care plan is kept in the patient's home and must be shown to the attending NSW Ambulance Paramedics. Speak to your doctor about this after hours support.
- 2. NSW After Hours Palliative Care Helpline:** Provides advice and support for palliative care patients, their carers, families and health professionals. The helpline is available within NSW on weekdays from 5pm to 9am, on weekends and public holidays on 1800 548 225.
about.healthdirect.gov.au/palliative-care-after-hours-helpline
- 3. Palliative Care Nursing On Call:** This service is provided on an individualised basis for patients who are assessed as being either deteriorating or in terminal phase. Speak to the palliative care nurse about this, in office hours.
- 4. Wagga GP After Hours Service:** The Wagga GP After Hours Service operates outside normal surgery hours for urgent medical treatment. The service operates a clinic on evenings, weekends, and public holidays with a GP on-call for urgent home visits. To book a clinic appointment or to speak to the on-call General Practitioner, phone 02 6931 0900. Phone lines are open 30 minutes before clinic opening times.
Clinic Hours of Operation
Monday – Friday: 7.00pm–9.30pm
Saturday: 6.00pm–9.00pm
Sundays and Public Holidays: 9.00am–1.00pm and 5.00pm–9.00pm
Christmas Day: 5.00pm–7.00pm
- 5. Speak to your doctor** to find out if the clinic provides an after-hours service.

Accommodation Support

- 1. Sami House Units – Salvos:** Affordable units for patients and their families travelling to Wagga for medical appointments or hospital stays. Within walking distance to both hospitals. Ph. 02 6921 7895.
salvos.org.au/contact-us/find-the-salvos-near-you/place/awgc/
- 2. Lilier Lodge:** Provides accommodation for people undergoing cancer treatment at nearby health facilities in Wagga. When vacancies allow, patients and carers travelling for medical appointments can be accommodated. The lodge is a 20 double room self-care facility with guest laundry, communal kitchen and lounge with free Wi-Fi. All linen is provided and rooms are serviced on a weekly basis. Continental breakfast included. 317-321 Edward Street, Wagga. Ph. 02 6925 5240. For current rates visit: www.canassist.com.au/accommodation
- 3. Leukaemia Foundation:** Offers free accommodation to regional and rural patients with Leukaemia and their families who are travelling for treatment. To book accommodation or to find out more, phone 1800 620 420 or email info@leukaemia.org.au
www.leukaemia.org.au/our-services/accommodation-services/
- 4. The Isolated Patients Travel & Accommodation Assistance Scheme (IPTAAS):** Is a NSW government initiative that assists families in covering some of the costs of visits to specialist medical treatment when they live in isolated and remote parts of NSW. To be eligible, applicants need to live more than 100km from the nearest treating specialist or the combined trips to and from the specialist exceed 200kms/week. Lodge a claim online, or download IPTAAS Application forms and submit these to the local IPTAAS office. Ph. 1800 362 253. Fax: (02) 8797 6543. Email: IPTAAS@health.nsw.gov.au Post: IPTAAS Coordinator – Locked Bag 5270 Parramatta NSW 2124 www.enable.health.nsw.gov.au/services/iptaas



Allied Health Services

MLHD Community Care Intake Service

Referrals for a community health service, including allied health services or information on local community services can be accessed through the Community Care Intake Service on 1800 654 324.

www.mlhd.health.nsw.gov.au/our-services/community-care-intake-service

The following services can be accessed via the Community Care Intake Service:

- ◆ Child and Family Health
- ◆ Chronic Disease Care and information
- ◆ Community Care Nursing
- ◆ Continence support
- ◆ Diabetes Education
- ◆ Dietitian
- ◆ Generalist Counselling
- ◆ Occupational Therapist
- ◆ Palliative Care
- ◆ Physiotherapy
- ◆ Speech Pathology
- ◆ Support in Heart and Breathing Care, Diabetes and Renal Care
- ◆ Women's Health

Blood Tests and Pathology

1. Douglass Hanly Moir – At Home Pathology Services

Wagga Calvary Hospital, St Gerard's Wing. Hardy Avenue. Wagga.
To request a home visit for pathology services, the doctor needs to state on the pathology request form '**home visit is required**'.
Pathology services are bulk billed.
Ph. 02 6932 6700.

2. South West Pathology Service

Wagga Wagga Rural Referral Hospital, Sturt Highway. Wagga.
Pathology services are bulk billed. No home visit service.
Ph. 02 6938 6605.

3. Lavery Pathology

53 Fernleigh Road, Wagga.
Pathology services are bulk billed. Home visits can be requested.
Ph. 02 5942 8366.

Counselling and Other Support

- 1. Cancer Care Coordinator:** The Cancer Care Coordinator is an experienced nurse who has an understanding of cancer diagnosis and services available to assist and support patients and families. Also acts as a patient advocate, coordinating care for people with cancer, providing information, support and referral services. Riverina Cancer Care Centre.
Ph. 0428 101 275 or 02 6932 1000.
- 2. Melanoma Support Nurse:** There are a number of supports that patients can access. Contact the Melanoma Nurse for assistance
nurse@amiestclairmelanoma.org.au Ph. 0413 766 232. Melanoma Patients Australia has a professional counsellor that can be contacted on: 1300 88 44 50.
- 3. McGrath Breast Care Nurses:** Provide physical, psychological and emotional support. Support patients and their families in the Riverina region of NSW including Wagga Wagga, West Wyalong, Temora, Lockhart, Narrandera, Tumbarumba, Tumut, Gundagai, Junee, Batlow and Coolamon.
Ph. 02 6938 6237, mobile 0477 366 123
www.mcgrathfoundation.com.au/OurMission/OurNurses/FindANurse.aspx
- 4. Prostate Cancer Specialist Nursing Service:** works with your doctor and others involved in your care. Provides ongoing support, information and assists with accessing services. Ph. 02 5943 2003.
Prostate Cancer Specialist Nurse 0467 715 513.
Wagga Prostate Cancer Support Group 0478 640 376.
- 5. Leukaemia Foundation:** Provides emotional support to patients with Leukaemia and their families. Also provides a Grief service, offering support, free of charge, to individuals and families who have experienced the loss of a loved one through blood cancer, including leukaemia, lymphoma and myeloma. Email info@leukaemia.org.au Phone 1800 620 420
www.leukaemia.org.au/our-services/support-and-advice
- 6. Pancare Foundation Australia:** Provides support to people affected by pancreatic cancer and other upper gastrointestinal cancers. Provides emotional support with a dedicated community care program. Enquiries, email info@pancare.org.au Ph. 1300 881 698. www.pancare.org.au/about
- 7. Mental health care plans:** access local counsellors and psychologists, although not end of life specific. For anyone who has a mental health problem that lasts longer than six months. Mental health care plans are completed by the GP. www.betterhealth.vic.gov.au/health/conditionsandtreatments/mental-health-care-plans
- 8. Murrumbidgee Central Intake Team:** Recommends local mental health service options. This is not an emergency or crisis service and you may be required to leave a message. There are some wait times for some services. Ph. 1800 931 603.
- 9. Wagga Community Health:** One full time Counsellor that offer 6-12

counselling sessions at no cost. Patients can self-refer to Community Health Central Intake on 1800 654 324

- 10. Intereach:** Carer Counsellor in Wagga Office (part time). No cost to access. Short term support only. Ph. 02 6932 8300 or attend Wagga office in person. 20 Peter St, Wagga. www.intereach.com.au
- 11. Accessline:** For anyone who is feeling mentally distressed and need to contact someone urgently, call AccessLine on 1800 800 944. www.mlhd.health.nsw.gov.au/our-services/mental-health-services
- 12. Carers NSW:** National Carer Counselling Program. Provides up to six counselling sessions to all eligible carers across NSW, including former carers whose caring role has recently ended, for loss and grief support. Face to face counselling available: Wagga, Griffith, Cootamundra, Gundagai, and Temora. Telephone counselling available in all other areas. Free or small donation if possible. Ph. 1800 242 636. www.carersnsw.org.au/how-we-help/counselling
- 13. Young Carers NSW:** Counselling is available across NSW. Can choose to have counselling face to face or over the phone, by yourself or as part of a group. Up to six sessions. Young Carer Team ph. 1800 242 636 or email yc@carersnsw.org.au www.youngcarersnsw.org.au/support/counselling
- 14. CanTeen:** Support for young people aged 15-25 living with cancer. Access counselling through online chat, phone or email seven days a week. Register online to chat to a counsellor, or email or call 1800 835 932. www.canteen.org.au/youth-cancer
- 15. Carer Gateway:** Carer Gateway is a national online and phone service that provides practical information and resources to support carers. The interactive service finder helps carers connect to local support services. Free call for support and advice: 1800 422 737, Monday to Friday, 8am to 6pm. www.carergateway.gov.au
- 16. Cancer Council Telephone Support Groups:** Offer support and information to adults affected by cancer, including patients, their families and carers. Groups are led by two qualified facilitators. Clients do not pay for the phone call. Also have a group called Life After Loss, for people whose loved one has died from a cancer-related illness. This is a 'closed' six-session format. To find out more: Call Cancer Council 13 11 20 or 1300 755 632 E-mail tsg@nswcc.org.au www.cancercouncil.com.au/1375/uncategorized/telephone-support-groups/#jmEzWdcLI1WEAzRT.99
- 17. Dementia Australia (includes Alzheimer's):** Counselling service is free of charge and is available in person at offices, by telephone or Skype. To make an appointment with a counsellor, or for more information including the location of nearest Dementia Advisory Service, call the National Dementia Helpline on 1800 100 500. www.dementia.org.au

There are a number of private counsellors and support providers in the local area. Speak to your doctor for further information.

Financial Support

- 1. Cancer Council NSW Financial Support:** Assistance with eligible financial expenses. One off payment up to \$350.00. Food vouchers available. Can provide fuel vouchers for transport to treatment. Requires referral from treating medical team. Ph. 1300 886 192.
- 2. Can ASSIST:** Financial Assistance Assists with pharmaceutical costs, gap payments, related medical costs and petrol vouchers for patients with cancer diagnosis. Requires a letter from the health care professional (i.e. local doctor, oncology social worker or oncology nurse). Ph. 0475 202 663. www.canassist.com.au/financial-assistance Wagga Wagga Branch
- 3. Intereach NSW:** No interest Loan Scheme (NILS). Loans can be used for the purchase of household appliances including medical equipment and support items for up to \$1500. Repayments are set at an affordable amount over 12 to 18 months. Loans are interest free, have no application fee and repayment plans are agreed upon to suit circumstances. Or any Intereach Community Hub. Ph. 1300 488 226.
- 4. Early release of superannuation:** There are some limited circumstances in which superannuation can be accessed before retirement, including the need to pay for medical treatment, serious or terminal illness. Requires certification by two registered medical practitioners, at least one of whom is a specialist. www.ato.gov.au/Individuals/Super/Accessing-your-super/Early-access-to-your-super/#Terminalmedicalcondition
- 5. The Department of Veterans' Affairs:** Provides support to current and former serving members and their families through a range of benefits. Once claims are accepted, support can be provided in the case of: injury, disease or death, permanent impairment, incapacity for work or service, needing ongoing household and attendant care, needing treatment such as health care, loss of or damage to medical aids. All veterans with at least one day continuous full time service and their immediate family members are entitled to free confidential mental health support services for life through the Veterans and Veterans Families Counselling Service. A bereavement payment is a one-off, non-taxable payment designed to help with the costs that may follow the death of a member/former member. Funeral assistance may be available to help families meet the cost of the funeral. Ph. 1800 555 254. www.dva.gov.au
- 6. Centrelink benefits:** Carer Allowance is an income supplement for carers who are providing daily care for a person with a disability. This benefit is

income tested. Carer Payment is available to people who provide significant care for someone with a disability and have no other income. Find out about the Department of Human Services' social work services Ph. 13 27 17. www.humanservices.gov.au

7. Leukaemia Foundation: Support for patients with blood cancers. To relieve the stress and financial burden of attending medical appointments, the foundation provides free accommodation to regional and rural patients and their families. Ph. 1800 620 420. www.leukaemia.org.au

8. Wagga Family Support Financial Counselling: Provide a financial counselling service to all individuals with financial concerns. 1/129 Fitzmaurice Street, Wagga. Ph. 02 6921 7675. www.waggafamilysupport.org.au

9. Dreams 2 Live 4: Not for profit organisation making dreams come true for adult patients living with metastatic cancer, advanced Glioma Stage 3 and 4, relapsed lymphoma and relapsed leukaemia. Ph. 0400 914 375. www.dreams2live4.com.au

10. Country Hope: Provides family centred support programs to country children diagnosed with cancer and other life threatening illnesses, including financial support. 25 Blake Street, Wagga. Ph. 02 6971 8955. www.countryhope.com.au



Food and Meals Support Options

- 1. Wagga Meals on Wheels:** Provides frozen meals to Wagga area. Select from a wide variety of meals, snacks, soups, desserts, sandwiches and breakfast options to be delivered on a one off or regular basis. Ring and ask for a menu. Volunteers will deliver them to the home on a day that suits or can come in to the centre and pick them up. For over 65, delivery is free (funded) and for under 65 there is a \$10 delivery fee. Ring through the order or complete the form and email directly to waggamow@bigpond.com
Office Hours: Monday to Friday 9am to 2pm. 1 Rural Place Wagga (behind Senior Citizens Centre, Tarcutta St) Ph. 02 6921 2205.
waggamealsonwheels.com
- 2. Food Bank NSW – Uniting Church:** 21 Johnson Street, Wagga. Open Tuesday and Thursday, 10am to 12pm. Provides fruit, vegetables, bread and milk at no cost. Can purchase hampers for \$5 and \$10. Ph. 02 6921 4666.
- 3. St Vincent de Paul Society Wagga Care and Support Centre:** 207 Edward St, Wagga. Come in and pick up a hamper of groceries. Can also phone and organise for a volunteer to visit the home, to provide supermarket vouchers. Visit area is Wagga Central, Wagga South and Koorungal. Ph. 02 6921 2381.
- 4. Wagga Salvos – Connect Site (Family Store):** 180 Forsyth St, Wagga. Food available Tuesday, Wednesday, Thursday. Short term support. Ph. 02 6921 7895.

PRIVATE PROVIDERS – this is not an exhaustive list:

- 5. My Chef:** Frozen meals available in Wagga. Order a home delivery through the website or drop by to have a look and pick up in person. Over 80 meals to choose from. Free delivery for orders over \$75.00. Hours for pick-up: Monday to Friday 8am to 5pm. 107 Hammond Ave, Wagga. Ph. 02 6971 0639. www.mychefcuisine.com.au
- 6. Lite n' Easy:** Delivers healthy meals. Can select menus for weight loss but can also be used just for the convenience. Select 3 meals per day or dinner option only. Prices on website. Delivery to Wagga is \$14.00, delivers to 2650 postcode every Tuesday Ph. 13 15 12. Order online.
www.liteneasy.com.au/healthy/index.aspx
- 7. youfoodz:** Uses fresh produce that is cooked, packaged and delivered to your door. Meals are sealed which allows the product to stay fresh. Provides meals, drinks and snacks. Order and pay online. Delivers free to Wagga every Friday. Can also be purchased at the two locations below.
youfoodz.com Ph. 07 3633 0708.

Foodworks Turvey Park

Shop 5 44-66 Fernleigh Road
Turvey Park, NSW 2650

Foodworks Forest Hill

Shop 1 34 Allonby Ave
Forest Hill, NSW 2651

Home Help Support

You may be eligible for Australian Government funded aged care services, including help at home, if you're an older person and finding it harder to do the things you used to do. You will need to have a face-to-face assessment of your care needs to find out if you are eligible. See Aged Care Assessment & Respite Options section of this booklet to find out how to register for an assessment.

If you're not assessed as eligible, or are waiting for services, you can access privately funded services at any time.

The National Disability Insurance Scheme (NDIS) provides support for people with disability, their families and carers in Australia. The NDIS will provide all Australians under the age of 65 with a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life.

This may include personal care and support, access to the community, therapy services and essential equipment. For more information visit:

ndis.gov.au/people-disability/access-requirements.html

For people who have been assessed as eligible for aged care home help, you may be able to access the following:

COMMONWEALTH HOME SUPPORT PROGRAMME

Ongoing or short-term care and support services, including help with housework, personal care, meals and food preparation, transport, shopping, allied health, social support and planned respite (giving a carer a break).

HOME CARE PACKAGES PROGRAM

Four levels of consumer directed coordinated packages of services through the including personal care, support services and nursing, allied health and clinical services. There are a number of different providers that deliver Home Care Packages. Call My Aged Care on 1800 200 422 to talk about options and providers in your area.

THE INTEREACH COMMONWEALTH RESPITE AND CARELINK CENTRE (CRCC)

www.intereach.com.au 20 Peter St, Wagga. Ph. 02 6932 8300

Provides short term support for NSW carers, so that family members can stay at home. There is no set fee to access general advice and support. Depending on your needs, and the person you are caring for, a carer contribution will be discussed. Your ability to contribute will be determined by you. Carers are allocated a support coordinator who will match their needs with services in the local area. They broker local services providers to then provide the service you need, for example, Australian Unity. Practical support can include:

- ◆ information and resources
- ◆ education
- ◆ connecting with other carers
- ◆ counselling
- ◆ planning (both long term & for an emergency)
- ◆ respite (emergency or short-term)

Home Modifications, Aids & Equipment

1. Wagga Wagga Community Health Service Occupational Therapy:

Services are available for people with complex needs. Prescribe equipment aids & therapy tools to help with everyday tasks such as mobilise in a wheelchair, shower & get dressed, home environmental modifications such as ramps and rails, Aids and re-training to assist with getting in and out/on or off chairs, bed, toilets and shower. Ph. 1800 654 324.

2. Motor Neurone Disease NSW: FlexEquip is a service of the Motor Neurone Disease Association of NSW which provides aids and equipment for people living with motor neurone disease and other progressive neurological conditions, including multiple sclerosis and muscular dystrophy. FlexEquip, is a service of MND NSW. Ph. 02 8877 0999. flexequip@mndnsw.asn.au

3. Palliative Care Nursing: Have the ability to access equipment for palliative care registered patients. Speak to the team about your support needs. Contact Murrumbidgee Local Health District Central Intake on 1800 654 324 to enquire about palliative care services.

4. Private Providers: There are numerous private providers of equipment in the local area. Equipment can be purchased or hired. Search the local yellow pages or the internet.

5. My Aged Care: Home care packages are not intended to be an aids and equipment scheme. However, some aids and equipment, including custom made aids, can be provided when they are identified in the care plan and the item can be provided within the budget available for the package. Package funds can also be used towards a motorised wheelchair or motorised scooter. However, given the high cost of these items, it is expected they would be leased rather than bought. The package funds are capped. Where possible, the cost of any aids and equipment must be met within the package funds. If there are not enough funds in the package, you will need to pay any additional costs. Ph. 1800 200 422. www.myagedcare.gov.au/help-home/home-care-packages/aids-and-equipment

6. Enable NSW: Provides equipment and services to people in NSW with chronic health conditions or disability, to assist with mobility, communication and self-care. Ph. 1800 362 253. www.enable.health.nsw.gov.au/services

Pharmacy and Medications

PHARMACEUTICAL BENEFITS SCHEME (PBS)

The PBS ensures that Australians have access to affordable medicines. Most medicines available on prescription are subsidised under the PBS and should cost no more than \$39.50 or \$6.40 if you have a Concession Card. You will need to show your Centrelink, Medicare or DVA card each time you purchase medicines.

THE PBS SAFETY NET

If you or your family need a lot of medicines in a calendar year, there is a PBS Safety Net to help protect you financially. It is best to always go to the same pharmacy, so that they can record your spending in their records. If you have to use a number of different pharmacies, ask for a Prescription Record Form that you hand in each time you have a prescription filled at a pharmacy. If you reach the Safety Net Threshold you can apply for a Safety Net Card and then your PBS medicines will be cheaper or free for the rest of the calendar year. Ph. 1800 020 613. www.pbs.gov.au/info/general/faq
There is also a Medicare Safety Net for people who have high medical costs. To enquire about this, ask at a Medicare Office or Ph. 13 20 11.

LOCAL PHARMACIES

It is helpful to find out which pharmacies in your local area provide a home delivery service. Be sure to enquire about their delivery times and delivery fees. It is also good to know which pharmacies are open evenings, Sundays and public holidays. This will help you plan ahead when needing to fill scripts.

PHARMACY PREPARED BLISTER PACKS

Blister packs (sometimes called Webster-paks) provide a simple way to take the worry out of medications. By having your regular medications packed into a weekly blister pack you can ensure you are getting the right dose at the right time and it is easy to see if medication has been taken or not. Prepared blister packs are ideal for people who are on multiple medications each day, have complicated medication regimens or prone to missing or forgetting doses. Ask your pharmacist about this service and any related fees.

HOME MEDICINES REVIEW

This HMR review helps consumers use their medicines effectively, avoid unwanted side effects and get the most out of their medicines. The doctor determines that a HMR will benefit the consumer and gives a referral to the community pharmacy or accredited pharmacist of the consumer's choice.

Safety Call Systems

PERSONAL ALARMS FOR IN THE HOME

A personal alarm is an emergency call system that allows a person to call for help 24 hours a day, 7 days a week. The purpose of a personal alarm is to help people stay safe at home. They are useful for people living home alone, who have a chronic health condition, and/or are at risk of having a fall and not being able to get up. There are two types of personal alarms available: monitored and non-monitored.

Monitored personal alarms: If the device is pressed, staff at the monitoring centre will check whether the alarm was accidentally activated. If they do not hear a reply, they then act upon previously agreed upon instructions (e.g. telephone a friend, family member, or emergency services, 000). Medical information can be passed onto ambulance staff, if needed.

Non-Monitored personal alarms: These are similar to monitored personal alarms, except they rely upon someone who can assist being close-by or easily contactable. A telephone system dials pre-set numbers and delivers a pre-recorded message. The system continues to call the programmed numbers until the call is answered. In most systems, there is a feature that allows the system to know the call was received by somebody (not an answering machine or voicemail).

There are a number of service providers and those listed below are a small selection. These are listed in no particular order and this booklet is not able to make recommendations regarding which system is best for you. Most providers charge an establishment fee and then ongoing payments, often monthly. To find out more information about how these systems work and which might be best for you, visit: www.choice.com.au/electronics-and-technology/gadgets/tech-gadgets/buying-guides/personal-alarms

Some providers:

1. INS Lifeguard. Phone 1800 636 226. theinsgroup.com.au
2. Safety Link. Phone 1800 813 617. www.safetylink.org.au
3. Vitalcall. Phone 1300 360 808. www.vitalcall.com.au
4. Baptist CareCall. Phone 1300 599 532.
baptistcare.org.au/our-services/carecall

Social Work Support

- 1. Wagga Specialist Palliative Care Social Worker:** Works part time. Contact direct on 02 5943 1669. Palliative care nurses can also organise a referral to this social worker.
- 2. Oncology Social Work:** Social work support for oncology (cancer) patients and their families. Available part time. Located at Wagga Community Health. Contact social worker directly on 02 6938 6271. Mob 0428 113 085. Leave a message if no answer.
- 3. Calvary Riverina Social Work:** Social work and emotional support for inpatients. Calvary Riverina Hospital, Hardy Avenue, Wagga. Ph 02 6932 1605.
- 4. Renal Supportive Care Program:** Support includes an opportunity to discuss symptom management, social work and end of life planning. Located at Wagga Wagga Rural Referral Hospital. Renal Supportive Care Social Worker Wagga. Ph. 0408 699 084.
- 5. Multiple Sclerosis Australia:** Support for patients and carers living with MS. Social Work is available. Ph. 1800 042 138. Email msconnect@ms.org.au www.msaustralia.org.au
- 6. McGrath Breast Care Nurses.** Support for patients with breast cancer and their families in the Riverina region of NSW including Wagga. Ph. 02 6938 6237. Mob 0477 366 123. www.mcgrathfoundation.com.au/OurMission/OurNurses/FindANurse.aspx

There are a number of private support providers in the local area. Speak to your doctor for further information.



Transport and Travel Support

- 1. The Isolated Patients Travel & Accommodation Assistance Scheme (IPTAAS).** Is a NSW government initiative that assists families in covering some of the costs of visits to specialist medical treatment when they live in isolated and remote parts of NSW. To be eligible, applicants need to live more than 100km from the nearest treating specialist or combined trips to and from the specialist exceed 200kms/week. **When the GP is completing the form, ensure to ask them to tick the two boxes indicating that an escort (carer) is needed for travel, if carer assistance for travel required.** Lodge a claim online, or download IPTAAS Application forms and submit these to local IPTAAS office. Ph 1800 362 253. Fax: 02 8797 6543. Email: IPTAAS@health.nsw.gov.au Post: IPTAAS Coordinator, Locked Bag 5270, Parramatta NSW 2124 www.enable.health.nsw.gov.au/services/iptaas
- 2. Country Care Link:** This free service provides transport for people from rural areas that are attending medical visits or a hospital stay in Sydney. Transport is provided by trained volunteer drivers for arrival and/or departure from the airport, railway or bus station and medical appointments, hospital or accommodation. The service can also provide information on accommodation close to many hospitals in Sydney. Ph 1800 806 160. Email: ccl@stvincents.com.au
- 3. Non-Emergency Patients Transport Service:** Provided by the NSW government on the recommendation of a health professional. Fees and charges depend on personal circumstances. Patients must also be assessed by a medical practitioner or a registered nurse as having a low risk of deterioration before being eligible for PTS. PTS is only available for patients who require transport to, or from, a health facility such as a hospital, rehabilitation unit or aged care facility and are assessed as medically unsuitable for community, public or private transport by a medical practitioner or registered nurse. www.health.nsw.gov.au/pts/Pages/health-professionals.aspx
- 4. Riverina Cancer Centre transport:** Free transport for patients travelling for treatment. Ph. 02 6932 1000. www.riverinacancercare.com.au/patients/patient-essentials/transport
- 5. Community Transport Wagga:** Community transport is provided by not-for-profit organisations for people who have difficulty accessing public transport. They help people to access medical appointments, respite day care centres, social outings and shopping. Valmar Support Services. Ph. 02 6925 0601

- 6. Taxi Transport Subsidy Scheme (TTSS):** Provides support for NSW residents who are unable to use public transport because of a disability. The subsidy covers 50 per cent of the total fare with a maximum subsidy of \$60 per journey and is claimed using travel docketts. Provide the application form to the medical practitioner or treating specialist for completion. PO Box K659, Haymarket NSW 1240. Ph. 13 15 00.
www.transport.nsw.gov.au/projects/programs/point-to-point-transport/transport-disability-incentives-and-subsidies
Email: ttss@transport.nsw.gov.au
- 7. Mobility Parking Scheme (MPS):** Provides parking concessions to people with mobility disability. Roads and Maritime Services will issue a licence-style card called an MPS permit, which will include a photo and other security features. Individual (blue card) is issued for 5 years for permanent disability. Service Centres locations:
www.service.nsw.gov.au/service-centre
- 8. DVA Transport:** The Department of Veterans' Affairs (DVA) provides a pre-booked taxi or hire car service under the Booked Car with Driver (BCWD) Scheme, for transport to and from your home to approved treatment locations. If travelling away from home and require medical treatment, DVA can also provide this service to and from a temporary residence to the closest practical provider. Ph. 1800 550 455.
www.dva.gov.au/health-and-wellbeing/home-and-care/travel-treatment



Legal Assistance

- 1. Cancer Council NSW Legal Assistance:** Free help with Wills, Power of Attorney, access to superannuation or insurance and employment dispute support. Ph. 13 11 20. www.cancercouncil.com.au/get-support/legal-and-financial-assistance/free-legal-services
- 2. Law Access NSW:** Free government telephone service that provides legal assistance for people who have a legal problem in NSW. Includes advice on accessing superannuation. Ph. 1300 888 529. www.lawaccess.nsw.gov.au
- 3. Free Legal Clinic Wagga:** A community initiative offering free legal clinics to the public. Commins Hendriks law firm conduct free legal clinics each Saturday morning, 9am to 11am (Except January & public holiday long weekends) throughout the year. Ph. 1800 643 779 to make an appointment. www.comminshendriks.com.au/free-legal-clinics
- 4. Riverina Murray (Wagga Wagga) Legal Aid Service:** Legal Aid NSW provides legal services to disadvantaged clients across NSW in most areas of criminal, family and civil law. Client contribution fee is \$75. Ground Floor, 74-76 Fitzmaurice Street, Wagga. Ph. 02 6921 6588. www.legalaid.nsw.gov.au/what-we-do
- 5. NSW Trustee and Guardian:** Provides independent trustee and financial management services. Can help with Wills, Power of Attorney and Enduring Guardianship documents. Can act as an independent executor to manage the administration of estates after death, or manage affairs under a Power of Attorney. Fees apply for these services. Services free for those on a full aged pension and those over 65 and on a full disability pension. 176 Baylis Street, Wagga. Ph. 02 6932 7800. Email: tagwagga@tag.nsw.gov.au www.tag.nsw.gov.au/location.html/branch/wagga_wagga_branch
- 6. Advance Care Directive:** An Advance Care Directive is a way to say what healthcare treatments you would like to have or refuse, should you be in a position where you are seriously ill or injured and unable to make or communicate decisions about your care and treatment. In NSW, an Advance Care Directive can be spoken or written. If you want to make an Advance Care Directive you can use the Advance Care Directive form developed by NSW Health (see link below), write a letter or statement about your wishes and tell someone that you trust and who knows you well. www.health.nsw.gov.au/patients/acp/Publications/acd-form-info-book.pdf

Planning Ahead Checklist

To assist your family, you may wish to consider the following items:

- ◆ Does your family know your preferences regarding burial or cremation and the form of service?
- ◆ Do you have an Advance Care Directive and have you appointed an Enduring Guardian? (See Legal information for assistance). Does your family know your wishes contained within the directive?
- ◆ Has a Will been written and has an executor been appointed? There may be superannuation taxation implications after death. Seek advice on how to best manage these implications (see Legal information for assistance).
- ◆ Be aware that bank accounts in your name will be frozen after death and therefore cannot be accessed by your partner or family, for a period of time. Consider making arrangements to deal with this issue of access to funds.
- ◆ A final tax return will need to be filed after death, as well as a separate tax return for the estate.
- ◆ Review any life insurance policies to ensure nominated beneficiaries are still correct.
- ◆ Unpaid Debts. Make a list of current outstanding debts and the associated lender details e.g. mortgage.
- ◆ Is someone else's name listed as an additional contact person on utility providers? E.g. electricity. This ensures that someone else can access the account if need be.
- ◆ Compile a list of documents and where they are kept. Documents include: birth certificate, marriage certificate, Will, Enduring Power of Attorney, insurance policies, property deeds / real estate details, bank account details, superannuation papers, Medicare card, Veteran Affairs card, medical insurance details, concession cards and any pre-paid funeral investments.
- ◆ Social Media Considerations. If you wish someone to have access to your email accounts at a later date, they will need the account information. Because of privacy laws, Gmail etc. will not provide passwords, although they can assist to close down an account. To close all google related accounts, go to support.google.com/accounts To close Facebook accounts, open the Help Tab in Facebook and request an account be closed.

Handy Questions to Ask

Often, people can feel overwhelmed when a referral to palliative care is considered. Palliative care is not just about end-of-life care. Palliative care assists with symptom management and support. The palliative care team can also support your family and carer as well.

Below are some questions that can assist you to get the information you may need. You might like to have someone with you when you ask your doctor or specialist some of these questions. Not all the questions may be relevant to you and remember there is no such thing as a silly question.

Some questions to consider

1. I am not approaching the last days of my life, so why are you referring me to palliative care now?
2. How long do you think I have to organise my personal affairs?
3. How will palliative care help me?
4. What treatments will I continue to have? What is the purpose of those treatments?
5. What can I expect in the last months, weeks and days of my life?
6. What symptoms can I expect and how will this be managed? How can pain be managed?
7. How do I tell others what is happening to me?
8. Can I be cared for at home? Can I die at home, if that is what I want? What are my options?
9. What if I need medical assistance during the night?
10. Who can I speak to about my spiritual and emotional needs?
11. How can I still maintain my sense of hope?

Questions for the carer to consider

1. Being a carer can be stressful at times. Who can I contact if I am worried or concerned?
2. If I am exhausted, who can I speak to?
3. How can I talk about dying with my loved one?
4. Who can support me in my grief? (bereavement)

Helpful Medical Terms

Advance Care Directive: A written document intended to apply to a point in the future when you don't have the capacity to make decisions. It provides a legal means for a competent adult to appoint a substitute decision-maker and/or record their choices for future medical and personal care.

Advance Care Planning: When an individual thinks about their future health care and discusses their wishes with their family, friends and health care team. The written record of these wishes may be called an advance care directive, advanced personal plan, advance health directive or living will.

Allied health professional: A tertiary-trained professional who works with others in a health care team to support a person's medical care. Examples include psychologists, social workers, occupational therapists, physiotherapists and dietitians.

Analgesic: A medicine used to relieve pain

Anorexia: Loss of appetite

Anti-emetic: A drug that helps to control nausea and vomiting.

Ascites: Collection of fluid in the abdomen, making it swollen and bloated.

Barium enema: An examination of the bowel area using a white contrast liquid called barium. The barium is inserted into the rectum and x-rays are taken.

Barium swallow: A diagnostic test. The patient drinks liquid (barium) that coats the pharynx and oesophagus to show any abnormalities in x-rays.

Benign: Not cancerous or malignant. Benign lumps are not able to spread to other parts of the body.

Biopsy: The removal of a sample of tissue from the body for examination under a microscope to help diagnose a disease.

Bone scan: A technique to create images of bones on a computer screen. A small amount of radioactive dye is injected into a vein. It

collects in the bones and is detected by a scanning machine.

Candida: A common fungal infection

Carcinoma: A cancer in the tissue lining the skin and internal organs of the body. Also called a flat tumour.

Catheter: A hollow, flexible tube through which fluids can be passed into the body or drained from it.

Cellulitis: An infection of the skin that can occur after lymph glands have been removed.

Chemotherapy: A cancer treatment that uses drugs to kill cancer cells or slow their growth. May be given alone or in combination with other treatments

Congestive heart failure: a condition in which the heart muscle is weakened and can't pump as well as it usually does. The main pumping chambers of the heart (the ventricles) can change size and thickness, and either can't contract (squeeze) or can't relax (fill) as well as they should.

CT scan (CAT scan): A computerised tomography scan. This scan uses x-rays to create a detailed, cross-sectional picture of the inside of the body.

Diuretic: A medicine that help reduce the amount of water in the body

Drug resistance: The ability of bacteria and other microorganisms to withstand a drug that once stalled them or killed them

Dysphagia: Difficulty swallowing

Dyspnoea: The medical term for difficulty breathing. Also called breathlessness.

Dysuria: Difficult or painful urination.

Electrocardiogram (ECG): A test that takes recordings of the electrical activity of the heart.

Electrolyte: A substance in the body that conducts electricity.

Haemorrhage: An escape of blood from a ruptured blood vessel

Immunosuppressant: A medication that reduces the actions of the immune system

Immunotherapy: Treatment that stimulates the body's immune system to fight cancer

Intramuscular injection: An injection into a muscle

Intravenous (IV): Injected into a vein.

Lesion: An area of abnormal tissue

Leukocytes: White blood cells

Lymphoedema: Swelling caused by a build-up of lymph fluid. This happens when lymph vessels or nodes can't drain properly because they have been removed or damaged.

Melena: bleeding higher up in the digestive tract, such as from the oesophagus or stomach, can cause the faeces to appear black (melena).

MRI (magnetic resonance imaging): A magnetic resonance imaging scan. It uses magnetism and radio waves to take detailed cross-sectional pictures of the body.

Neutropenia: A drop in the number of normal, healthy granulocytes (a type of white blood cell in the myeloid family)

Oedema: Excessive amount of fluid around the cells or tissues of the body

Palliative Care: The holistic care of people who have a life-limiting illness, their families and carers. It aims to improve quality of life by addressing physical, practical, emotional, spiritual and social needs. Also known as supportive care. It is not just for people who are about to die, although it does include end-of-life care.

PET scan: Positron emission tomography scan. A scan in which a person is injected with a small amount of radioactive glucose solution to find cancerous areas. Cancerous areas show up brighter in the scan because they take up more of the glucose.

PICC line: peripherally inserted central venous catheter

Placebo: A dummy pill, injection or other

treatment that looks like the new treatment being tested but doesn't contain the active ingredient.

Port – implant: A catheter connected to a quarter-sized disc that is surgically placed just below the skin in the chest or abdomen. The tube is inserted into a large vein or artery directly into the bloodstream. Fluids, drugs or blood products can be infused and blood can be drawn through a needle that it stuck into the disc.

Prognosis: The predicted outcome of a person's disease.

Radiotherapy: Energy in the form of waves or particles, including gamma rays, x-rays and ultraviolet (UV) rays. This energy is harmful to cells and is used in radiation therapy to destroy cancer cells.

Renal: Relating to the kidneys

Resistant or Refractory Disease: Disease or condition which does not respond to attempted forms of treatment. A cancer is said to be refractory when it does not respond to (or is resistant to) cancer treatment.

Subcutaneous injection: Injection under the skin

Syringe driver: A syringe driver is a small device used to give continuous medications subcutaneously when a person is no longer able to swallow. A single drug, or more often a combination of drugs, is given via a slow continuous subcutaneous infusion to help control symptoms.

Terminal: When a person who has an incurable disease is showing signs and symptoms that suggest their death is imminent.

Ventilator: Is a machine designed to move air into and out of the lungs, to provide breathing for a patient who is physically unable to breathe, or breathing insufficiently.

X-ray: A type of high energy radiation that shows solid areas in the body such as bone. It is used to diagnose different conditions.



Riverina Hospital



Health
Murrumbidgee
Local Health District

phn
MURRUMBIDGEE

An Australian Government Initiative