

Who benefits from palliative care?

Our palliative care team provides personalized services, resources and support for patients with a wide range of medical challenges, such as:

- People living with cancer, congestive heart failure, Lou Gehrig's Disease (ALS), Alzheimer's Disease, and other life-threatening conditions, as well as their loved ones, who have concerns and questions of their own
- Infants and children living with complex medical needs, as well as their parents and siblings
- Frail elders living with the health concerns of aging, as well as their spouses and adult children who may assist with their daily care

Patients usually receive palliative care services along with other medical treatments, such as intensive care, cardiac or cancer care, and hospice care.

At DHMC, palliative care services are available to patients in the hospital as well as to those being treated in clinics. When needed, we work closely with hospice teams in a person's community to ensure a smooth transition to care in the family's home or a nearby assisted-living setting.

Would you or someone you love benefit from palliative care? Please ask your doctor, or call the palliative care team at (603) 650-5402 for answers to all your questions.



We're eager to meet you and your family, and to learn **what matters most** to you.

We are here to help. DHMC's palliative care team is committed to improving patients' comfort and quality of life, and the lives of all those affected by serious or life-threatening conditions. We are dedicated to providing excellent care, as well as building a better future through research and education for professionals and the public that improve the quality of and access to these important services.

You can help. Private donations allow DHMC to provide palliative care to people regardless of insurance limitations or their ability to pay. They also make it possible for us to provide expanded services beyond those reimbursed by Medicare and private insurance. Our generous donors include the Byrne Foundation. To contribute, or to receive specific information on planned giving opportunities, please contact the DHMC Development Office at (603) 653-0702.

Volunteers bring a welcome assortment of skills and personalities to the palliative care team, from clerical support, to patient companionship, to other talents like knitting and playing music. Each volunteer is interviewed, matched with tasks that best suit his or her interests, and trained by an experienced palliative caregiver. To join them, please contact us at (603) 650-5402 for an appointment.

 **DARTMOUTH-HITCHCOCK MEDICAL CENTER**

For more information, call us at (603) 650-5402
Palliative Care • Dartmouth-Hitchcock Medical Center • One Medical Center Drive
Lebanon, NH 03756-0001 • www.hitchcock.org

Palliative care services at Dartmouth-Hitchcock Medical Center and the Norris Cotton Cancer Center are made possible by the generosity of the Byrne Foundation and other supporters. For more information please contact the DHMC Development Office at (603) 653-0702.

Palliative Care

Services and Resources



Living Well with Serious Illness

 **DARTMOUTH-HITCHCOCK MEDICAL CENTER**

A **whole-person** and **family-centered** approach to living with serious illness



Palliative care, a relatively new specialty, addresses needs that often accompany serious illness, life-threatening injury and other medical conditions. It focuses on improving patients' quality of life throughout their medical care.

At Dartmouth-Hitchcock Medical Center, our palliative care team helps patients of all ages, from infants to elders, live well in the face of physical changes and personal challenges. We also provide sensitive emotional, spiritual and practical support to their loved ones.

Palliative care services are partially covered by most insurance plans and supported by DHMC and private donations from the community we serve.



Resources and Support from a Specially Trained Team of Professionals

Palliative care addresses each patient as a whole person, including his or her physical comfort, confidence, emotional well-being, spirituality and dignity. Because family members are also involved in a person's illness, the palliative care team supports them and helps them feel informed, as well.

Since no two people are alike, DHMC's palliative care team works closely with patients, their loved ones and their clinicians. Taking into account the patient's personal values and treatment preferences, together we discuss and create a one-of-a-kind approach that includes what matters most to each individual.



Services for patients and loved ones

Palliative care can begin whenever a patient and clinician feel it can help. For many, this happens shortly after the diagnosis of a serious condition. Patients and their families may choose to receive these and other palliative care services:

- **Expert management of pain and physical symptoms** that can make living hard, through specialized palliative care physicians and nurse practitioners
- **Care coordination** between primary and specialty care physicians, care teams, therapists and others
- **"24/7" phone availability** for patients and their clinicians, in case of questions or urgent after-hours needs
- **Social work and advocacy services**, including practical help completing insurance forms, choosing between options for care or places to live, and creating advance directive documents and care plans
- **Crisis prevention and management plans**
- **Support for families and friends** who are grieving a person's death
- **Spiritual care** and support for people of all faiths and beliefs

Support and understanding from sensitive, skilled caregivers

DHMC's palliative care team includes professionals and clinicians with diverse training, skills and talents. Each team member is experienced in counseling individuals and families through what can be the most difficult times in their lives. The team includes:

- Specialized palliative care physicians and nurse practitioners who manage physical and emotional symptoms
- A social worker who provides counseling and coordinates care
- Healing arts practitioners who provide massage and other soothing therapies
- A spiritual care coordinator who can offer support and guidance around personal issues of meaning and purpose during times of change
- Carefully selected and trained volunteers from the community, who can provide companionship during sometimes long and lonely hospital days
- Members of our extended team, such as physical and speech therapists, hospice and home health liaisons, pharmacists and others as needed



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