

# PallConsult

Support for clinicians  
delivering end-of-life care



## What is PallConsult?

Queensland Health is committed to improving the health of Queenslanders in areas of need. One such area is community-based end-of-life care, especially in rural and remote parts of the state.

PallConsult is part of a larger Queensland Health initiative aiming to enhance community-based palliative and end-of-life care services with the use of telehealth resources and tailored vocational education.

PallConsult has been designed to boost capacity of local healthcare teams to deliver patient-centred palliative and end-of-life care. It does this by providing 24/7 telephone advice hotlines and tailored education and mentoring for Queensland clinicians. By doing this, PallConsult supports people in the last year of their life to receive the right care, at the right time, in the setting of their choice.

## Who can use PallConsult?

PallConsult can be used by doctors, nurses and allied health professionals working in all Queensland healthcare environments, whether they are publicly or privately employed.

*PallConsult is a back-up service. It should be used when clinicians are unable to access their regular palliative care specialists or if clinicians do not have easy access to specialist palliative care services.*

## What services are provided by PallConsult?

- **1300 PALLDR (1300 725537)** - 24/7 hotline for doctors and nurse practitioners to immediately access advice from a specialist palliative care medical consultant
- **1300 PALLCR (1300 725527)** - 24/7 hotline for nursing and allied health staff to immediately access advice from specialist palliative care nurses
- Backup specialist palliative care advice for Queensland Ambulance Service and Royal Flying Doctor Service staff
- Development of resources to provide sustained support for improved end-of-life care delivery
- Tailored education and mentoring sessions for community and residential aged care facility staff.



## What is the goal of PallConsult?

The goal of PallConsult is to enhance palliative and end-of-life care for all Queenslanders, particularly those living in the community, residential aged care facilities and regional and rural areas, by augmenting the care delivered by local clinicians. PallConsult will support people to be cared for and, likely, to die in their place of choice and to reduce unwanted presentations to acute care facilities.

### PallConsult can advise clinicians about:

- Advance care planning
- Patient-centred medical goals of treatment plans
- Equipment needs
- Terminal care plans
- Symptom management and prescribing
- Continuous subcutaneous infusions (syringe drivers)
- Difficult decision-making.

### PallConsult does not:

- Provide direct or shared-care patient management such as referrals, direct advocacy, interventions or prescriptions
- Replace the care of the patient's treating team or other health providers
- Replace the after-hours care provided by the patient's treating team or designated community palliative care service
- Provide counselling services, or
- Provide direct emergency management (i.e. 000 matters).

### Contact PallConsult:

1300 PALLDR - 1300 725537

1300 PALLCR - 1300 725527

[pallconsult@health.qld.gov.au](mailto:pallconsult@health.qld.gov.au)

[www.pallconsult.com.au](http://www.pallconsult.com.au)

