

# Palliative Care & End-of-Life Services Clinical Practice Bulletin

## IH PALLIATIVE CARE NURSE CONSULT LINE

A Resource for Clinicians

The IH Palliative Care Nurse Consult Line is a service for nurses who need an urgent consult for clinical assistance or direction for persons with palliative needs.

Please be prepared for the consult with the following SBAR information:

### Situation:

- Patient Profile including diagnosis
- Palliative Performance Scale (PPS)
- Presenting symptom assessment (e.g. ESAS-r,)

### Background:

- Goals of Care; MOST
- Medical history & Medications available
- Patient supports available as known to you, if located in Community
- Responsible Physician

### Assessment:

- Symptom Assessment O-V

### Request:

If your consult is *not* clinical or urgent in nature, please send an email to a Palliative Clinical Nurse Specialist:

[PalliativeCNS@interiorhealth.ca](mailto:PalliativeCNS@interiorhealth.ca)

## CONTACT INFORMATION:

**THE IH PALLIATIVE CARE NURSE CONSULT LINE IS ONLY FOR CLINICIANS**

Eligible community clients & their families requiring after hours palliative support have their own telephone line. Please ensure your client has the [AHPNS pamphlet](#).

## AFTER HOURS

**Evenings / Nights,  
Weekends / Stats**

An answering service will direct your call to the on-call Palliative Care Nurse

**1-844-851-4192**

## WEEKDAYS

**Monday – Friday  
08:00 – 16:00**

**Elisabeth  
250-354-2883**

**Vicki  
250-212-7807**