

PalliaHealth by Agrace is now Agrace Supportive Care

Although **palliative care** programs have become more common nationwide, the term “palliative care” and our former name, “PalliaHealth,” are still not familiar to many people who could benefit from this service.

We don’t want medical terminology to keep people from receiving care that can help them cope better with a serious illness. So PalliaHealth is taking on a more familiar new name—**Agrace Supportive Care**—without changing anything else about *how* we care for your patients or *who* is providing their care.

AGRACE SUPPORTIVE CARE provides a palliative care consultation service that is available to adults who struggle with physical discomfort, emotional stress or troubling behaviors stemming from a serious or chronic illness. Consults are available at *any point* in their illness, regardless of prognosis.

Our palliative care nurse practitioners or doctors make personalized, home visits to explore the patient’s uncontrolled symptoms, stress and behaviors. The initial consult visit usually lasts about two hours, and we will provide follow-up visits, as needed. **The service is covered by Medicare Part B.**

Who could be helped by a supportive care consultation?

Adults of any age with **any** serious illness, including (but not limited to) cancer; heart failure; COPD, emphysema and other chronic lung diseases; kidney disease; cirrhosis or other chronic liver disease; dementia; stroke; MS; Parkinson’s disease; ALS or HIV/AIDS.

Think of your patients who:

- have progressive illness, despite treatment or aggressive interventions
- have symptoms that have been difficult to manage, despite trying multiple standard treatments
- have had repeat hospitalizations/ER visits due to unmanaged symptoms or complex discharge instructions
- frequently report having uncontrolled pain or other symptoms
- have aggressive or other troubling behaviors associated with underlying dementia
- struggle with the emotional challenges of their illness
- would benefit from discussing their goals of care and what’s important to them
- do not clearly qualify for additional services, such as therapy or hospice

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WE EXPLORE OPTIONS: A supportive care consultation from Agrace generates recommendations for the patient’s primary health care provider to consider. **We do not directly make changes or take over the patient’s care.**

More comfort, less stress—it's possible with Agrace Supportive Care

What's included in the service?

Supportive Care Consultations are home visits to your patient. Once we receive a referral, an Agrace nurse practitioner or doctor schedules a visit with the patient to assess their physical status. Family members/guardians are welcome to be present, if the patient approves.

During the initial assessment, we focus on the issues that the patient and their doctors need help with, and:

- discuss the illness, decisions the patient might be facing and their options;
- talk about how they are feeling;
- review medications;
- listen to their story of living with illness;
- talk about goals, hopes and fears;
- give them a physical exam; and
- discuss support and treatment options based on their goals.

What happens after the initial assessment?

- Agrace Supportive Care recommends ways to improve the patient's comfort and relieve stress. **We do not directly make changes or take over the patient's care.**
- We share our recommendations with the patient, family, facility director/director of nursing and the referring physician, who can consider changes that may help the patient meet their goals.

- We will arrange visits with an Agrace social worker or spiritual counselor, if needed.
- We will schedule follow-up visits, as needed, to help the patient implement any changes and assess whether the changes are working.

Who pays for this service?

Medicare, Medicaid and most insurers cover the initial assessment and follow-up visits. Funds are available through the Agrace Foundation to cover services for patients who qualify based on financial need.

How do you and your patients access this service?

You may call Agrace directly at **(800) 930-2770**. If the referral is not from the doctor, **we will contact the doctor and coordinate with them before making a consult visit.**

Other questions? Your Agrace liaison can answer questions and provide an informative brochure for patients and families. Additionally, you can call us with questions at **(800) 930-2770**.



Supportive Care or Hospice Care questions & referrals: (800) 930-2770