

# PallConsult

Support for Queensland 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 palliative and end-of-life care.

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, tailored education, mentoring and resources for health and aged care professionals.

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, if possible, and reduces unwanted presentations to acute care facilities.

## Who can use PallConsult?



PallConsult can be used by doctors, nurse practitioners, nurses, Queensland Ambulance Service (QAS) paramedics, pharmacists, allied health professionals, Aboriginal and Torres Strait Islander health workers/practitioners and residential aged care facility staff working in all Queensland healthcare environments, public or private.

## What services are provided by PallConsult?



### 1300 PALLCR (1300 725 527)

24/7 hotline for **nurses, allied health, Aboriginal and Torres Strait Islander health workers/practitioners and residential aged care facility staff** to immediately access advice from specialist palliative care nurses



### 1300 PALLDR (1300 725 537)

24/7 hotline for **doctors, nurse practitioners, QAS paramedics and pharmacists** to immediately access advice from a specialist palliative care medical consultant

PallConsult is a clinical back-up service. The 24/7 hotlines 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.



**Tailored education and mentoring sessions** on palliative and end-of-life care for clinicians



**Free resources** to provide sustained support for improved end-of-life care delivery, e.g. learning packages for NIKI T34™, T34™ and BodyGuard™ T syringe pumps, the Surefuser™+ infusion device and CADD™-SOLIS VIP infusion pumps.

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

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Queensland  
Government

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## 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 (e.g. syringe drivers)
- ✓ Complex decision-making.

## PallConsult does not:

- ✗ Provide direct patient care
- ✗ Replace the care of the patient's treating team, other health providers or designated palliative care service.



## For more information

Scan the QR code to access palliative care resources, tools and education, and learn more about PallConsult



[pallconsult.com.au](https://pallconsult.com.au)

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



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