



SERVICE SUMMARY

Name of Service	Metropolitan Palliative Care Consultancy Service (MPaCCS)
Contact Details	Office phone: (08) 9217 1777 Fax: (08) 9217 1788
Hours of Service	Monday to Friday 8am – 4pm
After Hours	No after hours service provided Contact (for specialist medical advice): WA Combined Palliative Outreach Service –1300 558 655
Website Address	www.bethesda.org.au/MPaCCS
Service Type	Consultation – Facilities (Residential Care, Correctional Services, Disability and Mental Health)
Service Profile	<p>A multi-disciplinary palliative ambulatory consultancy team. Team provides advice based on the unique needs of the patients, carer and family when facing a life-limiting prognosis including:</p> <ul style="list-style-type: none">■ Capacity building – palliative care education for staff of facilities and services.■ Symptom assessment and management plan■ Family/Carer (including staff) – psychosocial assessment and support plan■ Assistance with Advance Care Planning■ Liaison with GPs and other health care workers to improve capacity■ Capacity building with facility staff around bereavement support.
Allied Health Services	Social Workers (Specialised)
Admission Criteria	Progressive, life limiting illness (malignant or non-malignant) requiring specialist palliative care. GP supports involvement of team Family aware of referral

Name of Service	Metropolitan Palliative Care Consultancy Service (MPaCCS)
Referral Process	<p>Referrals accepted from doctors, nurses or allied health providers (eg social workers if patients are being transferred from hospital to residential aged care facility).</p> <p>Complete referral form available at: www.bethesda.org.au/MPaCCS</p> <p><i>MPaCCS is not a 'rapid response' service. Patients will generally be seen within 2–3 days of referral.</i></p>
Palliative Care Discharge Criteria	<ul style="list-style-type: none"> ■ Patients who no longer require specialist palliative care ■ Health professionals within facility are confident to provide ongoing care ■ Educational needs of facility have been addressed.
Niche Services	<p>Capacity building through individually tailored education and training for staff to suit organisational needs. Training includes:</p> <ul style="list-style-type: none"> ■ Assistance with Advance Care Planning ■ Syringe driver (subcutaneous infusion) training ■ Staff support via debriefing sessions using real-life scenarios ■ Facilitate policy development.