

# Home-based palliative care

Comprehensive support for patients  
with a serious illness



## FRONT COVER

To learn more, members can contact our local palliative care provider listed below directly. Or they can call the customer service number on their Blue Shield member ID card or visit [blueshieldca.com/palliativecare](http://blueshieldca.com/palliativecare).

## BACK COVER



We hope our program can provide help during what can be a challenging time for patients and their families.

**96%** The average patient and family satisfaction score for our home-based palliative care programs.

**58** counties We are the only health plan offering its members home-based palliative care in every county in California.

Blue Shield of California is an independent member of the Blue Shield Association A50937-PR (4/18)

Support when it's needed most

INSIDE BOTTOM

Palliative care can benefit patients or their loved ones who need help with:

- Matching their goals and values to their medical care
- Understanding the pros and cons (benefits/burdens) of treatments
- Palliative care is appropriate at any age and at any stage in a serious illness. It can be provided along with curative treatment.

- Knowing what to expect following diagnosis of a serious illness
- Knowing what programs or resources are available
- Coordinating with the medical team and health plan when making medical decisions about treatment choices/options

## How can palliative care help your patients?



Blue Shield of California offers access to **home-based palliative care services** as a covered service for our members.

Palliative care is comprehensive, specialized care for people with serious illnesses. Our palliative care program can help provide relief from the symptoms and the stress of a serious illness. The goal is to improve quality of life for both the patient and the family.

Blue Shield's home-based palliative care program includes services from a doctor, nurse, social worker, chaplain, and home care aide.

## How palliative care can help you



The palliative care team works with you to provide an **extra layer of support** for the member and family.

The team:

- Leads the conversations with your patients about goals for their care
- Facilitates discussion and helps patients complete an advance directive or Physician Orders for Life-Sustaining Treatment (POLST) form
- Coordinates the patient's care and treatment with you
- Remains on call 24/7
- Provides care with the goal of helping patients stay at home during a serious illness

## Is palliative care right for my patient?



Palliative care may be right for patients if they suffer from a serious illness and:

- Have symptoms that impact their quality of life
- Have difficult side effects from treatment
- Have eating problems due to their diagnosis
- Have had multiple ER or hospital visits due to symptoms or treatment side effects

Types of serious illness can include cancer, congestive heart failure, chronic obstructive pulmonary disease, stroke, chronic kidney disease or end-stage renal disease, end-stage liver disease or cirrhosis, and Alzheimer's or other dementias.