



The Palliative Care Program

Our mission is to help alleviate patient and family suffering and to promote patient quality of life through high-quality clinical consultation, education and research.

Contributions to the work of the Palliative Care Program make a tremendous difference. Each tax-deductible gift is gratefully acknowledged and deeply appreciated.

Where can I get more information?

This brochure provides a brief overview of our Palliative Care Consult Service. **For more information about our services, please call (585) 273-1154.**

“I want to express my deep respect and gratitude for the reassurance and professional guidance provided by the palliative care team.”

— a Palliative Care patient

Palliative Care Program

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“Patients struggling with the uncertainty of serious illness need comprehensive care and support. They and their families need to know they aren't alone.”

— Timothy Quill, MD
Director, Palliative Care Program

Palliative Care

improves the lives of patients and families facing serious illness



Palliative Care Program



Palliative Care is medical care focused on relief of the pain, symptoms and stress of serious illness – whatever the diagnosis.

The goal is to help people live comfortably and to provide the best possible quality of life for patients and their families.

“The expertise within the Palliative Care team helps patients get relief from pain and regain control over their lives.”

— a Palliative Care patient

Who benefits from Palliative Care?

- If you have a serious illness affecting your quality of life or causing you significant discomfort
- If you have questions about your treatment plan, or you need additional support

What can the Palliative Care team do for you?

Our experts can:

- Treat your pain and symptoms such as nausea, fatigue, depression and anxiety
- Help you maintain the most comfortable, independent and active life possible
- Provide answers, assistance and emotional support to you and your family when making difficult medical decisions
- Help coordinate care and treatment with your doctors
- Identify support services to help you during and after your hospital stay

We can address these needs with an experienced team of specially trained physicians, nurse practitioners, nurses, social workers, chaplains, counselors, pain specialists and pediatricians. This team works with your doctor to provide the best possible care.



What can I expect from Palliative Care?

- Relief from distressing symptoms such as pain, shortness of breath, fatigue, loss of appetite, difficulty sleeping
- Improved ability to carry on with your life
- Improved ability to tolerate medical treatment
- Better understanding of your medical condition and medical choices

When is the right time for Palliative Care?

Palliative Care helps during all stages of illness. It is best introduced early, alongside curative treatment.

Is Palliative Care the same as hospice care?

No, hospice care is meant specifically for those approaching the last stages of life. Palliative care is appropriate for all stages of a serious illness.

How and where can I get Palliative Care?

To begin palliative care, ask your doctor for a referral. We can help you whether you are in the hospital, at home or in a nursing home. We also have a new specialized family-friendly Sussman Palliative Care Unit to meet your needs if you are hospitalized.