

“ Living with a serious or life threatening illness can be stressful. Palliative Care can help you through the ups and downs by prioritizing symptom management, care coordination, and decision making. We can navigate this journey together. ”

– Chin-Lin Ching, M.D.  
*Director, Highland Hospital Palliative Care*



“I don't know what we would have done without you. She never would have been home again without Palliative Care.”

— mother of a Palliative Care patient



### 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.

### 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) 341-0888.**

## Highland Hospital Palliative Care Consultation Service



### Highland Hospital Palliative Care Consultation Service

Highland Hospital  
1000 South Avenue  
Rochester, NY 14620  
Phone: (585) 341-0888  
highland.urmc.edu

**Palliative Care**  
Improving the lives of patients and families facing serious illness.



MEDICINE of THE HIGHEST ORDER



HIGHLAND HOSPITAL



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.

## Who benefits from Palliative Care?

- Palliative Care benefits anyone who has a serious illness affecting their quality of life or causing them significant discomfort.
- Those who have questions about their treatment plan, or need more help understanding their illness, options, and making decisions can also benefit from Palliative Care.

## 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 and care team
- 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, physician assistants, nurses, social workers, and chaplains. 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, and 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 a serious 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 while at Highland or help you find care through our outpatient program.

Our Palliative Care service works in collaboration with UR Medicine Home Care's Hospice/Palliative Care program, which can be reached at (585) 787-8315.

