If you are trying to cope with a serious illness, Palliative Care can help you feel better, understand what is happening, and help make decisions about your care. You don’t have to face this alone.

— Daniel Mendelson, 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
1000 South Avenue
Rochester, NY 14620
Phone: 585.473.0888
highland.urmc.edu

Palliative Care improves the lives of patients and families facing serious illness

Highland Hospital Palliative Care Consultation Service

UR Medicine Highland Hospital
Medicine of the Highest Order
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?
- Anyone who has a serious illness affecting their quality of life or causing them significant discomfort
- Anyone who has questions about their treatment plan, or needs more help understanding their illness, options, and making decisions.

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, 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, 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.