## Service summary

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<th>Name of service</th>
<th>Pilbara Palliative Care Service</th>
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| **Contact details**   | Email: [WACHS-Pilbara.PalliativeCare@health.wa.gov.au](mailto:WACHS-Pilbara.PalliativeCare@health.wa.gov.au)  
Regional Coordinator: 0459 951 977 (office hours only) |
| **Hours of service**  | Monday to Friday 8:00am to 4:00pm |
| **After hours**       | No after hours service provided by Pilbara Palliative Care Service |
| **Street address**    | Karratha Health Campus, 62 Balmoral Road, Karratha WA 6714 |
| **Website address**   | Not available |
| **Service type**      | Nursing Consultation:  
- Hospitals: Hedland Health Campus, Karratha Health Campus, Onslow, Newman and Tom Price  
- Aboriginal Medical Services: South Hedland and Roebourne  
- Nursing Posts: Paraburdoo and Marble Bar  
- Outpatient Specialist visits:  
  - Port Hedland and Karratha  
- Community: Consultative Services available throughout the Pilbara |
| **Service profile**   | Specialised palliative care consultancy to all hospitals, care facilities and Aboriginal Medical Services in the Pilbara  
Comprehensive nursing and allied health care in collaboration with local medical practitioner, based on the unique needs of the patients, their carers and family when facing a life limiting prognosis including:  
- assistance with care coordination  
- symptom assessment and management  
- addressing emotional and social concerns  
- providing quality care for those approaching the end of life  
- assistance with clinical decision making  
- providing equipment (where possible) in consultation with Allied Health  
- bereavement assessment and referral. |
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| Allied health services | Access to generalist allied health professionals, including:  
- Aboriginal Liaison Officer  
- Dietitian  
- Occupational Therapist  
- Pharmacist  
- Physiotherapist  
- Podiatrist  
- Social Worker  
- Spiritual/Pastor support. |
| Admission criteria | Progressive life-limiting disease (malignant or non-malignant) with limited prognosis requiring specialist consultation and/or symptom management and support. |
| Referral process | - All referrals require the consent of the patient  
- Completion of *Specialist Palliative Care Referral* form  
- **Urgent referrals by phone call** to Regional Coordinator followed up with completion of *Specialist Palliative Care Referral* form |
| Discharge criteria | Based on discretion of the Palliative Care team in discussion with the GP, primary team, the patient and their carer/family. |
| Niche services | Visiting Palliative Care Physician clinics:  
- Visits to Port Hedland and Karratha – 2 visits per year  
Consultation with:  
- Aboriginal rural health services - AMS Roebourne and Sth Hedland  
- Rural Cancer Services - Regional Pilbara Cancer Nurse and Rural Metro Coordinator (Perth)  
- Rural Renal Services - Hedland Health Campus and Karratha  
Collaboration with:  
- Regional Assessment Team (RAS)  
Access to inpatient care:  
- One dedicated palliative care room at Hedland Health Campus, Karratha Health Campus, Roebourne Hospital  
- Utilise a single room on the general ward for palliative care patients at Onslow, Newman, Tom Price. |