Please have the following information handy when you call:

- Client’s Care Card Number (PHN)
- City, town or location where the client lives
- Your phone number

**Other Important information**

_________________________________
Your Care Card Number (PHN)
_________________________________

**If you receive Home Care**

Ask your nurse for the following information and keep it handy:

_________________________________
Community health nurse telephone (daytime)
_________________________________
Community health nurse telephone (evening)
_________________________________
Name of home health office

**PARIS ID**

For more copies, go online at [http://vch.eduhealth.ca](http://vch.eduhealth.ca) or email phem@vch.ca and quote Catalogue No. GV.122.A6

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The information in this document is intended solely for the person to whom it was given by the health care team. www.vch.ca

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**Overnight Telephone Support for Clients Receiving Palliative Care**

1-877-857-7155

7:30 pm–8:30 am | 7 days/week | 365 days/year

Promoting wellness. Ensuring care
Types of support

Clients, families and caregivers can call with questions about palliative care, as well as to receive information or support.

You might call to ask about:

- changes in your health;
- changes in your ability to manage care at home;
- new or worsening physical symptoms;
- equipment not working; or
- medicine type, amount or frequency.

Comfort and emotional support

Staff can help clients and caregivers deal with emotions like fear, anxiety, anger, or sadness. Clients and caregivers can get this support while in palliative care as well as during or after a death.

Help with decisions

The palliative care nurse can talk with you about decisions around care. They can also talk to you about when it is safe to stay at home and when you should go to the Emergency Department.

Overnight Palliative Care Telephone Support Service

1-877-857-7155

7:30 pm–8:30 am | 7 days/week | 365 days/year

Please have the following information ready:

1. Care Card Number (PHN)
2. Your location (city, town)
3. Your phone number

Information about the service

The overnight telephone service is answered by an operator. They will gather some basic information from you. A palliative care registered nurse will call you back as soon as possible to talk about your concerns.

Translation services

This telephone service is available in many languages. Please let the operator know what language you prefer.

Who can use the service

Any individual (or their caregiver) who:

- lives in Richmond, Vancouver, the North Shore, Sunshine Coast, Sea to Sky corridor, Powell River, Bella Bella or Bella Coola.

If you receive Home Care

The Overnight Palliative Care Telephone Support Service is part of your home care program:

- Your local home care nurse is available to visit you or talk to you on the telephone during their daytime and evening shifts.
- The overnight telephone service is available to answer your calls afterwards from 7:30 pm to 8:30 am.

Nurses talking to you on the telephone can see your care information. All information and advice given to you by them is shared with your daytime and evening care teams.

Your home care nurse can answer questions about the Overnight Palliative Care Telephone service.