



Palliative Care Program

Care and support for patients facing a serious illness

We offer care and support at home for patients with a life-limiting illness who have had two or more emergency room visits or hospital stays in the past six months.

We work with the patient's doctors to coordinate medical care and community services. There is no fee for the program.

What is palliative care?

Palliative care provides services that help patients and their families to maintain independence and comfort during a progressive illness.

Team members include:

- The patient's doctor
- A registered nurse case manager

- A social worker/counselor
- A palliative care consulting doctor

Services include:

- 24/7 on-call visits for managing pain and symptoms
- Doctor visits for symptom assessments
- Education and advice on living with the illness
- A social worker to help connect with community services
- Help with developing goals
- Strategies for coping with side effects from treatments
- Assistance with advanced care plans
- Frequent contact to check on the patient and answer questions

Who is eligible for the program?

The in-home support is available for members residing in Western New York who meet the criteria. The case management support is offered to any member who is facing a progressive illness including, but not limited to:

- Advanced heart disease, including congestive heart failure (CHF)
- Advanced lung disease, including chronic obstructive pulmonary disease (COPD) and pulmonary fibrosis
- Cancer, even if the patient is undergoing active treatment with radiation or chemotherapy
- Progressive neurological diseases such as Parkinson's disease, amyotrophic lateral sclerosis (ALS), multiple sclerosis (MS), and stroke
- Repeated hospitalizations or emergency department visits

Call toll free: 1-877-878-8785 option 2 (TTY 711)

Monday – Friday, 8:30 a.m. – 5 p.m.

Palliative care providers list

These hospice programs provide distinct palliative care services, separate and not part of the hospice program.

Allegany County HomeCare & Hospice Comfort Partners	Phone: (585) 593-7600
Cattaraugus County HomeCare & Hospice Comfort Partners	Phone: (716) 372-5735
Chautauqua County Hospice Chautauqua County, Inc. — Palliative Care Program of Chautauqua County	Phone: (716) 338-0033
Erie County Center for Hospice and Palliative Care — Home Connections	Phone: (716) 989-2475
Genesee County HomeCare & Hospice Comfort Partners	Phone: (585) 343-7596
Niagara County Niagara Hospice and Pathways Palliative Care	Phone: (716) 439-4417
Orleans County Hospice of Orleans	Phone: (585) 589-0809
Wyoming County HomeCare & Hospice Comfort Partners	Phone: (585) 786-7879

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-329-2792 (TTY 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-329-2792 (TTY 711)。