

## **Guide to Referring Patients to Waipuna Hospice**

### ***Who can be referred to Waipuna Hospice?***

Waipuna Hospice provides interdisciplinary specialist palliative care for patients and families, alongside the care provided by their GP and specialist teams. Our referral criteria are a guide for health professionals to understand who might be appropriate for referral to Waipuna Hospice services:

REFERRAL CRITERIA - Individuals should meet all of the below:

- advanced, progressive disease which cannot be cured or the patient has refused treatment if competent to do so
- complex problems including symptom control, psychological, social or spiritual issues important to the patient
- the needs of the patient exceed the capacity of the primary provider alone and are best supported by a specialist hospice service
- the patient agrees to referral if competent to choose
- the patient is registered with a local primary healthcare provider and has New Zealand residency or reciprocal rights
- if the patient is under 18 years old they are appropriately supported by specialist paediatric services
- if the patient has non-malignant disease, supportive evidence of end-stage disease is provided

It is recognised that there are “grey areas” where individuals have needs but do not fit all the criteria above. These patients may be referred and will be discussed by members of the Waipuna Hospice referral team.

It is also recognised that referral to Waipuna Hospice does not preclude involvement of other healthcare professionals. Waipuna Hospice aims to work in a supportive and collaborative way with healthcare teams.

Waipuna Hospice acknowledges that “gaps” exist in current healthcare service delivery and it may be beyond the scope of hospice resources to meet these healthcare service provision gaps.

This referral criteria is underpinned by the Referral Criteria for Adult Palliative Care Services in Midland Region - [http://baynav.bopdhb.govt.nz/media/1302/referral-criteria\\_specialist-palliative-care\\_midlands\\_final\\_sept\\_2014\\_-2.pdf](http://baynav.bopdhb.govt.nz/media/1302/referral-criteria_specialist-palliative-care_midlands_final_sept_2014_-2.pdf)

### ***Prior to referring please consider:***

- *Where is this patient in his/her disease trajectory / treatment plan?*
- *What are the specialist palliative care needs here?*
- *What services / support / input are you seeking from Waipuna Hospice?*
- *If specialist palliative care needs aren't present currently but are anticipated, is a referral better made in future by the patient's GP?*

### ***How do I refer?***

Please complete the referral form, accessible on Bay Navigator (under Palliative Care) or through our website <http://waipuna-hospice.co.nz/pages/referrals>. This can be printed or digitally completed and sent along with supporting documentation:

a) Via email to Waipuna Hospice to [referrals@waipuna-hospice.co.nz](mailto:referrals@waipuna-hospice.co.nz)

*or*

b) Print & Fax to Waipuna Hospice +64 7 552 4386

*or*

c) Print and post to Waipuna Hospice, 43 Te Puna Station Road, RD6, Tauranga 3176

### ***What do I need to include in a referral?***

- Patient consent
- A completed Waipuna Hospice referral form including information about specialist palliative care needs and current treatment plan
- Recent clinic letters / discharge summaries / relevant patient notes
- Record of medications & allergies
- Direct referrer contact details

### ***What happens when I have made the referral?***

Our referral team reviews each referral to assess the patient's needs and appropriate level of care required. Following this, we will endeavor to contact you within 2 working days of receipt of a complete referral to let you know the outcome of your referral request and the plan for contact with the patient. Please note that this time frame is extended if we are provided with incomplete information.

### ***What if the referral is urgent?***

Urgent referrals should be accompanied by a phone call to the Waipuna Hospice SMO or Palliative Care CNS. We will endeavor to provide a referral response and a plan for contact with the patient, within 24 hours. If the urgent referral is for request for transfer directly from hospital into the Waipuna Hospice Inpatient Unit, please liaise with the Waipuna Hospice SMO on 07) 552 4380.