



## **DOCTORS ON RICCARTON Policy for Access to Care for Palliative Care and End of Life Patients**

**Patients with Palliative Care and End of Life needs must have access to their doctor or an informed deputy at all times.**

Doctors must provide patients or their caregivers with their after hours cell phone numbers, so they are contactable at all times.

During work hours, patients / caregivers phone the practice.

If the patient's doctor is unavailable or on leave, they must

- hand over care to another doctor before going on leave. Palliative Care and End of Life patients should all have an Advance Care Plan which forms the basis of management.
- The patient's doctor must ensure that the deputy's phone number/s are given to the patient / caregiver, as well as the contact details for the back up service provided by the Pegasus 24 Hour Surgery (ph 365 7777 401 Madras Street, Christchurch).