

# How to Refill Your Prescription

If you need to refill a prescription given by one of our palliative care clinic doctors:

**Call your pharmacy and ask them to fax a refill request to 416-756-6024.**

Your prescription will be refilled at your pharmacy within 2 business days.

Prescriptions can only be refilled during business hours:

Monday - Friday (excluding holidays)  
8:00am - 4:00pm.

PLEASE NOTE:

**Do not adjust your pain medication on your own.** Call us if you have any concerns about pain or other symptoms.

# How to Meet with Us (Referral Information)

Ask your doctor or nurse practitioner to request a referral to the Palliative Care Clinic.

Referrals can be faxed to: 416-756-6024.

If you have any questions, please call us at 416-756-6529 and we will be happy to assist you with this process.

We are here for you and your loved ones.

## Clinic Hours and Location

Our clinic is located within:

The Baruch/Weisz Cancer Centre  
General Site, 8 South  
North York General Hospital  
4001 Leslie Street

Clinic Nurse Telephone Support Hours:  
Monday-Friday (excluding holidays)  
8:00am - 4:00pm.

Your message will be returned in 1-2 business days. Do not leave urgent messages on this voicemail.

If you have any questions or require more information regarding the clinic, please contact:

Phone: 416-756-6529

Fax: 416-756-6024

Website: [www.nygh.on.ca](http://www.nygh.on.ca)  
(visit Areas of Care -> Palliative Care)



# Palliative Care Clinic

*Information for patients and families*

*Freeman Centre for the  
Advancement of Palliative Care*



# What is Palliative Care?

Palliative care is a medical specialty for people living with a serious illness. It focuses on providing relief from the symptoms and stress of the illness. The goal is to improve quality of life for both the patient and their family members. Palliative care services can be provided in a variety of settings including: hospitals, out-patient clinic settings, at home, long-term care facilities and hospices.

**Myth:** Palliative care is only for patients with cancer at their end-of-life.

**Fact:** Palliative care can benefit patients and their families from the time of diagnosis of any serious illness.

## HOW CAN THE PALLIATIVE CARE CLINIC HELP ME?

The Palliative Care Clinic focuses on improving your quality of life through supportive management of your symptoms. We assist with you and your loved ones' psychosocial, emotional, and spiritual needs.

We work with your oncologist and family physician to provide an added layer of support. Our clinic services can be provided at any stage of illness and combined with your cancer treatments.

Our inter-professional care team will work together with you and your loved ones throughout your cancer journey to address your needs.

# What Do Our Services Include?

- Pain and symptom management
- Psychosocial, emotional, and spiritual support
- Advance care planning
- Referrals to palliative care services in the community
- End-of-life care

# What to Expect

Your journey will begin with a discussion between you, your loved ones, and our care team.

## WHAT IS EXPECTED OF ME?

To receive the best possible care, it is important that you:

- Bring a list of your medications to your appointment.
- Communicate openly with your care team and ask questions to better understand your treatment plan.
- Keep a diary of your symptoms (if helpful).
- Complete a symptom assessment form at each appointment.

## IN ANY MEDICAL EMERGENCY:

Call 911 or go to your nearest emergency department.

# Your Care Team

Our inter-professional team includes: physicians, nurses, social workers, psychiatrists, spiritual care practitioners, pharmacists, and administrative staff.

## Palliative Care Physicians

- Amit Arya, MD
- Sandy Buchman, MD
- Valerie Caraiscos, MD
- Daphna Grossman, MD
- Nina Horvath, MD
- Desmond Leung, MD
- Amanda Rosenblum, MD
- Niren Shetty, MD

## Psychiatry

- Tziporah Cohen, MD

## Specialized Clinic Nurses

- Kata Mrazovac, RN
- Sarah Yip, RN, CNS

## Social Worker

- Melissa Burman, MSW

# Your Questions

Many patients living with cancer have questions about their care and treatment plan. Please take a moment to write down some of your questions and bring them with you to your appointment.

Common questions include:

- What treatments are available for my pain or other symptoms?
- What do I do if my health deteriorates?