

What is supportive and palliative care?

Supportive and palliative care seeks to improve the quality of life of patients with a serious or progressive illness. Our team works to find opportunities for joy in patients' and families' lives and to relieve their suffering. We also offer support to family members. Palliative care is often needed when a patient has a chronic neurologic illness or is struggling with end-of-life concerns; however, supportive and palliative services may be helpful at any stage of illness, including at the time of diagnosis. Palliative care addresses not only physical concerns, but also psychological, spiritual, and social issues of both patients and their families. Depending on the illness, the Neurology Supportive and Palliative Care team may work with other clinicians to address specific concerns, or may become the medical home of patients and families who require ongoing and intensive support.



How can I support this clinic?

University of Rochester Medical Center's Neurology Supportive and Palliative Care Clinic provides full services to all patients regardless of insurance status or ability to pay. We are committed to improving care through community outreach, research, and education. Gifts to the Supportive and Palliative Care Clinic are greatly appreciated and will help support our mission of making high-quality patient and family-centered supportive care available to all persons affected by neurologic illness.

Donations are accepted by:



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Neurology Supportive and Palliative Care Clinic

A guide for patients, families and clinicians



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What can the Neurology Supportive and Palliative Care Clinic do for me?

Our team can help you with:

- Physical symptoms including pain, fatigue and constipation.
- Psychological symptoms including depression, anxiety and grief.
- Cognitive issues including confusion, memory loss and behavioral changes.
- Planning for the future and assistance with transitions to other care settings (e.g., moving to assisted living or a nursing home).
- Discussions regarding hospice and end-of-life care.
- Counseling for spiritual, social and psychological concerns.
- Referrals for community resources and support programs.
- Coordinating care with other services (e.g., home care, physical therapy).
- Support for family.
- Communication issues within families.

What can I expect at my visit?

Most patients can expect to spend one to two hours with our team at their first visit which can be held in person or via Zoom or phone per your preference. We recommend that caregivers and family members try to attend the first visit so that we can provide comprehensive support to patients, families, and caregivers. Depending on what concerns are most pressing, you may spend more time with certain team members than others. We will also arrange appropriate follow-up care and provide contact information for you and your family should questions or issues arise after your visit.

How can I be seen in this clinic?

Providers outside of the University of Rochester Medical Center can fax a written referral specifying Neurology Supportive and Palliative Care as the indication along with the patient's demographics, insurance information and pertinent medical records to 585.756.2311. Once the records are received, patients can call 585.341.7500 to schedule an appointment.

URMC providers can place an internal referral to Neurology via the Epic system ("Ambulatory Referral to Neurology"). Then select Neuro Palliative Care under the division in which you'd like to refer the patient to. Please specify reasons for consult and whether the consult is for transfer of care, co-management, or a single episode to address a specific issue.

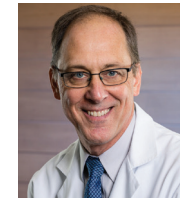
Will this visit cost me anything?

Our services are typically covered by medical insurance. Routine insurance copay fees for office visits usually apply. We are committed to providing these services to patients in need, regardless of insurance status. Please call our Financial Counselors at (585) 784-8889 to discuss support for your financial concerns for your visit to the Neurology Supportive and Palliative Care Clinic.

Our Team



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