



**Home Connections** serves patients through home visits and coordination of care. The Home Connections Team works in partnership with the patient's physicians to coordinate and case manage care to eligible patients.

Home Connections provides all appropriate services required under NY State Department of Health Palliative Care Information Act.

*Home Connections is an affiliate of Hospice & Palliative Care Buffalo.*



**HOME  
CONNECTIONS**  
Palliative Care

Affiliate of Hospice & Palliative Care Buffalo

## What is Palliative Care?

Palliative care focuses on the relief of symptoms and stress that people affected by serious illness experience. The goal is to improve the quality of life for patients and their families.

Palliative care is appropriate at any stage of a serious illness and can be provided at the same time as "curative" treatment.

Home Connections services include:

- Navigation of the medical system
- Symptom management to improve quality of life
- Education about the disease
- Advice on living with serious, progressive illness
- Developing goals of care
- Coping strategies for side effects from treatment
- Help with coordinating care
- Assistance with advance care planning
- Linkage to community resources

### Providing Care Across the Continuum

*Our mission is to help each patient navigate through the course of serious illness, changes in diagnosis, and medical care.*



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Phone: (716) 989-2475

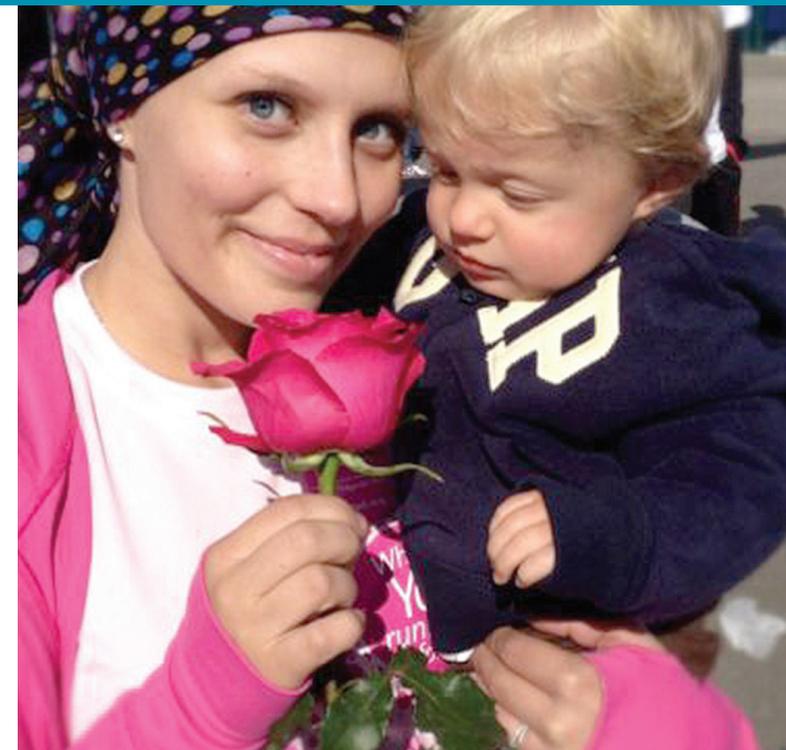
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Palliative care is for relief of symptoms associated with serious illness.

**Home Connections**

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“My nurse and social worker help me with everything: managing my symptoms, following up with my doctors, giving me emotional support. It has really changed my quality of life.”

- Home Connections Patient



We understand quality of life is directly affected by good symptom management, a better understanding of disease, and support for caregivers. When these issues are addressed, there is less anxiety about the future. We recognize that each patient is an individual, and that their needs are unique. We view ourselves as partners in our patient's care, and see the patient and their family as vital components of the team.

**Home Connections team includes:**

- Patient
- Patient's physicians
- Palliative care-trained nurse practitioner
- Palliative care-trained registered nurse
- Social worker/counselor
- Volunteers
- Palliative care physician oversight



**What does Home Connections offer?**

- 24/7 on-call nurse support
- Social work visits and help accessing community support services
- Supportive discussions for healthcare decision making
- Frequent phone contact to monitor the patient's condition and answer questions

**Where we care for you:**

We work in partnership with the patient's physicians to coordinate and case manage in the following settings:

- Community Based – private homes
- Other Care Settings – Group Homes and Assisted Living Facilities

**You can benefit from Home Connections care even when you have a certified home healthcare agency involved in your care.**

**Who is eligible for Home Connections?**

Any patient diagnosed with a serious, progressive illness. Examples of illnesses and issues that palliative care has helped include:

- Advanced heart disease, including congestive heart failure
- Advanced lung disease, including COPD (chronic obstructive pulmonary disease) and pulmonary fibrosis
- Cancer, whether or not the patient is undergoing active treatment with radiation or chemotherapy
- Serious progressive neurological diseases, such as Lou Gehrig's disease
- Repeated hospitalizations or emergency department visits

Our services are covered by many of the Highmark of Western New York (BlueCross BlueShield) and Independent Health plans. Eligibility will be determined upon receipt of a referral. Individuals may also self-pay to receive home-based palliative care. Please call our office at (716) 989-2475 to learn more.



\*Highmark BCBSWNY and Independent Health are Medicare Advantage Plans with a Medicare contract. Eligibility will be determined on referral.

**The Home Connections team works in partnership with physicians to coordinate care and to help navigate the complexities of today's healthcare system.**