

## Our EPIC Team ...

### OUR NURSES

Are specialists in symptom management. The nurses will help prevent, manage and resolve common symptoms that may appear. Common symptoms include pain, nausea and vomiting, constipation, depression and shortness of breath amongst others. They will work with you and your family or carer to explore your goals, listen to your concerns and improve the quality of your life.

### OUR COUNSELLORS

You may feel overwhelmed, confused, or just need to talk to someone – our experienced counsellors provide emotional support for you and your family and carers, through the various stages of your journey. Counselling may help you to learn new ways to cope with and respond to the different stages of your illness.

### OUR OCCUPATIONAL THERAPISTS

Work with you and your family or carer to help you to continue to live a full and normal life. The OT can assist with providing practical solutions for activities of daily living and symptom management. We can recommend equipment and assist with pain control through positioning, pressure relief and relaxation techniques.

### OUR SOCIAL WORKERS

Can help you and your family to access financial benefits through Centrelink and other Government Agencies. The Social Worker will provide information, referral and advocacy in relation to financial and legal matters. We can help to facilitate referrals to organisations (eg. financial help, home help, respite) that may provide support to you and your family.

### CONTACT US

#### EPIC Clinic is located at

140-154 Sladen Street  
Locked Bag 2500  
Cranbourne. VIC 3977  
T 03 5991 1300  
F 03 5991 1301  
E [reception@palliativecaresoutheast.org.au](mailto:reception@palliativecaresoutheast.org.au)  
Hours 8:30am – 4:30pm Monday – Friday

#### Nursing Service 7am – 7pm every day

T 03 5991 1300

#### After Hours 7pm – 7am every day

T 03 5991 1300

#### FOR MORE DETAILED INFORMATION

Please visit [www.palliativecaresoutheast.org.au](http://www.palliativecaresoutheast.org.au)  
or call us during office hours on 03 5991 1300



Palliative Care South East acknowledges the support of the Victorian Government



# Palliative Care South East

We're all in this together.

## 'EPIC' EARLY PALLIATIVE INTERVENTION CLINIC

## ABOUT PALLIATIVE CARE SOUTH EAST (PCSE)

We provide palliative care in the south east metropolitan region of Melbourne. We provide support to people with a life-threatening illness and their families and friends to live well in their communities.

We specialise in pain and symptom management, and psychological and practical support. We provide access to on-call telephone support service 24 hours a day, 7 days a week, free of charge.

We take a holistic view of your health and focus on you and not your illness. We will support you to focus on your quality of life and independence.

## EPIC – EARLY PALLIATIVE INTERVENTION CLINIC

The EPIC Clinic is for people who are

- over 18, diagnosed with a life-threatening illness
- living in Cardinia, Casey, Greater Dandenong and parts of Kingston

The EPIC Clinic is best suited to people who are in a stable condition and are well enough to attend clinic onsite in Cranbourne.

The EPIC Clinic provides support for:

- symptom management
- making choices about care and quality of life
- you to have more control
- your loved ones
- Advance Care Planning



## HOW THE EPIC CLINIC WORKS

- The EPIC Clinic is open on Tuesdays between 9:00am – 4:30pm by appointment only.
- On Clinic days the palliative care team is comprised of
  - Nurses
  - Social Worker
  - Counsellor
  - Occupational Therapist
  - Massage Therapist.
- Appointments are available for clients and their carers.
- Appointments will be made based on your needs – medical needs, emotional needs, practical needs.
- After each appointment, we will assess the need for your next appointment.



Over the coming months as the EPIC clinic establishes, there might be a waiting period for appointments (of a couple of weeks). We will work closely with you to minimise inconvenience and ensure you are supported with pain and symptom management through our 24 hour access to telephone care and support.

## WORKING WITH YOUR GP

Your GP and specialist are your main medical care providers. We will work with your GP and specialist to make sure you have the best symptom management to suit your needs.

## PLANNING AHEAD



The EPIC Clinic team will talk to you and your family and carers about Advance Care Planning (ACP). ACP is a process of thinking about, talking about and writing down your future health care preferences. An Advance Care Plan only comes into effect if you become too unwell and unable to make or communicate your preferences for yourself.

Information in your Advance Care Plan will guide your family and doctors when making medical treatment decisions on your behalf.

## WHAT THE EPIC CLINIC DOES NOT OFFER

- respond to crisis – we are not an emergency service
- Ambulance presentations
- Issue prescriptions
- Support your other chronic disease
- Routine prescriptions
- Routine GP check ups

## TOO UNWELL TO ATTEND EPIC CLINIC

If you become too unwell to come to the clinic, we will work with you to assess whether home-based care might be more suitable for you.