

Support when you need it most

Palliative care can benefit you and your loved ones if you need support with:

- Knowing what to expect after your diagnosis
 - Learning what programs or resources are available
 - Making medical decisions about treatment choices/options
 - Matching your goals and values to your medical care
 - Understanding the pros and cons (benefits/burdens) of treatments
- Palliative care is appropriate at any age and at any stage of a serious illness. It can be provided along with curative treatment.**

BACK COVER



To learn more, contact our local palliative care provider listed below directly. Or call the customer service number on your Blue Shield member ID card or visit blueshieldca.com/palliativecare.

FRONT COVER



Home-based palliative care



Comprehensive and personalized care to support quality of life

What is palliative care?



Palliative care can help provide you relief from the symptoms and the stress if you have been diagnosed with a serious illness. The goal is to **improve quality of life for both you and your family.**

Blue Shield of California provides access to home-based palliative care as a covered service for our members.

Our palliative care program offers you support from a doctor, nurse, social worker, chaplain, and home care aide.

Palliative care is not hospice. Unlike hospice, you can continue receiving all services available to you under your medical benefits.

What to expect from your palliative care team



The palliative care team **works with you and your primary care physician (PCP)** or specialist.

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The team provides an extra layer of support for you and your family with services that include:

- Speaking with you regularly about your care goals
- Coordinating your care and treatment with your doctor
- Offering help 24/7 by phone
- Helping to manage your pain and symptoms
- Providing assistance to help you stay at home

How can palliative care help me?



Palliative care may help you if you have a serious illness and:

- Have symptoms that impact your quality of life
- Have difficult side effects from treatment
- Have eating problems due to your diagnosis
- Have had multiple ER hospital visits due to symptoms or treatment side effects

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Palliative care seeks to relieve your symptoms. It is designed to help you carry on with your daily life.

The palliative care team can help you better understand your condition and your choices for medical care. In short, you can expect the best possible quality of life.

The average patient and family satisfaction score for our home-based palliative care programs is **96%**