

# Palliative / EoL Care Paramedic Call Out Flowchart



Call out to patient identified as on palliative / end of life pathway.



Paramedic clinical assessment and decision making with patient and / or family. This may include contacting other healthcare professionals involved in the patients care.  
Does the situation indicate acute intervention e.g. conveyance to ED?

YES

Is there a Treatment Escalation Plan (TEP) available?

NO

YES

Is the patient for resuscitation?

YES

NO

NO

Does the patient and / or family want acute intervention?

YES

NO

Use your clinical judgement to decide and agree next steps with the patient / family which may include conveyance to ED

You can still consider contacting hospice for advice and support. This will trigger follow-up by our team.

Consider treating at home.  
Contact Hospice for advice and support if required. We can offer:

- Telephone advice
- One off visit to administer care / treatment if capacity (7 days per week 8am – 8pm only)
- Implement package of care to support patient to remain at home
- Discuss potential admission if situation indicates this and there is capacity to do so (see below)

**North Devon Hospice**  
Healthcare professionals can contact the hospice 24/7 on **01271 347 214** for:

- Telephone advice
- Access to Hospice at Home visiting (8am – 8pm only)

And when clinically appropriate and if there is capacity

- Direct admission to the in-patient unit

**Hospice referral criteria:**

- aged 18 and above and
- have an advanced and progressing life limiting illness.

Patients do not need to be known to the hospice at the point of contact, but additional information and /or acute assessment may be required in order to triage the case and agree on actions.

Patients experiencing new, acute symptoms or illness / symptoms not directly connected to their terminal diagnosis may need additional medical assessment before referral can be accepted.