

Care at Home

FOR PATIENTS & CAREGIVERS



Welcome to Galilee

Galilee's offers an embrace of care to patients and caregivers that brings relief, light, joy, and life. People feel valued even when they cannot offer anything; wanted, even though their circumstances are not particularly pleasant; deeply loved, even if they complain or express frustration or even anger.

† Metropolitan Nikolaos
of Mesogaia & Lavreotiki

Galilee at a glance

Our Palliative Care at Home service aims to the greatest autonomy possible for patients and to the least **dependence on their caregivers possible**.

Services provided include:

- Management of disease-related symptoms such as pain, nausea, etc.
- Management of side effects from medical treatments
- Psychological support for the patient and the family
- Spiritual Support

Services are provided completely **FREE OF CHARGE**, regardless of insurance coverage, and are certified for quality in accordance with ISO 9001:2015 (TÜV Nord).

Care at Home

Eligibility Criteria

To receive home care from Galilee you must:

- Have a confirmed diagnosis of cancer or Amyotrophic Lateral Sclerosis (ALS) or advanced stage Parkinson's disease.
- Reside in the area of Mesogeia and Lavreotiki.

Examples of such areas include: Anthousa, Artemida, Gerakas, Glyka Nera, Kalyvia, Keratea, Koropi, Kouvaras, Lagonisi, Lavrio, Markopoulo, Paiania, Pallini, Pikermi, Rafina, and Spata.

As part of our collaboration, you and your caregiver(s) will be asked to sign a Care at Home Agreement setting out the terms of the services provided.



How can you apply to the service

If you meet the eligibility criteria, please contact Galilee by phone or email to express your interest and provide us with your contact information. Within 24 hours, a member of our health care team will contact you to complete an electronic application form over the phone.



How the service works

The first home visit is scheduled in consultation with you on a weekday (Monday to Friday), usually by a doctor and a nurse, and lasts around one and a half hours. During this visit, we will work together to develop your personalised care plan, clarify the terms of care, and sign the Care at Home Agreement. During subsequent visits, the core care team visiting you will include: a physician, a nurse, and a social worker. During the course of your care, depending on your personalised needs, a psychologist, physical therapist, occupational therapist, or priest may also be added to your care team.

The Philosophy of Palliative Care

Our care approach aims to:

- ensure patient's autonomy to the greatest extent possible.
- minimise dependence on caregivers, so that patients can function independently and actively participate in the things they love and desire.

That is why we emphasise:

- Training patients and caregivers to manage their daily challenges and needs in a way that promotes independence.
- We do not replace your treating physician. We work in close coordination with him/her to help you manage symptoms or side effects from treatment, as well as to provide you with psychosocial and spiritual support.

Useful Information for patients and caregivers

MEDICATION & LABORATORY TESTS

Galilee's physicians prescribe the medications and laboratory tests that are necessary to meet your palliative care needs.

The rest of your treatment will continue to be prescribed by your treating physician.

FREQUENCY OF CARE

Our appointments are scheduled in consultation with you, your family, and the team that has been assigned to you.

Please note that we are unable to provide continuous daily care.

HOURS OF SERVICE

Monday to Friday 8:00am until 03:00pm.

EMERGENCIES OUTSIDE SERVICE HOURS

For emergencies outside these hours, please call our out-of-hours line: +30 693 600 9933.

- Your call will be answered by our nurse on-call and you will receive instructions over the phone.
- If necessary to resolve the issue, our on-call physician will be notified.
- If the issue cannot be resolved with telephone support (Telecare), you will be referred to the on-call public hospital.

MEDICAL EQUIPMENT FREE LOAN

Please speak with your care team about borrowing equipment free of charge, subject to availability. Equipment may include, for example a wheelchair, a hospital bed and other essential care items.

Small but yet important

- All services are provided **FREE** of charge.
- Our staff cannot accept monetary gifts.
Your kindness and appreciation is our greatest reward.
- We deeply appreciate your trust. Therefore **please do not make donations** to the Centre (either through patients, relatives or caregivers) **while the patient is part of the programme.**
- During your time in our care, we may need to photograph documents related to your medical history to create your electronic medical record.
- All information and documents collected by our staff will be treated **with the highest level of confidentiality.**

Our goal is to provide the best care for you and your loved ones

We kindly ask you to:

- Ensure that Galilee team is notified in a timely manner regarding your laboratory or any other tests (e.g. CT) that have been performed.
- Notify Galilee team of any change in the patient's overall condition.
- Continue your cooperation with your treating physician. If necessary, your physician can contact directly Galilee's physician.
- Evaluate the quality of the services provided. Please fill out the evaluation forms given to you by your care team, to help us improve our services.

Other services from Galilee that may be of interest to you:

- Care at our Hospice
- Day Care & Activities Center
- Support for Caregivers
- Bereavement support

Learn more galilee.gr/en/services/

Our home-based palliative care service
is certified in accordance with ISO
9001:2015 by TÜV NORD.

Contact Information & Useful Phone Numbers

MONDAY TO FRIDAY

8:00 a.m. – 03:00 p.m.

Phone: **+30 210 6635955** or email: galilee@galilee.gr

- Our secretary's office will pass your query to the appropriate healthcare professional on Galilee's team, and they will return your call as soon as possible.

MONDAY TO FRIDAY

**03:00 p.m. – 8:00 a.m. THE FOLLOWING
MORNING & EVENINGS & WEEKENDS
(24 HOURS)**

Emergency Phone: **+30 693 6009933**

- Your call will be answered by our nurse on-call, and you will receive instructions over the phone.
- If necessary to resolve the issue, Galilee's on-call physician will be notified.

When a Galilee's healthcare professional contacts you from their mobile phone, the number will appear as private or restricted. Calls from Galilee's landline will show the number as usual

Thank you for your trust!

Thank you for taking the time to read this guide.

In exceptional circumstances, this guide may be updated. Should this occur, you will be notified accordingly by members of the team caring for you.

Learn more www.galilee.gr
or scan the QR Code:



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