



# pathways

## Palliative Care Program

716-304-1214 / PathwaysPCP.org

Fax referrals to 716-731-4579

2424 Niagara Falls Blvd., Niagara Falls, NY 14304

Hours: Monday-Friday 8:30 a.m. - 4:30 p.m.

Comfort for Niagara County residents with serious and chronic illnesses.

### What is Pathways?

Pathways can manage your symptoms and improve your quality of life. We provide case management support and services to individuals and families faced with serious illness. Our palliative care team works together to provide relief from distressing symptoms.

Each patient is unique and is treated with individualized care. A nurse is always just a phone call away, 24/7. Pathways is covered by Medicare Advantage Plans such as Univera, IHA and BCBS of Western New York. Private pay options are also available.

### Pathways can also provide the following services:

- Education about disease/illness and coping strategies
- Supportive discussions about treatment choices and symptom management
- Coordination of health care and navigating the medical system
- Advance care planning
- Connection to community resources

*"I love Pathways, it was the best thing for me when I had breast cancer. The social worker helped me fill out my forms, advance directives and hospital bills. When I began radiation, it was a difficult time for my family because they are far away, but I was able to rely on Pathways to be my support system."*

*- Jill, North Tonawanda*

### Pathways can help ease symptoms including:

- Discomfort
- Depression and anxiety
- Loss of appetite and nausea
- Constipation
- Breathing problems
- Spiritual and emotional issues

### Who is eligible for the Pathways program?

Individuals facing serious, progressive illness, including, the following conditions may be eligible:

- Repeated hospitalizations or emergency room visits
- Cancer
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Malignant Disease
- Liver or Pancreatic Disease
- Progressive Neurological Disorders
- Cardiomyopathy
- Advanced Alzheimer's disease or other dementia

Services from Pathways are provided in the patient's home. You do NOT have to give up your own doctor. The Pathways team will work with your physician(s) to coordinate care. There is no additional cost to eligible patients.

## Our Pathways Team is Ready to Serve You!



Dr. Richard Castaldo  
Medical Director



Cari Boyce, RN  
Pathways Coordinator



Marjorie Oehmler, RN  
Case Manager



Renee Sims, RN  
Case Manager



Cassidy Connor, LMSW  
Social Worker



Kimberly Cummings  
Patient Services Representative



Liam O'Mahony  
Director of Communications

*"It is an honor to become part of a patient's health care team. The greatest satisfaction comes when patients and family members have a question or an issue, and they trust us to resolve the situation. It is rewarding to assist a patient in accessing a benefit to relieve financial stress or implement an in-home service that allows them to stay safely in their home."*

*- Cassidy, LMSW, Social Worker*