



*Patient &  
Family*

*Spiritual  
Care  
Chaplain*

*Patient's  
Physician*

*Social  
Worker*

## **Pathways Team**

*Palliative  
Care  
Physician*

*Registered  
Nurse Case  
Worker*

*Pharmacist*



Coordinating Your Care  
with You & Your Physician

Symptom Management

Comprehensive Support

Advance Directives

Community Resources

Telehealth

*Pathways is available  
through several insurance  
providers and private pay.*

(716) 304-1214

PathwaysPCP.org

Fax: (716) 731-4579

info@PathwaysPCP.org




Palliative Care that provides symptom  
management & comfort for Niagara  
County residents with serious, chronic  
illnesses & progressive diseases.



*As sunlight starts to set, our  
palliative care team helps enhance  
quality of life for patients and  
families facing a variety of diseases:*

- Cancer
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Alzheimer's disease
- Dementia





Pathways provides chronic illness education, symptom management services and telehealth remote patient monitoring to individuals and families with serious, progressive diseases.

Our care team offers relief from distressing symptoms, and each patient is treated with individualized care.

## *Our Pathways Team is ready to serve you!*

For more information, call 716-304-1214  
or email [info@PathwaysPCP.org](mailto:info@PathwaysPCP.org).  
Referrals can be faxed to 716-731-4579.



Dr. Richard Castaldo  
Medical Director



Jane James, NP  
Director of Admissions



Katelyn  
Granville, LMSW  
Social Worker

Pathways is an instructional program affiliated with the State University of New York at Buffalo Jacobs School of Medicine and Biomedical Sciences.

The goal of Pathways is to manage symptoms and improve quality of life.

Pathways can help ease symptoms:

- Pain
- Breathing problems & shortness of breath
- Loss of appetite and nausea
- Constipation
- Spiritual and emotional issues
- Other physical symptoms

Pathways can provide the following services:

- Post-acute care model provides more nurse visits per month with goal to keep patients comfortable at home
- Illness stratification assessment that helps reduce hospitalizations and visits to emergency room
- Education about disease/illness and coping strategies
- Supportive discussions about treatment choices and symptom management
- Telehealth medicine
- Coordination of health care and navigating the medical system
- Advance care planning
- Connection to community resources

*Palliative care services are provided in the patient's home. Patients do NOT have to give up their doctor. Pathways will work with patient's physician(s) and specialists to coordinate care at no additional cost to eligible patients.*



### Eligibility Requirements:

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

- Repeated falls, hospitalizations or emergency room visits
- Cancer, whether or not the patient is undergoing active treatment
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Liver or Pancreatic Diseases
- Progressive Neurological Disorders, including Lou Gehrig's Disease (ALS) / Multiple Sclerosis (MS) / Myasthenia Gravis (MG)
- Parkinson's / Alzheimer's disease / dementia, etc.

*"The staff is very helpful in showing me the way to go about my care. They understand the circumstances of Parkinson's disease and explained them to me well."*

*– Audrey, Lewiston*

*"Pathways was the best thing when I had breast cancer. It was a difficult time because my family is far away.*

*I was able to rely on Pathways to be my support system."*

*– Jill, North Tonawanda*