



Hospice Can Help

A HOSPICE CARE GUIDE



Introduction

When you or a loved one has a life-limiting illness, it can seem like your world has been shattered. You might feel powerless, scared, or alone. Where do you turn? Hospice can help.

Modern medicine has always focused on the cure. But what if there is no cure? In the past we used to be told, "Nothing more can be done." With hospice, there is much that can be done.

Hospice is compassionate care focused on comfort. It is care that meets the unique needs of each person. Hospice celebrates life. It allows patients and families to make the most of every day.

Understanding hospice prepares patients and families for what is ahead. We hope this booklet will help you understand more about hospice. Deciding on hospice care may be one of the hardest choices you have to make. But it's an important choice to explore.

*"You matter because you are you.
You matter to the last moment of your life..."*

— Dame Cicely Saunders, founder of the modern hospice movement

The Hospice Team

The hospice team treats the *whole* person. This means hospice treats physical, spiritual, and emotional needs. Hospice doesn't just manage pain. It shows patients how to best cope with the illness. The team also offers counseling, grief support, and family support.

Hospice care is provided by a core group of professionals. Most hospice teams also have counselors, therapists, and other specialists. Some offer extra services like massage, pet, art, or music therapy. Team members include:

- **Patients and Families.** The most important members of the hospice team are the patient and family. They pick the care plan. Treatments are based on their wishes. And loved ones are usually the main caregivers.
- **Doctors.** Hospice doctors are trained in comfort and end-of-life care. They work with patients and the patients' doctors to guide the plan of care.
- **Nurses.** Hospice nurses are also specially trained. They work closely with the patient and family. Nurses watch vital signs. They manage medications and equipment. Nurses are often also there for emotional support.
- **Social Workers.** Social workers guide patients through practical matters. They help with confusing paperwork. This could be insurance forms, Medicare forms, or other legal forms. They arrange for emotional or spiritual support when it is needed.
- **Home Health Aides.** Home health aides give personal care to the patient. This includes non-medical tasks like feeding or bathing. They may assist with light cooking and simple chores. Home health aides also train the family on giving proper care.

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- **Volunteers.** Hospice volunteers are trained to provide a variety of support. They can give family caregivers a break by visiting with the patient. Some help with simple chores or run errands.
 - **Chaplains.** Hospice chaplains give spiritual support at the end of life. "Spiritual" does not mean "religious." Support is based on the patient's values. Chaplains are there to listen with compassion and without judgment. They can guide meaningful talks about hope, forgiveness, and spiritual growth.

How Hospice Works

The start of the process may move pretty quickly. Many hospices respond within 24 hours of a referral, but your situation could differ. **There is space at the back of this booklet for notes and questions. Keep this booklet handy when you contact hospice.**

1. Referral. A patient has a life-limiting illness. He or she is ready to stop curative treatments. **The patient's doctor, the patient, or a loved one can recommend hospice. Patients of any age with any end-stage illness can be referred.** The sooner the patient is referred, the better. Many say the only regret they have about hospice is they didn't call sooner.

2. Eligibility. The hospice doctor and the patient's doctor decide if the patient can enroll in hospice. **Both doctors must verify that the patient has a life-limiting illness and will likely live six months or less.**

Patients are reviewed regularly. Doctors approve hospice services again at each review. Doctors can cancel services if the patient improves. Patients can also cancel hospice at any time. Patients can re-enroll or keep hospice care beyond six months with doctor approval.

3. Payment. Hospice services are covered by Medicare. Services may also be covered by private insurance plans or Medicaid. Many hospices will work with patients who can't pay. Patients usually pay little or no money out of pocket. Hospice will review what is covered with each patient.

Medicare covers expenses related to the illness, like most medications, services, and equipment. To receive this funding, hospices must meet strict federal standards. Hospices must also be licensed by the state. This ensures patients are getting quality care.

4. The Care Plan. The next step is creating a plan of care. A hospice team member will visit to decide what the patient needs. **Treatments are chosen based on the patient's values and beliefs. The care plan changes with the patient's condition.**

The care plan is designed to lessen physical symptoms of the disease. Pain, upset stomach, dizziness, lack of appetite, or exhaustion are eased with medicines and therapy. The care plan also helps ease stress about emotional, social, or spiritual concerns.

5. Setting Up Care. Most hospice services are provided in a patient's home. Hospice will come to set up equipment and train caregivers. Hospice teams may also deliver care in skilled nursing facilities, hospitals, inpatient facilities, and other settings. **Hospice goes wherever the patient lives.**

6. Making the Plan Work. **Hospice staff visits on a regular schedule based on the patient's needs.** Patients are checked, medicines are adjusted, and support is given. Many programs have staff on call around the clock.

Hospice staff can be there at the time of death to comfort loved ones. They can help prepare for the funeral home to come. Staff will also take away equipment and medicines. **Hospice even provides grief support to loved ones after the death.**

Remember, the sooner a patient is referred, the more he or she can benefit from hospice care. Do not wait to contact us if you have questions about our services. Hospice can help patients complete their lives with dignity and meaning. We are here for you and your loved ones.



Questions and Notes:

Provided by

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The Pines Foundation

The Pines Foundation is the 501(c)(3) non profit entity of Hospice of the Pines funded solely through individual and community donations. All proceeds received by The Pines Foundation are used to make our community a better place.

The Pines Foundation is proud to support a variety of community efforts. Donations made to The Pines Foundation are used to promote education, awareness, and support for end of life care in our community, provide financial assistance for families in need, and help other non-profit organizations that are dedicated to the service of others.



Locally Owned
Serving Northern Arizona

928-632-0111

1-877-632-0111

Fax 928-632-0333

24 Hour Availability



Hospice of the Pines

Offering Choices...Honoring Wishes

*We provide expert care
and guidance so you can
have peace, comfort,
and quality of life.*

*Schedule a free
evaluation*

24/7

928-632-0111

"It was such a comfort to my sister and her family to have an entire team of health care professionals devoted to her care."

How to Get Started

1. Call to schedule an evaluation 24/7
928-632-0111
2. Meet with a Hospice of the Pines team member for an evaluation
3. Start receiving support and comfort for you and your loved one

"I cannot remember when I have been this comfortable since my illness began. I am very grateful for the physical and emotional comfort Hospice of the Pines has already brought to my life."

Frequently Asked Questions

Q: How do I know if it is time for Hospice?

A: If symptoms are increasing and there are no treatments to extend life then it is time to discuss hospice. Increase in Emergency Room visits, loss of independence, frequent falls, and other symptoms may be signs it's time.

Q: How much does it cost?

A: It is a Free Medicare benefit. Covered by most insurances. We are contracted with the Veteran's Administration.

Q: Is Hospice a Place?

A: No, hospice is a type of care. Hospice care is provided wherever you call home.

Why Hospice?

You don't have to be alone. No more wondering what to do and no more late nights in the ER.

Experience meaningful and comforting time with your loved one. Let us help.



To learn more about Hospice services, call

928-632-0111