

Hospice Services Guide



**Hospice of the
Comforter**

FLORIDA HOSPITAL CONNECTED CARE



| *Table of Contents* |

Hospice of the Comforter is a proud member of the Florida Hospital Connected Care family.

Our Mission, Care and Team	04
Members of the Team.....	06
Our Services.....	09
The Four Levels of Care.....	10
Your Comfort	13
What's Next?.....	14
Your Questions	16
Our Difference	18



Hospice of the Comforter's care focuses on quality of life.

Our Mission

We are compassionate people providing compassionate care.

Hospice of the Comforter is guided by the highest ethical principles, while expertly caring for the physical, emotional and spiritual needs of patients and their families facing an incurable illness.

We are here to help our patients get the most out of every day of life, while surrounding them and their families with love and comfort.

Our Care

We are the only non-profit, local experts in compassionate, end-of-life care, serving Orange, Seminole and Osceola counties since 1990. Our goal is to keep you comfortable wherever you call home. Our services are covered by Medicare, Medicaid and/or most private insurance plans excluding applicable co-pays and deductibles. No patient will ever be denied services because of lack of medical coverage.

- Quality of life/care where you live
- Improved comfort
- Home visits by hospice team
- Expert pain and symptom management
- Care provided regardless of ability to pay

Our Team

Hospice of the Comforter's team provides individualized care to you and your loved ones. The number of visits by each team member is determined by your unique needs. We are here to teach and support you and are available by phone 24 hours a day, seven days a week. Because we are owned by Florida Hospital, you have the full backing of our world-renowned hospital system if the need should arise.

“You left no stone unturned in caring for Dad. You will always be remembered and loved.” — JoAnn

| *Members of the Team* |

The goal of Hospice of the Comforter is to care for you and your loved ones.

Primary Physician

Manages the patient's care with the hospice team.

Hospice Physician

Visits patients, coordinates care and works closely with the hospice team to provide care and manage symptoms.

Social Worker

Provides emotional support and counseling. Connects families to community resources as needed. Assists with advance directives, such as a living will.

Nurse Case Manager

Coordinates care with the physician and the hospice team. Ensures the patient is as comfortable as possible through pain and symptom management. Teaches patients and caregivers.

Certified Nursing Assistant

Provides personal care, such as bathing or shaving.



Chaplain

Offers non-denominational spiritual support. Assists with funeral arrangements if requested.

Patient and Caregiver

Leads the team and provides day-to-day care with the support of Hospice of the Comforter.

Trained Volunteer

Provides a variety of services, such as patient companionship and caregiver respite.

Bereavement Counselor

Keeps in touch with the family for up to 13 months. Offers individual and group grief support.



| *Our Services* |

Hospice of the Comforter's services are available to you whether you live at home, in a long-term care facility, assisted living facility or if you are admitted to our Hospice of the Comforter inpatient unit. You may receive different levels of care depending on your condition.

- No cost for medications, equipment or supplies related to your hospice diagnosis
- Improved comfort and safety

Medications

We provide medications related to your hospice diagnosis for comfort and symptom management. Medications not covered will need to be obtained through your Medicare Part D or at an out-of-pocket cost. Your nurse case manager will let you know which medications will be covered.

Medical Equipment

We provide medical equipment, such as electric beds, walkers, over-the-bed tables and wheelchairs to promote comfort and safety.

Disposable Supplies

We provide supplies, such as gloves, adult briefs and wound and skin care kits to promote comfort and safety.

| *The Four Levels of Care* |

Patients may move from one level to another throughout their care, depending on their needs, the progression of illness and individual circumstances.

1. Routine Care

Day-to-day care is **provided by patients and/or caregivers** with the support of the hospice team. Routine visits are made by team members to best meet the needs of the patient and caregiver.

2. Respite Care

Though rewarding, caring for a sick loved one can also be exhausting. When a caregiver needs short-term relief, a patient may be admitted to a contracted facility for a maximum of five days. A hospice team will continue to visit the patient during this time.

3. Crisis Care

Designed for short periods of time, crisis care assists with the management of uncontrolled symptoms so that the patient can return to a state of comfort as soon as possible. Patients remain at home or in a nursing facility and receive close observation while receiving crisis care. This level of care is evaluated on a day-to-day basis to determine necessity.

4. Inpatient Care

Patients may be admitted to a hospital or Hospice of the Comforter's inpatient unit for a short time (one to three days) to manage various symptoms, such as uncontrolled pain, nausea, vomiting or difficulty breathing.





| *Your Comfort* |

Hospice of the Comforter is here for you.

With Hospice of the Comforter, you will experience care that is designed to your specifications and that focuses on your quality of life and comfort. Our goal is to provide care to you in your own home, whether it is a private home, an assisted living facility or long-term care facility, and to provide a loving, supportive atmosphere for you and your loved ones.



What you can expect next from your Hospice of the Comforter team.

After you have met with an admission nurse and chosen Hospice of the Comforter's services, a registered nurse will call within 24 hours to schedule a visit. The nurse will assess your symptoms and recommend medications and treatments to ensure you are as comfortable as possible.

- Together with your team, you will determine your visit needs from your Hospice of the Comforter team.
- You will be contacted by your social worker and a chaplain within four days to discuss your needs.
- Your nurse will arrange for the delivery of equipment and supplies that are covered by Hospice of the Comforter.





How much will hospice care cost?

Medicare, Medicaid and many private insurance plans pay for hospice care. However, Hospice of the Comforter is a local, non-profit hospice and is committed to providing care regardless of ability to pay.

Will hospice medications decrease my life expectancy?

No. The hospice philosophy is to neither prolong life nor hasten death, but to provide medications and other treatments that will keep patients as comfortable as possible. In fact, a 2007 study published in the *Journal of Pain and Symptom Management* reported that hospice care may prolong the lives of some hospice patients.

Is all hospice care the same?

No. Medicare requires certified hospices provide minimum requirements of care, but the quality and quantity of services may vary greatly between hospices. We suggest asking questions to determine the best hospice for you: Does the hospice have its own inpatient facility? Is it a non-or a for-profit hospice? Is it a local organization, or is it owned out-of-area? How many local volunteers do they have? With which nursing homes and hospitals are they contracted?

Are food and water withheld?

No. When a loved one wants to eat or drink less than usual, it may cause family members to become concerned about their loved one's comfort. A decrease in appetite is a natural progression of the dying process and is not painful or uncomfortable for the patient. We

take special care to consult with family members and make the patient and family comfortable during this time. Patients are always in control of their own food and water intake.

Isn't hospice for the last few days of my life?

No. The most common comment we hear from patients and families is, "I wish I had started hospice sooner." The reason we hear this is because patients and families are not aware of how soon they can begin benefiting from the full range of hospice services. Because of our expert symptom management and emotional support, many of our patients and families experience less stress, less pain and more quality time spent with their loved ones. Patients are evaluated on an ongoing basis to ensure they meet the criteria to continue receiving hospice care.

The Hospice of the Comforter difference.

Our Commitment

Since 1990, Hospice of the Comforter has provided compassionate care to tens of thousands of patients and families who are our friends and neighbors. As a non-profit hospice, our support and resources come from our generous community. We stand behind our mission of being compassionate people providing compassionate care.

Our Locations

As a local organization, you will speak with a local team member and never an out-of-area call center. Additionally, we have the only free-standing hospice inpatient unit serving Orange, Seminole and Osceola counties.

Our Expertise

As a member of the Florida Hospital Connected Care family, Hospice of the Comforter believes in maintaining a superior level of service. We achieve this by providing extensive, ongoing education and training to our compassionate staff. You will benefit from our team of pharmacy consultants, certified nursing assistants and registered nurses who are certified in hospice and palliative care. We also provide licensed social workers and experienced bereavement counselors to help families throughout the process.

Our Experience

Hospice of the Comforter is owned by Florida Hospital and has served Orange, Seminole and Osceola counties longer than any other non-profit hospice. Our staff has experience and training in end-of-life care that includes pediatric hospice care, pain management, cultural issues, advanced dementia and grief and bereavement.

Our Support

We offer the most extensive grief-support programs in Central Florida. Families of Hospice of the Comforter patients receive telephone calls, short-term individual counseling and mailings at no cost. Grief support groups and workshops are also provided at no cost and are open to the community. We also offer a children's program that provides individual counseling, student support groups and a six-week grief support program in schools to children who have experienced the loss of a loved one.

“My mom’s smile will always be remembered by us and I’m sure by the ones who cared for her.” – Joy



Hospice of the Comforter

FLORIDA HOSPITAL CONNECTED CARE

A compassionate, non-profit ministry since 1990.

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