

## OVERALL PROGRAM

### **Does the hospice accept my insurance? What services and treatments will be covered?**

Remarkable Hospice is licensed to provide all levels of hospice care by Medicare and Medicaid, and is approved to participate with most other health insurance companies.

### **How long has the hospice been serving patients?**

Remarkable Hospice has been serving the north and central community since 2006.

### **Where are hospice services provided?**

Remarkable Hospice provides services in the community by visiting you where you are receiving care, whether that is in your home, the hospital, or an assisted living or skilled nursing facility. Please note that Remarkable Hospice can also assist finding a location to reside if needed.

### **Will the hospice provide a hospital bed and other medical equipment I might need?**

Yes. Remarkable Hospice will provide not only the bed, medical equipment, and supplies you need to help you live comfortably, but in addition provide a specially trained team and support staff that are available to help you and your family cope with your illness.

## AVAILABILITY

### **Will I have the same hospice nurse? What other members of the hospice team might I see and how often will I see them?**

One primary hospice RN Case Manager will coordinate your hospice care. Other members of our hospice teams include:

- Doctors, nurse practitioners, other nurses
- Chaplains
- Social workers
- Therapists, as indicated, including massage, music, physical, occupational, and speech language therapists
- Hospice aides and volunteers

In addition, Remarkable Hospice nurses and doctors are on call 24/7 to give you and your family support and counsel when you need it.

### **Does the hospice have help after business hours? Nights? Weekends? Holidays?**

Remarkable hospice staff are always available 24 hours a day, 7 days a week to give you and your family support and counsel whenever you need it.

### **When I call with an urgent need, how long will it take for someone from the hospice team to respond?**

Upon placing a call to our hospice staff, a response should be received within 10 minutes.

## SYMPTOM MANAGEMENT

### **How will the hospice team manage my pain or other symptoms that arise?**

Remarkable Hospice utilizes many methods to improve comfort and quality of life, including but not limited to medications, massage therapy, music therapy, and aromatherapy. Pet therapy and Virtual Reality can also improve comfort. Your hospice team will work with you to create an individualized plan for your needs.

### **Can I take my current medication/s?**

Yes. Also hospice will pay for medicines pertaining to your terminal diagnosis.

### **What if my symptoms become uncontrollable at home? Can I go to the hospital?**

If you need inpatient care, the Remarkable Hospice team will make arrangements for your stay. Most symptoms can be managed in the home setting. Our local inpatient hospice contacted hospital partners, offer more intensive symptom management in very comfortable settings. In the event that hospitalization is needed, it will be arranged by your hospice team.

## COMMUNICATION, COORDINATION, AND EDUCATION

### How will the hospice team keep me and my family informed about my condition?

Your Remarkable Hospice team will work with you to understand your preferences for the methods and frequency of our communication with you and your loved ones.

### Will my family and I be involved in making care decisions?

Absolutely. You and your family members are the most important part of the team. At Remarkable Hospice, being your champion means our staff is committed to advocating for you, for your comfort, and quality of life.

### How do I communicate any questions or concerns I have about my care?

Remarkable Hospice staff is available 24 hours a day, seven days a week to answer your questions, concerns, or comments.

### Can I still see my regular doctor if I am on hospice? If yes, how will the hospice team coordinate care with my doctor?

You absolutely can. Your regular doctor or nurse practitioner can also be a part of the team as the attending medical professional to supervise your care.

### How will the hospice team prepare me and my family for what to expect?

Remarkable Hospice team members provide education, spiritual and emotional support, and help with managing any physical discomfort you may have. Your hospice social worker can also provide information about additional services to help support your care.

## CAREGIVER RESOURCES

### Can we speak with other families to learn of their experience with the hospice?

We have several patient testimonials on our website:

[remarkablehospice.com](http://remarkablehospice.com). If you feel you still would like to contact other families served by Remarkable Hospice, we can arrange to find appropriate people for you to speak with.

### What support services are offered by the hospice? What are our options if we need a break from providing care?

You and your loved one will have a specially trained team and support staff available 24/7 to help cope with you or your loved one's illness. This team may include:

- Doctors, nurse practitioners, other nurses
- Chaplains
- Social workers
- Therapists, as indicated, including massage, music, physical, occupational, and speech language therapists
- Hospice aides and volunteers

### What if we cannot take care of our loved one at home?

Your loved one's hospice care can be managed at most facility setting types. Remarkable Hospice is able to provide hospice services in independent livings, group homes, assisted livings and skilled nursing facilities in our service area. The hospice team will make arrangements for your loved one's stay.

### How will the hospice team support us emotionally through the grieving process?

Remarkable Hospice provides ongoing support for loved ones through a variety of options: mailings and other grief resources, support phone calls, support groups and workshops, and individual counseling sessions. We also offer memorial services several times each year. All grief support services are offered free of charge for up to 13 months after the loss of a loved one.