



Facts about Palliative Care

- *Palliative Care addresses physical, medical, emotional, social and spiritual concerns which impact your quality of life.*
- *Palliative Care coordinates between your family, caregivers and healthcare providers toward achieving your goals.*
- *Palliative Care can be provided at any stage of a serious illness, from the time of diagnosis through advanced stages of the disease.*
- *Palliative Care can be provided at the same time as curative treatment of the illness.*



Palliative Care
of the East Bay

The goal of our palliative care program is to alleviate suffering and help patients with serious illness live more satisfying lives.

– Sally Sample, MD

Palliative Care of the East Bay works within a team-based model to coordinate care with your other health service providers. We will work with you to develop a plan for care that involves all of your doctors and services, while ensuring that your needs and wishes are being met.

As a not-for-profit organization, we accept all medically qualified patients, regardless of their insurance status or ability to pay.

For more information, call

Tel: **(925) 852-0010**

Fax: **(925) 852-0044**

www.HospiceEastBay.org

*East Bay Integrated Care, Inc. does business as
Hospice East Bay, Palliative Care of the East Bay,
Bruns House and Hospice Thrift Shoppes.*



Palliative Care
of the East Bay



What is Palliative Care?

Palliative Care focuses on the relief of symptoms and suffering related to a life-limiting, chronic illness. People with advanced illnesses have specialized needs and often fall between traditional home health services and hospice care. Palliative Care gives these individuals much needed assistance in navigating the complicated health care system and offers the option of staying at home rather than going into the hospital.

Palliative Care of the East Bay works within a team-based model to coordinate care with your other health service providers. We will work with you to develop a plan for care that involves all of your doctors and services, while ensuring that your needs and wishes are being met.

Our Palliative Care Team

- Our **Physician or Nurse Practitioner** visits your home to learn about your needs and wishes, and develops a plan of care that emphasizes what you find most important to have the best possible quality of life.
- Our **Medical Social Worker** develops a road map to help you and your family make the right decisions throughout your care.
- Our **Registered Nurse Case Manager** coordinates your care and provides

information about how your disease may affect you and your quality of life.

- Our team also includes a **Spiritual Care Counselor**, available as needed, and our **Palliative Care Coordinator**, who is available 9am-5pm, Monday-Friday, to answer your questions.

What services can we provide?

We can help with:

- Filling out complicated medical forms;
- Managing medications and prescriptions;
- Educating family members and caregivers on how to give medications and use medical equipment;
- Coordinating lab work;
- Ordering necessary medical equipment;
- Organizing care conferences to help resolve family conflicts;
- Arranging for special volunteer services, like free massages and hair care;
- Assisting with difficult emotional and logistical transitions, such as moving a patient to an assisted care facility.

Who is eligible?

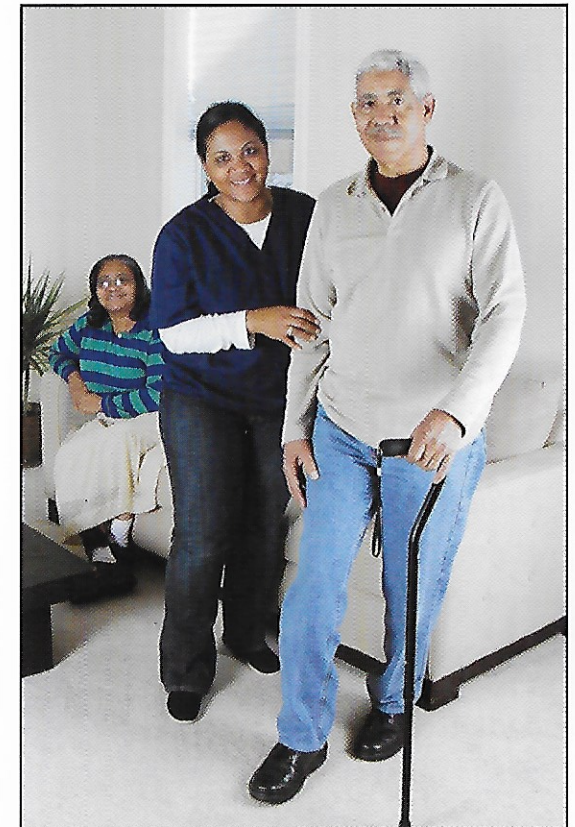
We accept patients who:

- Are 18 years of age or older;
- Have a diagnosis of a life-limiting serious or chronic illness;

- Have a primary care provider;
- Are not currently receiving hospice services.

How are services paid for?

- We bill Medicare or private insurance for all physician and nurse practitioner visits.
- You are billed a monthly, out-of-pocket fee, which covers all other services.
- Financial assistance is available for those who qualify.



Helping Neighbors on Life's Journey 40 Years and Counting

A Message from Barbara Burgess, CEO



Looking back over the past 40 years, we at Pathways are proud that our staff and volunteers brought comfort, hope and peace to so many.

As a locally-grown nonprofit that serves Santa Clara, San Mateo, San Francisco,

Alameda, and western Contra Costa counties, Pathways is an essential part of life in the Bay Area.

We understand that when it comes to choosing a healthcare provider, you want only the best care.

Here are a few of the qualities that set us apart:

- Family of Services that includes hospice, home health, and palliative care
- Many Clinicians certified in pain and symptom management and end-of-life care
- Dedicated after hours nurses — "Dream Team" provides support and care 24 hours a day
- Hospice and home care specialty pharmacists
- Established by Stanford physicians

Thank you for allowing Pathways the privilege to serve you and your family when care matters most.

Barbara Burgess

The first agency in Northern California certified with distinction by the Joint Commission for Community-Based Palliative Care

888-755-7855

www.PathwaysHealth.org



PATHWAYS

FAMILY OF SERVICES



*When someone you know
needs care at home...*

PATHWAYS

Home Health | Hospice

Moving Care Forward

Caring for Life at All Stages

Pathways Hospice

What Is Hospice?

Hospice care is for anyone, with any health condition, whose doctor thinks he or she probably has six months or less to live. We make it possible to stay at home (whether an apartment, house, assisted living facility or nursing home) during one's final months or weeks.

Who Guides Care?

The patient, family and their own doctor guide the care. A patient can decide to go off hospice at any time, for any reason, and can come back later.



Pathways Hospice Team

Pathways Hospice care is provided by an interdisciplinary team of health care professionals led by a registered nurse.

- Other services include a social worker, personal care aide, and a spiritual care counselor.
- Patients may also have volunteers for companionship, to give family members a rest, or to run errands.
- Behind-the-scenes team members include pharmacists, hospice physicians, and a host of advice and triage nurses.



"In the beginning I hesitated to call hospice. Looking back now, I wish I had called Pathways sooner."

—Jenny, wife of Pathways hospice patient

Who Pays for Hospice?

Hospice is paid for by Medicare, Medi-Cal, and senior and other HMOs. Most private insurance also has hospice coverage.

Pathways Foundation raises funds to enrich programs and to support services to families who are under- or uninsured.

What Makes Pathways Hospice Special?

- Complementary therapies include aroma-therapy, relaxation skills and music.
- Specialty bereavement workshops and programs for children dealing with the loss of a loved one.

Should I Call Pathways?

- Maybe the doctor has told you there are no more treatment options for your illness.
- Perhaps the chronic illness of someone you love is now in the "late stage."
- It seems as though your family member has lost a lot of weight and is sleeping much more.

If any of these or similar situations sound like yours, you may want to call Pathways to learn more about hospice at 888-755-

Care Where You Live

Pathways Home Health

What is Home Health?

Home Health is a wide range of health care services that can be given at home. It's intended for people who have difficulty leaving home to get care. This is called homebound.

The goal of home health care is to help you get better, be independent, and become as self-sufficient as possible. Home health care is more convenient, and as effective as rehabilitation you may receive in the hospital or nursing home.

What Does Homebound Mean?

Homebound does not mean you can't leave home. It means that it takes great effort, such as using a wheelchair or walker, or getting help from another person.

A person may leave home for medical treatment and occasional non-medical reasons, like attending church or going to the barber and still qualify for home health.

Your Team

Home Health team members may include a nurse, physical therapist, occupational therapist, speech pathologist, home health aide, social worker, or dietitian. They will work with your doctor to guide your care.

Payment for Care

When ordered by your doctor, Medicare, Medi-Cal and many insurance plans cover home health visits.

Arranging for Care

To learn more about our Home Health services, call Pathways at 888-755-7855.



"My home health team was easy to talk to. The team listened and taught me ways to help recover faster."

—Louise, Pathways home health patient

Home Health Services

- Wound care for pressure sores or a surgical wound
- Managing serious illness and unstable health status
- Patient and caregiver education
- Intravenous (IV) or nutrition therapy
- Physical and occupational therapy
- Speech-language therapy
- Stroke rehabilitation
- Fracture and joint rehabilitation
- Home safety and mobility instruction

Palliative Care Services

Special care for people with a life-limiting illness who need pain and symptom management. They may be undergoing treatment such as radiation or chemotherapy.

Chronic Disease / Transition Care Programs

Pathways offers these programs to help people living with chronic diseases reduce their risk of going to the hospital again.

- Heart Failure and COPD programs
- House call physician partnerships.
- Pharmacist Assisted Transition Home

Before Hospice There's Pathways Palliative Care

What is Palliative Care?

Palliative care (pronounced pal-lee-uh-tiv) is a specialty program under the Medicare Home Health benefit that provides supportive care for home-bound patients with serious, advanced illness who need management of pain and other symptoms. They may be receiving curative treatments, like chemotherapy or radiation — or they may be eligible for hospice.

No specific prognosis is required.

How is Palliative Care different from Hospice?

Hospice services and palliative care programs share similar goals of providing symptom relief and pain management. Palliative care services can be for anyone with a serious, complex illness, whether they are expected to recover fully, to live with chronic illness for an extended time, or to experience disease progression.

Symptom Relief

We specialize in treating people suffering from the symptoms and stress of serious illnesses. This type of care treats pain, depression, shortness of breath, fatigue, constipation, nausea, loss of appetite, difficulty sleeping, anxiety and many other symptoms that may be causing distress.

Who Refers to Community Based Palliative Care?

Referrals for Palliative Care are accepted from many sources including palliative medicine physicians, primary care physicians, out patient case managers, discharge planners; and, Pathways clinical staff that have identified that a patient will benefit from pain and symptom management for an advanced condition at any time during the Home Health episode of care and refer a patient.

Specialized Care for those who served Veterans Services



Honoring those who cared for our country, is our honor.

Veterans Care is a Priority at Pathways

Veterans have given years of their lives so that the rest of America and our allies can live safely. Pathways respects their sacrifices and wants these men and women to have the best health care possible, whether they need home health care, hospice or palliative care.

Sensitive to Veterans' needs

We understand that veterans have unique health risks and care needs — everything from post-traumatic stress disorder and traumatic injuries to exposure to chemical agents. Vets have had an experience all their own — and at Pathways we understand that.

Branch of Service Knowledgeable

Pathways is mindful of rank, age, combat status, and length of service. We also know that vets have often had to “tough it out” and their experience may require a more personalized approach.

Giving Back Pathways Volunteers

Community Volunteer Support

Volunteers are a valuable part of the care Pathways provides. Our volunteers are from all over the Bay Area and all walks of life. There are a variety of ways that volunteers share their time, talents, and experience with our patients and families.



"If you truly listen to a patient speak to you in a certain way, you will know what to do for them."

—Daneen, Pathways hospice volunteer

Activities for Patients with a Volunteer

Take a walk, visit the garden, talk about life, hold a hand, listen to music, tell a joke, share a laugh, enjoy a good book, and much more....

Caregivers Benefit from Volunteer Visits, Too

Go shopping, take a nap, visit a friend, take a shower, do laundry, run errands, walk your dog, go to medical appointments, read a book, relax or meditate, and much more....

Requesting a Volunteer

Talk to your social worker or nurse from Pathways to arrange for a volunteer to visit for patient companionship or caregiver respite. Reach your care team by calling us at 888-755-7855.

Helping Yourself to Heal Pathways Grief Support



"To be with others who had suffered the loss of a loved one reminded me that I was not alone in my grief"

—Tom, Pathways grief support group participant

Grief Support

Grieving is difficult. We are here to help with a variety of support services as you begin to heal and learn to live with your loss.

Bereavement Services

Pathways offers the following bereavement services at no charge to the community:

- Bereavement support calls and visits
- Counseling
- Grief workshops
- Mailings and publications
- Memorial services
- Remembrance events
- Support groups for adults and...
- Children's bereavement specialists

Contact Us

For more information about our bereavement services call 888-755-7855 or visit us online.

Make a Difference Pathways Foundation

Giving is Caring

The decision to make a charitable gift comes from deep within the human heart. Whatever your ability to give, your gift to Pathways makes you a valued part of our work.

Your Gift Helps People

Pathways cares for patients and families at all stages of life. Pathways helps handle a health crisis, cope with chronic illness, find comfort in the final stages of life, or heal from the pain of loss.

Gifts to Pathways make possible:

- Care for families with limited resources
- Help for kids with life-threatening illnesses
- Access to help and advice 24 hours a day, seven days a week
- Support for bereavement programs for people of all ages and circumstances

Ways to Give

- Give by check or credit card
- Give online at www.PathwaysHealth.org
- Multiply your gift with a matching gift
- Workplace campaigns—designate Pathways
- Donate a car, truck, motorcycle, boat, or RV
- Leave a bequest or gift in trust
- Give insurance or a retirement fund

Every gift you make can be made in remembrance or honor of a loved one or care provider—every gift makes a difference.

Call or email us today at 408-730-1200 or foundation@pathwayshealth.org.



"Thanks again for being there when we needed you. The support from Pathways made all the difference."

—Sam, son of hospice patient

**Pathways has been
helping our neighbors on
life's journey for
40 years**

**Your gift will help us
continue our tradition of
providing care to
Bay Area families for
years to come**

PATHWAYS
over **40** years
**Home Health
Hospice**
Moving care forward



When is it time for hospice?

We provide hospice care to patients when the family needs extra support and care for a loved one who is nearing the end of life. Our team works closely with the patient's physician and only begins hospice services when authorized.

When ready for hospice services, the patient's doctor will work with the patient, family and the hospice care team to create a care plan that meets the needs of the patient.



How to arrange for services

To arrange for hospice care, or for general information, please call (866) 652-9178.

Referral fax line: (866) 652-9179

For TTY/TDD relay, dial "711"

Sutter Care at Home does not discriminate based on race, color, creed, sex, national origin, disability, sexual preference, age or ability to pay.

Not-for-Profit, Community-Based
SutterCareAtHome.org

 **Sutter Health**
Sutter Care at Home
We Plus You

 **Sutter Health**
Sutter Care at Home
We Plus You

Hospice





What is hospice?

Hospice is a special way of caring for patients whose life expectancy is limited. Our highly personal hospice care focuses on the physical, emotional, social, and spiritual needs of patients and their family support network.

In addition to providing practical assistance to seriously ill patients, we help patients participate in decision making related to end-of-life care while promoting comfort and self-determination.

Who pays for hospice services?

Hospice services are covered by Medicare, Medi-Cal, and most private insurance plans. There are certain medical and eligibility requirements that need to be met before Medicare, Medi-Cal or other insurance companies will authorize care. Our staff will work with the patient's insurance company to coordinate benefits.

What services are available?

- Compassionate hospice care from specially trained nurses
- Care in the comfort of the patient's home, residential care facility, or skilled nursing facility
- Expertise in pain management and symptom control
- 24-hour phone support
- After-hours visits as needed
- Medical social work services
- Personal care by home health aides
- A focus on the entire family
- Volunteer support care for families
- Spiritual support by inter-faith chaplains
- Bereavement support and counseling for families and the community

We Honor Veterans

The National Hospice and Palliative Care Organization (NHPCO), in collaboration with the Department of Veterans Affairs, launched an innovative program called We Honor Veterans. The program is designed to improve care available to dying U.S. veterans and their caregivers.

All of Sutter Care at Home's hospice locations have become actively involved in the We Honor Veterans program which is focused on respectful inquiry, compassionate listening and grateful acknowledgement.

CHAP accreditation



We have been awarded accreditation under the Community Health Accreditation Partner, Inc. (CHAP) Standards of Excellence. CHAP

accreditation demonstrates that we meet the industry's highest nationally recognized standards. By achieving CHAP accreditation, we have been deemed to meet the Medicare Conditions of Participation and are certified as a Medicare provider.

Why choose Sutter Care at Home?

- We are a not-for-profit organization committed to providing quality care while enhancing comfort, dignity, choice, and quality of life.
- We are accredited by CHAP.
- Our services are available through local offices throughout Northern California.
- We understand and respect cultural differences.
- We raise funds to support patients in need.
- We are part of Sutter Health, one of the nation's leading not-for-profit networks of health care providers. This enables us to serve the needs of local communities while sharing expertise across the network.



SERVICES YOU WILL RECEIVE FROM HOSPICE EAST BAY

- Specialized healthcare, coordinated by your doctor and our hospice team of professionals
- Medications and equipment related to the terminal illness
- Nursing visits as needed, 24 hours a day, seven days a week
- Training for your care-givers on how to keep you comfortable and when to give medications.
- Grief counseling and spiritual support for you and your family
- Assistance with bathing and personal grooming, driving, shopping, light housekeeping, and other chores
- Volunteer assistance to give caregivers a rest and tend to other responsibilities
- Insurance billing to Medicare, MediCal, and private insurance providers
- Assistance with advance directives and memorial planning
- Assistance with difficult discussions with family and friends

Hospice East Bay meets all of *Consumer Reports'* suggestions for choosing a hospice:

- Not-for-profit status and 20 or more years of experience.
- Hospice-certified nurse and doctors on staff and available 24 hours per day.
- Palliative Care consultants who can begin care if you're not yet ready for hospice.
- An inpatient unit, where patients can go if symptoms can't be managed at home.
- Ability to provide care in nursing homes and assisted living facilities.
- Medicare approval. That way, Medicare will cover services, including equipment and home health aides as needed, plus counseling and grief support for the patient and the family.

Source: ConsumerReports.org/endoflife

(925) 887-5678

www.HospiceEastBay.org



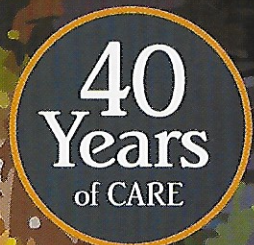
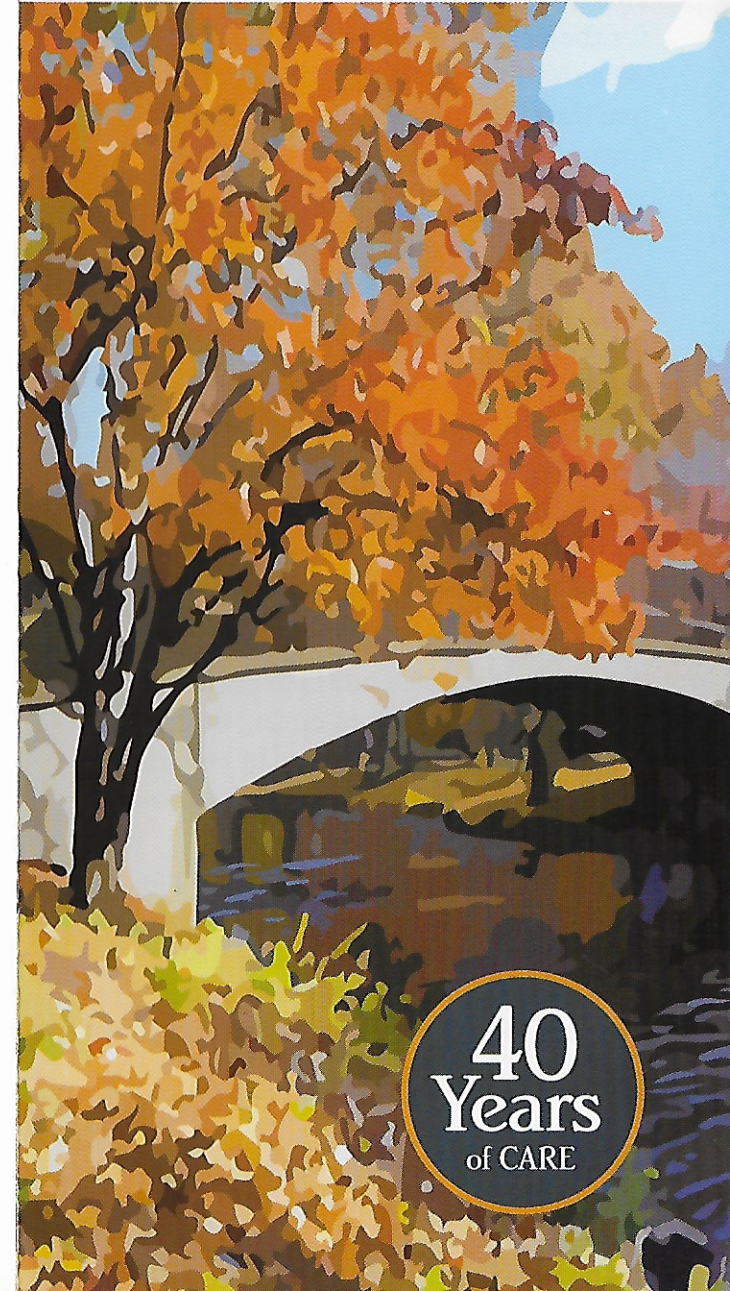
WE HONOR VETERANS

Medicare/Medi-Cal Certified;
Accredited by the Community Health
Accreditation Program (CHAP).

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Bruns House and Hospice Thrift Shoppes.*

HOSPICE EAST BAY'S

HOSPICE CARE





Hospice East Bay provides compassionate end-of-life care to terminally ill patients, while offering emotional, spiritual, and grief support for the entire family. As a not-for-profit organization, we accept all medically qualified patients, regardless of their insurance status or ability to pay.

FREQUENTLY ASKED QUESTIONS ABOUT HOSPICE CARE

When a patient receives a terminal diagnosis it is often frightening to them and their family, bringing questions like, "What's going to happen to me next? Am I going to suffer? Why me? What about my loved ones?" Hospice East Bay is here to help you answer all of these questions.

What is hospice care?

The focus of hospice care is to ensure the comfort of every patient during their final stages of life. This is achieved by relieving pain, managing other complex symptoms and offering consistent emotional, spiritual and practical support. Hospice makes it possible for patients to retain control over their medical and personal choices. Our staff provides care in the comfort, privacy, and familiarity of home.

Why is it better to begin hospice sooner rather than later?

Hospice patients usually experience three distinct stages after receiving their

terminal diagnosis—physical, emotional, and spiritual. Ideally, our team needs six months to escort you through this process. If we don't have this time, then we help as quickly and effectively as possible, making sure that you and your loved ones are comfortable and supported.

May I continue to see my own doctor?

Yes. Our hospice team works with your physician to provide the services that meet your needs. Our team includes physicians, registered nurses, social workers, home health aides, spiritual and bereavement counselors, a pharmacist and trained volunteers.

Where can I receive hospice services?

Hospice team members visit private homes, apartments, board and care homes, assisted living and skilled nursing facilities. Patients may also be living with a friend or relative.

What if I need more intensive care?

If symptoms are acute and cannot be managed routinely, Hospice East Bay patients have the option of receiving short-term crisis care in their home or at our inpatient facility, Bruns House.

What is Bruns House?

Bruns House is the East Bay's only adult hospice inpatient facility, featuring six private rooms, a registered nurse 24 hours a day, and unrestricted visiting hours. Patients receive daily visits from a hospice

physician or nurse practitioner. Offering privacy and quiet that cannot be found in a hospital, combined with intensive round-the-clock care that cannot be achieved at home, Bruns House provides a special experience for patients and their families.

Is grief counseling available for my family?

Yes. Our highly-trained and experienced grief counselors provide support and education by phone, personal visits or group meetings. A variety of specialized groups are offered for children, teens and adults.

Who pays for hospice services?

Hospice East Bay provides in-home services to all medically qualified patients regardless of their insurance status or ability to pay. For those who do not have insurance, our staff will work with you to identify available resources. Hospice East Bay raises funds from donations, grants, special events, and our five Thrift Shoppes to ensure our patients' needs are met.

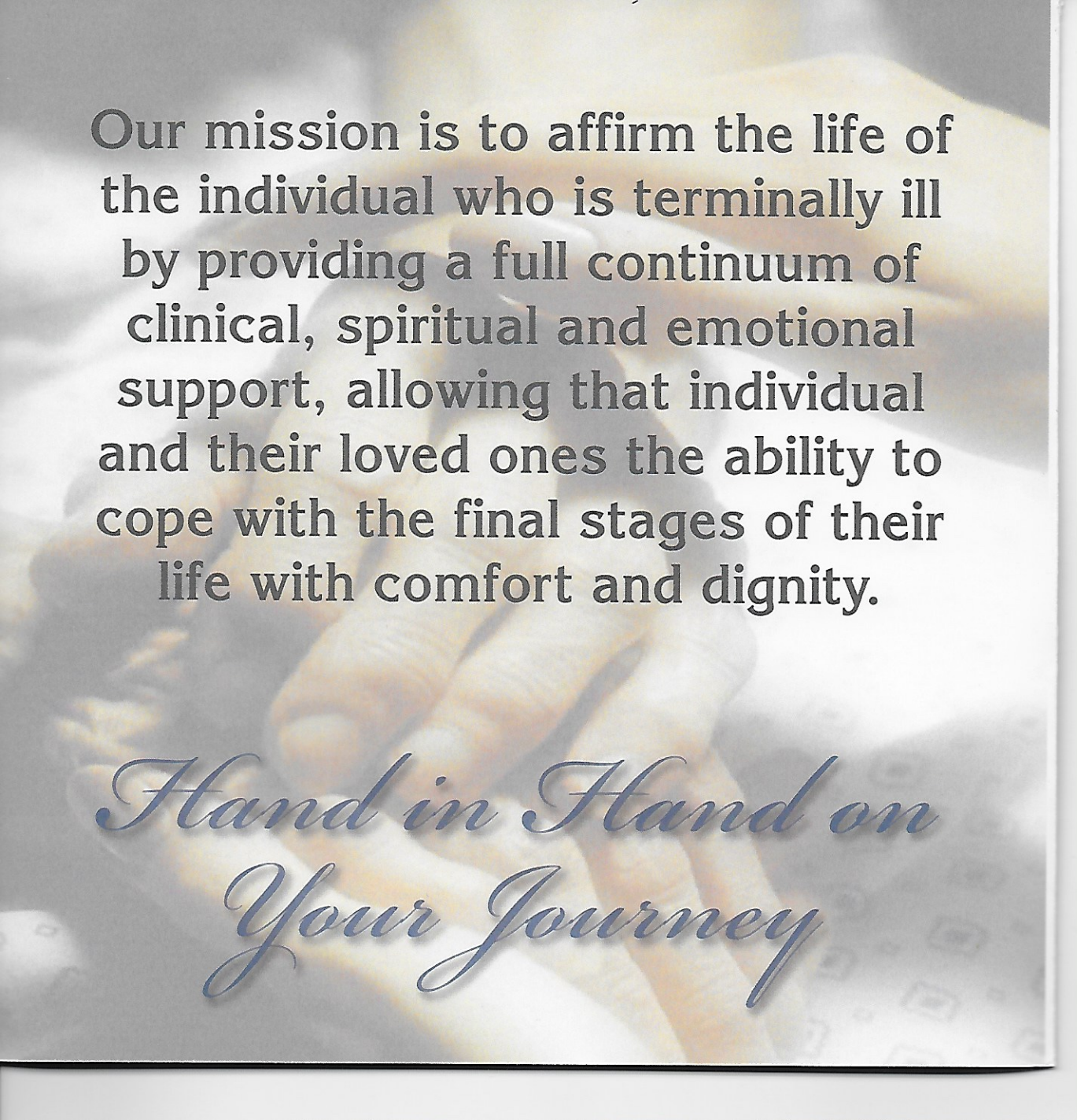
How do I get started?

You, your physician, or a family member are welcome to call 24 hours a day, seven days a week. Telephone or in-person consultations are free and scheduled at a time and place that is convenient for you. Our staff will gather information and answer any questions you may have.



SOJOURN
HOSPICE
And Palliative Care





Our mission is to affirm the life of the individual who is terminally ill by providing a full continuum of clinical, spiritual and emotional support, allowing that individual and their loved ones the ability to cope with the final stages of their life with comfort and dignity.

*Hand in Hand on
Your Journey*

Our Services

Available 24 hours a day, 7
days a week

- ✿ Staff Specifically Trained in
Pain and Symptom
Management
- ✿ Prescription Drugs, over the
counter Medications,
Medical Equipment and
supplies to treat Life-limiting
Illnesses
- ✿ Routine and Continuous
Care
- ✿ In Home or In Patient Units
- ✿ Respite Care
- ✿ Bereavement Counseling
- ✿ Dietician
- ✿ Wound Consultant



Your Care Team Includes:

- ✿ Primary Care Physician
- ✿ Hospice Physician
- ✿ Registered and Licensed
Vocational Nurses
- ✿ Hospice Aide
- ✿ Medical Social Worker
- ✿ Chaplain or Spiritual
Advisor
- ✿ Volunteers
- ✿ Bereavement Counselor
- ✿ Physical Therapist *
- ✿ Geriatric and General
Psychiatry Consults *
- ✿ Occupational Therapist *
- ✿ Speech and Language
Pathologist *

*Palliative Evaluation Only



State Licensed, Medicare and MediCal Certified,
and Accredited by the Joint Commission

Our Philosophy of Care

We understand that the individual with a life limiting illness comes to us in a vulnerable position. Our goal is to ensure they are supported in every way possible. We respect and hold dear the momentous significance of our goal, knowing that we are there to empower the individual and their loved ones. Their empowerment begins by receiving the services, information, and support they need to make informed decisions about their care. We know that Hospice neither hastens nor postpones the end of life, but rather it affirms an individual's journey.

Through personalized services and a caring community, individuals and their loved ones can attain a degree of mental and spiritual preparation for their passing.



Sojourn Hospice & Palliative Care

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408-324-0700 Office • 408-684-5799 Fax

Sojourn Hospice & Palliative Care-Redding, LLC.

2150 Churn Creek Rd., Ste. 150, Redding, CA 96002-0742
855-472-3892 Office • 800-524-8031 Fax

Sojourn Hospice & Palliative Care-East Bay, LLC.

1320 Willow Pass Rd., Ste. 420, Concord, CA 94520-5232
925-446-4004 Office • 925-887-6675 Fax

Sojourn Hospice & Palliative Care-Sacramento, LLC.

2150 River Plaza Dr., Ste. 270, Sacramento, CA 95833-3878
916-925-1080 Office • 916-266-9426 Fax

Sojourn Hospice & Palliative Care-Modesto, LLC.*

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Sojourn Hospice & Palliative Care-San Diego, LLC.

9444 Waples St., Ste. 450, San Diego, CA 92121-2939
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Sojourn Hospice & Palliative Care-Fresno, LLC.

1318 East Shaw Ave., Ste. 100, Fresno, CA 93710-7913
559-840-2158 Office • 559-981-2574 Fax

www.sojournhospice.com

Except as noted, these entities are independently owned and operated, and are not partners or corporate affiliates of each other.

* Joint Commission Accreditation pending

Sojourn Hospice & Palliative Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. For our full notice, please navigate to www.sojournhospice.com. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a su agencia local.

Comprehensive, Compassionate Care at the End of Life

Why hospice care at home could be the answer.



VITAS[®]
Healthcare



There may come a time when medical treatment is no longer effective, or the burden of treatment outweighs the benefit. When a cure is no longer realistic, VITAS can help seriously ill patients avoid multiple hospital admissions and live comfortably at home, free from pain and surrounded by family.

Hospice is not about giving up. It's about redefining hope: hope for a richer, more comfortable end-of-life experience and hope for an easier transition for family members through sensitive grief support. VITAS offers:

- The ability to remain at home and avoid trips to the hospital
- Coordinated care from all providers. VITAS' interdisciplinary team coordinates and supervises all facets of the plan of care, ensuring that information flows between doctor, nurse, social worker and clergy.
- Pain and symptom control to ensure that patients are comfortable and free of pain, are able to enjoy life and remain in control of day-to-day decisions for as long as possible
- Medications, medical supplies and medical equipment related to the diagnosis, which ensures peace of mind and less financial hardship during a difficult time
- Help in retaining patients' emotional and spiritual well-being, no matter their religious beliefs or practices

The VITAS care team

An experienced VITAS care team will create a customized plan of care. Team members include:

- Physician
- Registered nurse
- Social worker
- Hospice aide
- Chaplain
- Community volunteer
- Bereavement specialist

About VITAS

VITAS® Healthcare has more than 35 years of experience caring for fragile patients and managing care transitions: from hospital to home, from curative to palliative, from chronic to end-stage. VITAS lengthens the continuum of care and helps families cope with serious illness by providing palliative and hospice consults and care, medical equipment, medications and supplies.

VITAS accepts Medicare, Medicaid/Medi-Cal, private insurance and other forms of reimbursement for its hospice services. The Medicare hospice benefit is unlimited and requires no co-pays for eligible patients.

To speak with a VITAS representative, please call 800.723.3233.

Services Overview: VITAS and Home Health Care

Service	VITAS	Home Health
Eligibility Requirements	<ul style="list-style-type: none"> • Patient must have a terminal diagnosis with a prognosis of six months or less if the disease runs its normal course, as certified by a physician. Patient and family agree to a palliative, not curative, plan of care. • Patient is not required to be homebound. • Patient's terminal diagnosis must be recertified periodically. Services and plan of care are determined by initial and ongoing physician/team assessment, combined with the patient's and family's wishes. • If the patient's attending physician chooses not to assume full responsibility for the patient's care, a VITAS physician can assume this role and will make home visits when necessary. 	<ul style="list-style-type: none"> • Patient must require skilled level of care, accompanied by a specific plan of care confirming need, frequency and duration of visits. • Patient must be homebound, except for short durations. • Patient's need for skilled nursing care must be recertified periodically. As skilled needs change, approved services change.
Length of Care	<ul style="list-style-type: none"> • Unlimited visits to meet patient's needs for six months. Care may be provided for longer than six months, as long as the patient continues to have a limited life expectancy. 	<ul style="list-style-type: none"> • Agency is allowed a limited number of visits related to the patient's diagnosis and must document progress within the length of service allowed.
Home Care	<ul style="list-style-type: none"> • An interdisciplinary team provides services as needed for optimal care. • Up to 24 hours of skilled nursing and hospice aide services can be provided for the patient who needs acute symptom management and wants to remain at home. 	<ul style="list-style-type: none"> • Registered nursing, physical therapy, occupational therapy or speech/language therapy is required to initiate home health services. • Social work and home health aide services are available when skilled therapy is also required.
Inpatient Care	<ul style="list-style-type: none"> • Care can be provided in an inpatient setting for short stays for symptom management or family respite, resulting in better continuity of care for the patient and family. • Patient's attending physician may continue to supervise medical care in the inpatient setting. 	<ul style="list-style-type: none"> • Home health agencies cannot follow patients into inpatient facilities for acute symptom management or family relief.
Long-term Care	<ul style="list-style-type: none"> • Care can continue to be provided to patients admitted to assisted living communities and nursing homes or initiated to existing residents of these facilities. 	<ul style="list-style-type: none"> • Home health agencies cannot continue to care for patients admitted to a skilled nursing facility.
Medications	<ul style="list-style-type: none"> • Prescription and over-the-counter drugs related to the terminal diagnosis are provided at no charge to the patient. 	<ul style="list-style-type: none"> • Drugs are not covered under the Medicare home health benefit.
Medical Equipment	<ul style="list-style-type: none"> • All equipment and supplies related to the terminal diagnosis are provided and 100 percent covered. Provision of equipment, oxygen and other products is determined by the patient's palliative plan of care. 	<ul style="list-style-type: none"> • Medical equipment and supplies must be ordered by the physician and are covered at 80 percent when approved under Medicare Part B qualification guidelines.
Staff Availability	<ul style="list-style-type: none"> • Our unique Telecare service enables clinicians to review electronic information 24/7 and dispatch staff in a medical emergency. 	<ul style="list-style-type: none"> • Medicare-certified home health agencies vary in the way they handle after-hours calls and, in some instances, cannot dispatch staff.
Bereavement Support	<ul style="list-style-type: none"> • Bereavement counseling is an integral part of service to families for at least one year following the patient's death, at no additional cost. 	<ul style="list-style-type: none"> • Not covered under Medicare home health benefit.
Volunteers	<ul style="list-style-type: none"> • Trained lay staff are available for patient and family support. 	<ul style="list-style-type: none"> • Not covered under Medicare home health benefit.

Download Our Free Hospice Discussion Guide



- Make the right decisions for you and your loved ones
- Get answers to your hospice questions
- Learn how to start the hospice conversation

Find out more at HospiceCanHelp.com

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For more information call 800.723.3233

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Hospice Care Guide

Questions & Answers

We're Here to Help



We know that when it is time to think about hospice care, you need your questions answered.

Most of us have little first-hand knowledge of hospice, and need facts to make the best possible health care decisions. Here we'll tell you about hospice care, and answer some of the common questions that people ask.

We welcome your call if you have more questions or would like to schedule an informational visit.

Call Pathways toll-free at 888-755-7855.

What is Hospice?



In the United States, hospice is a kind of care, not a place. Hospice is provided wherever you live. It is specialized care for people whose doctors believe they probably have six months or fewer to live.

People nearing the end of life often have many changes happening in a short period of time. There may be changes in medications, sleep habits, fatigue, diet, and family roles, to name just a few. It is the job of hospice to address each of these changes as they occur, to make the quality of life the best it can be.

Who pays for hospice?

Hospice is a benefit covered under Medicare, Medi-Cal, senior HMOs, regular HMOs and private insurance. Hospice pays for all medications, medical equipment and supplies that are related to the life-ending disease.

Is hospice care just for people with cancer?

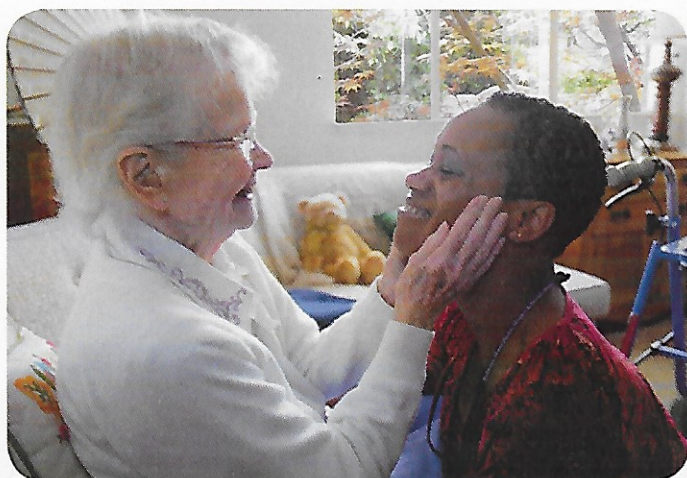
No. Most patients on hospice do not have cancer. They may have emphysema, Alzheimer's, heart failure, kidney disease, Parkinson's, or any of many other diseases. Some people do not have a certain disease, but seem to be declining from old age.

How can I manage to care for my loved one at home?

Hospice nurses and other team members provide care during their visits, and they will teach you what you need to know to provide care at home.

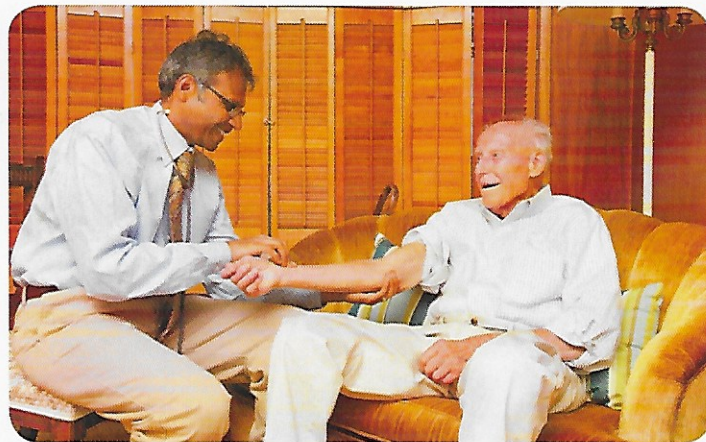
Who comes to visit us?

Hospice care is provided by a team. Each patient has a nurse case manager. You can decide if you would also like a hospice aide to give personal care, a spiritual care counselor to talk to, a social worker to assist with arranging practical matters, or a volunteer to run errands or keep the patient company.



Can we visit our own doctor?

Yes. Your primary care doctor remains your doctor under hospice care. Your doctor gives us direction about your care.



Will someone come to stay with us?

Hospice does not usually provide shift care or 24-hour care. Team members make visits. But a nurse is available by telephone 24-hours a day and can come at any time if a visit is necessary.

Do I have to give up my medications?

No. Hospice will pay for your medications that are related to the terminal diagnosis. If there are medications that hospice does not cover, you can continue to get them and take them as you always have.

How will hospice manage pain if it occurs?

Hospice usually treats pain aggressively. We know that pain interferes with eating, sleeping, visiting and general quality of life. Uncontrolled pain can also shorten life.

The patient and family are always in control of their care and can decide how they want to treat pain.

Will my loved one be asleep all the time?

Not usually. Some diseases cause the patient to be less alert. If pain is severe, pain medicine may make a patient sleepier than usual for two or three days, then they will be as alert as the disease lets them be.

Does hospice do anything that will make my life shorter or longer?

No. Hospice tries to improve life in the final months or weeks, but does not try to shorten or lengthen life. Research shows that with the extra care from hospice people who go on hospice usually live longer than those who do not.

What about help with practical things like grocery shopping?

You can have a volunteer if you like. Volunteers can help you with practical matters such as shopping, or they can stay with your loved one while you go out.



What if caring for my loved one at home becomes too much for me to do?

If you feel you cannot continue caring for the patient at home, the hospice social worker can assist you to find a skilled nursing facility or residential care facility.

Can we go to the hospital?

Yes. You can always go to the hospital. Hospice asks that you call them first. They may be able to manage your crisis at home. If not, they can arrange transportation to the hospital. There are times that the hospice may ask you to go to the hospital for a short stay if there is a problem that can be managed better there.



My loved one lives in a nursing home. What can hospice do that they can't?

Nursing homes are experts in long-term care. Hospice nurses are experts in symptom management and end-of-life care. Hospice nurses are best equipped to deal quickly with health problems that arise. Other benefits of hospice include more frequent personal care, volunteer visitors, paid medications and supplies, and bereavement follow-up for family members.

When should we think about getting hospice help?

You can let your doctor know that you would like hospice care if it becomes appropriate. You are entitled to at least six months of care, but some doctors hesitate to talk about hospice for fear you will think they are "giving up." Hospice is not giving up. Just like you, we hope you do well. Hospice is a way to be sure of the best care, no matter how things turn out.

Is hospice linked to a religion?

No. Hospice care is only related to health insurance. Because of the special nature of hospice care, we do make spiritual care counselors available to patients and families. They can also help to link you to someone in your own faith community.

Who decides whether we get hospice?

You do. Your doctor authorizes care, but you decide if you want this care or not. Sometimes the doctor calls hospice and asks us to contact you about hospice. Some families call hospice and have us contact the doctor to ask for authorization. Pathways will send someone, free of charge, to make an information visit if you need this.

Who makes our healthcare decisions when we are on hospice?

You and your doctor are always in control of your care. Hospice will make suggestions about your care, but you will always be in control.

What happens if my loved one is still alive at the end of six months?

Hospice must periodically recertify that the patient has a prognosis of six months or less. If at each of these dates it appears that the patient has six months or

fewer to live, then the patient can stay on hospice. If the course of the disease is slow, some people may be on longer than six months.

Can we stop hospice care?

Yes. Any patient can go off hospice at any time. You can also come back on hospice if circumstances change.

What if the patient's health improves?

Sometimes with the extra care from hospice a patient's health improves. They may start eating more and be more active. If they improve to the point that it looks like they will live more than six months, we will discontinue hospice care. The patient can return to hospice in the future when needed.

What does hospice do for us after my loved one dies?

A large part of hospice care is bereavement support for families and friends. Pathways provides phone calls, newsletters, counseling, support groups, and remembrance events for families after a death.

What Your Neighbors Say

"I thought maybe my mom would think we had given up. But it wasn't like that. She received wonderful care from friendly, kind, positive people, and she made her own decisions as long as she could."

—Son of Pathways Hospice Patient

"The Pathways Hospice team taught us and gave us advice, encouragement and reassurance. I know the end of his life was so much better than it might have been if we hadn't called Pathways."

—Wife of Pathways Hospice Patient



Giving Back Pathways Volunteers

Community Volunteer Support

Volunteers are a valuable part of the care Pathways provides. Our volunteers are from all over the Bay Area and all walks of life. There are a variety of ways that volunteers share their time, talents, and experience with our patients and families.



"If you truly listen to a patient speak to you in a certain way, you will know what to do for them."

—Daneen, Pathways hospice volunteer

Activities for Patients with a Volunteer

Take a walk, visit the garden, talk about life, hold a hand, listen to music, tell a joke, share a laugh, enjoy a good book, and much more....

Caregivers Benefit from Volunteer Visits, Too

Go shopping, take a nap, visit a friend, take a shower, do laundry, run errands, walk your dog, go to medical appointments, read a book, relax or meditate, and much more....

Requesting a Volunteer

Talk to your social worker or nurse from Pathways to arrange for a volunteer to visit for patient companionship or caregiver respite. Reach your care team by calling us at 888-755-7855.

Helping Yourself to Heal Pathways Grief Support



"To be with others who had suffered the loss of a loved one reminded me that I was not alone in my grief"

—Tom, Pathways grief support group participant

Grief Support

Grieving is difficult. We are here to help with a variety of support services as you begin to heal and learn to live with your loss.

Bereavement Services

Pathways offers the following bereavement services at no charge to the community:

- Bereavement support calls and visits
- Counseling
- Grief workshops
- Mailings and publications
- Memorial services
- Remembrance events
- Support groups for adults and...
- Children's bereavement specialists

Contact Us

For more information about our bereavement services call 888-755-7855 or visit us online.