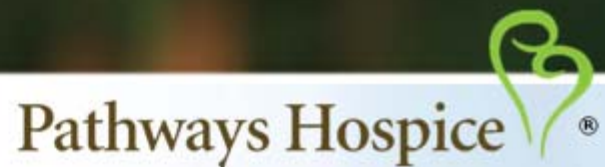


# PATHWAYS HOSPICE PATIENT GUIDE

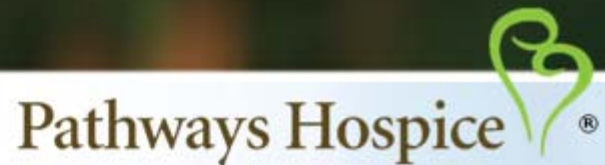


## WHAT IS HOSPICE CARE?

Hospice care focuses on honoring every moment of life by providing specialized, compassionate care for anyone affected by an advanced medical condition, and by giving support to those who are grieving. Our staff is committed to comfort and dignity. Pathways Hospice provides a trained team of dedicated professionals to meet your needs. REFERRAL LINE: (970) 292-2388

- **Registered Nurses (RN's)** direct the medical management of complex symptoms, answer questions, and discuss comfort needs.
- **Medical Directors** work with your primary physician or serve as primary in medical care as needed. All three of our Medical Directors are Board Certified in "palliative" (Hospice) care.
- **Certified Nurse Aides (CNA's)** assist with personal care.
- **Social Workers/Counselors** provide emotional support and work with additional community resources.
- **Chaplains** provide spiritual care or help connect you with other spiritual resources.
- **Music Therapy** is offered to encourage emotional expression, bring comfort, and relieve symptoms.
- **Massage Therapy** provides relief on an emotional and physical level by reducing pain related to stress and muscle tension.
- **Trained Volunteers** provide a variety of tasks and work with the family with special requests.
- **Special Therapies** include dietitians, speech therapists, physical therapists, and occupational therapists.
- **Grief Counselors** help families recover their lives after a loved one has passed on.

# PATHWAYS HOSPICE PATIENT GUIDE



## WHAT CAN I EXPECT FROM PATHWAYS HOSPICE? (A Step-by-Step Guide)

### **STEP 1: The Referral**

When you have an advanced illness/condition, and a cure is no longer pursued, you, your physician or your family can call Pathways Hospice for Comfort Care. Pathways Hospice will contact your physician to obtain your medical records. Pathways Hospice accepts Medicare, Medicaid, and most private insurance providers. To request Hospice services, call our Admissions Line: (970) 292-2388

### **STEP 2: The Initial Visit/Admission**

An appointment will be set to meet with you and your family to make an assessment and to discuss available Hospice services. If the RN, you and your family agree to pursue Hospice care, Pathways Hospice will walk everyone through the necessary paperwork and explain the process of patient care. Pathways Hospice will provide care wherever you call home, which could be your own home, an Assisted Living Home, or Skilled Nursing Home. Pathways Hospice dedicated Hospice Care Center is also available for more acute patient care.

### **STEP 3: The Care Team**

When you make the initial call to our admissions line, the Pathways Hospice Care Team is assigned. The Care Team consists of the primary physician or Pathways Hospice physician, RN, CNA, Social Worker/Counselor, Chaplain, any additional therapists requested by you or your family, and volunteers as needed. (The volunteer coordinator will work with you on the needs of you and your family.) The Pathways Hospice Care Team is a team of highly trained professionals who are dedicated to your medical and personal care and comfort.

### **STEP 4: Your Time With Us**

The Pathways Hospice Care Team will meet with you and your family as they start their services to ensure they are meeting all your needs and answering all of your questions. As your illness/condition progresses, Pathways Hospice will help you with pain management, counseling, and family support. (Please see our "Patient Guide to Care" booklet for details of services that are available.) The RN is on-call 24 hours/day, 7 days/week to help you through this time. The Hospice Care Team gives a periodic review. If your medical condition improves, or if you and your family decide to pursue curative treatment, the Pathways Hospice Care Team can discuss options with you. You may request to stop Hospice care at any time.

### **STEP 5: The Pathways Program**

Grief support (Pathways For Grief & Loss) is available to all families when they experience the loss of a loved one. The Pathways Program is available for all ages for a period of 13 months. For the Pathways Grief & Loss Program, please call (970) 663-3500.