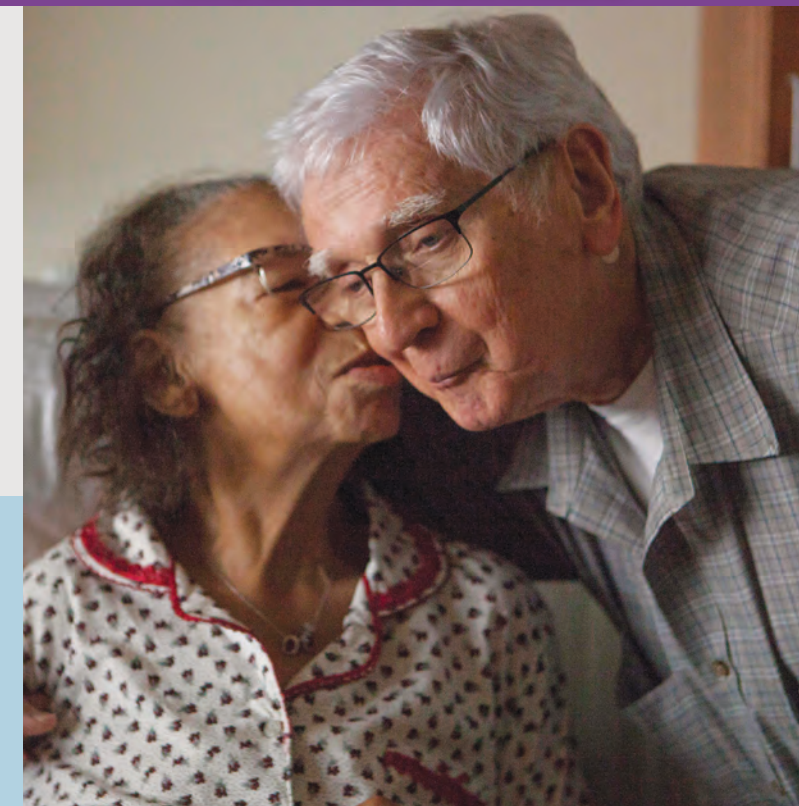




Did you know...
Hospice patients live longer than patients who do not receive Hospice Care.

Facts About Hospice Care

- Studies show hospice patients live longer, on average, than those receiving standard care.*
- Hospice patients experience fewer hospitalizations and fewer uncomfortable, invasive procedures.
- You can keep your regular doctor.
- You can opt out at anytime.



What is Hospice?

Hospice is a special way of caring for people with serious illness and their families. Patients who have approximately six months or less to live are eligible for Hospice services. Our mission is to help people maintain dignity and control over their own lives and care. We care for your physical, emotional and spiritual needs.

Help me understand what is happening.

Very often, people who are very ill stop eating, lose weight, experience pain, or show other signs of declining health. Hospice can help you understand how a disease progresses, and help you decide on the best options for care. Symptoms are managed so that people can live a full life with the support of family and friends.

Where does Hospice provide care?

- Your home
- Hospice-contracted assisted living and nursing facilities, adult and group homes
- The Mary & Ralph C. Wilson, Jr. Inpatient Unit at our Mitchell Campus for respite and acute symptom management

What services does Hospice provide?

Hospice offers professional medical, home health aide and social services, expressive therapies, pastoral and spiritual care, bereavement counseling, and assistance with legal and other issues. Inpatient care for acute pain and symptom management is also provided. In addition, more than 1,000 volunteers contribute vital services and support to patients and families. **Hospice also provides prescription medications and medical supplies and equipment related to the patient's illness.** Respite care (*short-term care providing caregivers a temporary break*) is provided at our inpatient unit.

Who provides care in the home when Hospice people are not there?

Hospice trains family members so that they feel comfortable caring for their loved one between our visits. When you are a Hospice patient, you're never more than a phone call away from help. A registered nurse is here 24 hours a day to take your call. If there's a problem that can't be handled by phone, we'll arrange for a nurse or social worker to visit the patient at home.

Our mission is to provide care, support, advocacy and education to people in Erie County impacted by serious illness and loss.



*2010 study by the *New England Journal of Medicine*.

(716) 686-8000

It's never too early to call on a compassionate hand. We're here to comfort, to guide and to support you. Because we're more than end-of-life care, we're quality-of-life care.



**HOSPICE
 B U F F A L O**

Affiliate of Hospice & Palliative Care Buffalo

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06.2020



**HOSPICE
 B U F F A L O**

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What treatments are allowed while receiving Hospice care?

Hospice's primary goal is symptom control and comfort, rather than cure. Certain treatments are allowed on a case-by-case basis. Please call us so we can help you understand your options.

Does a doctor have to refer us?

A patient's physician does need to approve Hospice care, but anyone can call us, at any time. In fact, if you prefer, we can speak to your doctor for you.

Can we keep our own doctor?

Yes. Hospice physicians and nurses consult with your doctor on all aspects of your care.

Does insurance cover Hospice care?

Hospice is a fully-covered Medicare benefit.

Most health insurance plans, including Medicaid and Health Maintenance Organizations (HMOs) cover Hospice services. No one is refused Hospice care because of inability to pay.

Who is eligible to receive Hospice care under Medicare?

Hospice care is available to all Medicare beneficiaries who:

- Have Medicare Part A
- Are certified by their doctor as having an estimated life expectancy of 6 months or less.
- Sign a statement "electing" hospice care for their medical condition.

The Hospice Medicare Benefit is available through all Medicare Managed Care Plans in Western New York. For illnesses unrelated to your hospice diagnosis, full coverage remains in effect.

What services are covered under the Hospice benefit?

Depending on Hospice Buffalo's personalized plan of care, patient and family services may include:

- Nurses and doctors who are specially trained in pain- and symptom-management to make routine and emergency visits
- Home Health Aides who provide bathing and personal care
- Social Workers to provide emotional support for you and your family and to assist with coordination of other services (schedule appointments and additional Hospice Services, etc.)
- Spiritual Care Counselors for spiritual guidance and understanding
- Expressive therapies (music and massage)
- Volunteer visits and support
- Dietary counseling
- Medical equipment (such as oxygen, wheelchairs, etc.)
- Medical supplies (such as bandages and incontinence supplies)
- Prescription drugs related to the illness
- Physical, occupational and speech therapy
- Grief counseling for family

How much will I have to pay?

Nothing. The Medicare Hospice Benefit covers all hospice-related expenses for your care.

Will I lose Medicare coverage if I choose Hospice care?

No. Medicare continues to pay for medical care that is unrelated to the condition for which Hospice Buffalo is providing care. There is no loss of coverage.

What happens if I live longer than 6 months?

There is no limit on the number of days you can receive care from Hospice Buffalo. After 6 months, you can continue to receive Hospice care as long as the physician re-certifies you for hospice care at that time.

When do we have to decide? Can we just talk?

There is never any obligation to choose Hospice care. We are happy to visit with you and your family or friends, talk about your situation and needs, and answer all your questions. You can begin Hospice care whenever you feel it's the right time and choice for you.

Who should we call?

Call Hospice Buffalo at **(716) 686-8000**. We're here to take your call any time, 24 hours a day.



"Imagine the miracle of someone saying to you, 'Don't worry about anything. If you need a doctor's appointment or something from the grocery store, call me and I will have a volunteer pick it up for you. If you need somebody to help you with anything, call me. We are here for you.' Such comforting words from my Social Worker."

~ Shirley from Amherst

One of the biggest stresses facing families today is the cost of medical care, particularly for progressive, life-limiting illness. Often, people associate Hospice care with cancer, but we treat patients with many other illnesses:

- Alzheimer's & dementia
- ALS
- Parkinson's Disease
- Stroke
- Heart, lung, kidney, and liver diseases
- Emphysema

Need more information? We're here every day, around the clock, to answer your questions.

Call us today for a no-cost, no-obligation, in-home consultation.

(716) 686-8000



Hospice is available 24 Hours a day, 7 days a week to support patients & families.