

ENGLEWOOD HOSPICE CARE, INC.



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*A Hospice Care Agency*

# **HOSPICE CARE Information**

*“The right choice for fulfilling Life’s Promises.”*

**Albany Location:  
P.O. Box 1743  
507 N. Jefferson Street  
Albany, GA 31702**

**Phone: (229) 435-2109  
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## **ENGLEWOOD HOSPICE CARE, INC.**

**Englewood Hospice Care Team is committed to providing the best Hospice and Palliative Care with Care, Comfort and Compassion.**

Englewood is dedicated and committed to delivering expert, technologically advanced hospice care to meet the special needs of each person we serve. Along with the appropriate clinical care, we strive to ensure compassion and caring in all that we do for our patients, their families and caretakers.

Thank you for your interest in our Hospice Care Services. Choosing a hospice care provider is a difficult decision. We are here to provide the support needed and help you with the care of your love one. Providing comfort is our aim. Whether comfort takes the form of physical, emotional or spiritual care, we are here to render care.

Our interdisciplinary teams of professionals are ready to provide comprehensive hospice services to every person in our care. We are an independently owned and operated hospice program dedicated to the principle of providing comprehensive, compassionate care to individuals living with incurable disease. One of our primary objectives is to allow our patients the opportunity to remain in their homes or in a homelike setting for as long as they are able. We have contractual agreements with many hospitals, nursing and long term care facilities and hospice home facilities throughout our service areas when living at home is not possible. But regardless of the setting, Englewood Hospice Care is ready to provide compassionate end of life Care.

We are committed to attracting, developing and retaining a diverse workforce that reflects the highest ethical and professional standards of behavior. Englewood Hospice Care was founded in May of 2008. We are Licensed by the State of Georgia and certified by Medicare and Medicaid to participate in their respective programs.

We are here to provide compassionate and comforting care. We are available to discuss our programs, missions, vision and our purpose or any concerns. We can be contacted at (229) 435-2109.

Sincerely,

Joyce Barlow, RN, MBA, MHA  
Englewood Hospice Care, Inc.



## ***HOSPICE INTRODUCTION***

Hospice is a concept of caring derived from medieval times, symbolizing a place where travelers, pilgrims, and the sick, wounded or dying could find rest and comfort. The contemporary hospice offers a comprehensive program of care to patients and families facing a life threatening illness. Hospice is primarily a concept of care, not a specific place of care.

Hospice emphasizes palliative rather than curative treatment; quality rather than quantity of life. The dying are comforted. Professional medical care is given, and sophisticated symptom relief provided. The patient and family are both included in the care plan and emotional, spiritual and practical support is given based on the patient's wishes and family's needs. Trained volunteers can offer respite relief care for family members as well as meaningful support to the patient.

Hospice affirms life and regards dying as a normal process. Hospice neither hastens nor postpones death. Hospice provides personalized services and a caring community so that patients and families can attain the necessary preparation for a death that is satisfactory to them.

Those involved in the process of dying have a variety of physical, spiritual, emotional and social needs. The nature of dying is so unique that the goal of the hospice team is to be sensitive and responsive to the special requirements of each individual and family.

Englewood Hospice Care is provided to patients who have a limited Life expectancy. Although most hospice patients are cancer patients, hospice accepts anyone regardless of age or type of illness. These patients have also made a decision to spend their last months at home or in a homelike setting.



**HOW HOSPICE WORKS:** Your doctor and the hospice medical team will work with you and your family to set up a plan of care that meets your needs. Plans of care include hospice services that are covered by Medicare, Medicaid and many insurance companies. Those who qualify for hospice care will have a specially trained medical team and support staff available to help them and their family.

The Englewood Hospice Care Team may also include some or all of the following people:

- Doctors
- Nurses
- Counselors
- Social Worker
- Speech-Language pathologist
- Hospice Aides
- Homemakers
- Volunteers

In addition, a hospice nurse and doctor are on call 24 hours a day, seven days a week to give patients and their family support and care when needed.

Although a hospice doctor is part of the medical team, their regular doctor can also be part of this team. A nurse practitioner may also assist in attending to the patient. However, only a doctor (Not a nurse practitioner that has been chosen to serve as a attending care professional) and the hospice medical director, can certify that you are terminally ill and have 6 months or less to live.

The hospice benefit allows the patient and their family to stay together in the comfort of their home. If the hospice medical team determines that care is needed in an inpatient facility, the hospice medical team will make the arrangements.



## **ENGLEWOOD PHILOSOPHY**

The Englewood Hospice Care philosophy or viewpoint accepts death as the final stage of life. The goal of hospice is to enable patients to continue an alert, pain-free life and to manage other symptoms so that their last days may be spent with dignity and quality surrounded by their loved ones. Hospice affirms life and does not hasten or postpone death. Hospice care treats the person rather than the disease; it focuses on quality rather than length of life. Hospice care is family-centered care. It involves the patient and the family in making decisions. Care is provided for the patient and family 24 hours a day 7 days a week. Hospice care can be given in the patient's home, a hospital, nursing home, assistant living facility or private hospice facility. Most hospice care in the United States is given in the home, with a family member or members serving as the main hands-on-caregiver.

Hospice care is meant for the time when cancer treatment can no longer help you, and you are expected to live 6 months or less. Hospice gives you palliative care, which is treatment to help relieve disease-related symptoms, but not cure the disease; its main purpose is to improve your quality of life. You, your family, and your doctor decide together when hospice care should begin.

One of the problems with hospice is that it is often not started soon enough. Sometimes the doctor, patient, or family members will resist hospice because he or she thinks it means you're giving up, or that there is no hope. This is not true. If a person gets better or the cancer goes into remission, they can be taken out of the hospice program and go into active cancer treatment. They can go back to hospice care at a later time, if needed. The hope that hospice brings is the hope of a quality of life, making the best of each day during the last stages of advanced illness.



## **WHAT IS HOSPICE CARE?**

Hospice is a special concept of care designed to provide comfort and support to patients and their families. Patients are referred to hospice when life expectancy is approximately six months or less. Hospice care can continue longer than six months if needed but requires physician certification. Here are some facts about hospice care:

- Hospice care takes place within the terminally- ill person's home, whether it is his or her own home, the home of a family member or friend, a nursing or assisted living facility. Other options, if available from the provider, include a residential hospice facility or a hospice unit within a hospital.
- Hospice staff and volunteers offer a specialized knowledge of medical care, including pain management.
- The goal of hospice care is to improve the quality of a patient's last weeks, days and hours by offering comfort and dignity.
- Hospice care is provided by a team-oriented group of specially trained professionals (including as physicians, nurses, social workers, clergy), as well as trained volunteers and family members.
- Hospice addresses all symptoms of a disease, with a special emphasis on controlling a patient's pain and discomfort.
- Hospice deals with the emotional, social and spiritual impact of the disease on the patient and the patient's family and friends.
- Hospice offers a variety of bereavement and counseling services to families before and after a patient's death.
- Hospice professionals make routine visits to the home, but family and/or friends are nearly always involved in care. Some families choose to hire additional services from private nursing agencies, which are typically not covered by Medicare, Medicaid or private insurance.
- Hospices use trained volunteers to help with household chores and to give family caregivers respite time. For example, a volunteer can give the family caregiver a chance to run errands or simply take a walk or nap.
- If a patient's condition improves during hospice care or if the patient desires, the patient can discontinue hospice care.



## **CRITERIA FOR ADMISSION**

Admission to Englewood Hospice Care can only be made upon recommendation of a physician, based upon the following:

- The needs of the patient/client.
- The patient's health status.
- The type of skilled and therapeutic services required (as this relates to Medicare patients) that this agency can provide.
- The patient's county/state of residence (the patient must live in our service area).

**OUR MENU OF SERVICES** - Englewood can provide a service or a combination of services in your home. All services are under the direction of a physician. Services appropriate to the needs of the individual will be planned, coordinated and made available under the direction of the attending physician and qualified staff.

Frequencies of visits are established by the physician's orders and are subject to change according to the level of care that you need. When the frequency of visits changes, you will be notified. Services offered through Englewood Hospice Care, Inc. are:

***Skilled Nurse Care:*** RNs and LPNs provide home care comparable to the services offered in the hospital:

- Assess blood pressure, pulse and respiratory status
- Monitor nutrition, hydration, bowel and bladder functions
- Monitor and teach medication regime and response to medications
- Diabetic teaching – Check glucose levels and administer insulin
- Diet instruction under the guidance of a dietician
- Wound care
- Body systems assessment
- Disease process assessment and teaching
- Colostomy/ileostomy care
- Catheter changes – Urethral or supra pubic
- IV therapy, continuous antibiotics/TPN internal feeding, chemotherapy, pain management
- Hospice Care teaching and end of life process

- Other care as directed by the physician



***Medical Social Services:*** Social services, including financial and emotional counseling

***Physical Therapy:*** A patient's physical deterioration caused by lack of activity can usually be alleviated through the rehabilitation services of a qualified physical therapist working in the home:

- Gait training
- Bed mobility transfers
- Strengthening and therapeutic exercises
- Proper application and use of prosthetic devices
- Other therapeutic services as ordered by your physician

***Speech Therapy:*** Cancer, stroke and diseases of the aged can often impair the ability to speak clearly. A speech therapist, working in your home, can help the patient overcome these problems:

- Language and communications retraining
- Dysphasia
- Other therapeutic service as directed by the physician

***Hospice Care Aide Services:*** An aide can provide the same services received by a patient in the hospital or nursing home, plus additional services such as meal preparation and light housekeeping required at home:

- Bathing and dressing
- Turning and positioning
- Ambulation
- Oral and hair care
- Activities of daily living

**HOURS OF OPERATION - OFFICE HOURS:** Englewood maintains business hours Monday through Friday, 8:30 a.m. to 5:00 p.m. (Eastern Time), except during the Agency's holidays.

**AFTER HOURS COVERAGE:** Coverage is available 24 hours a day, 7 days a week. A qualified RN is on call to accept patient calls, referrals, arrange for service for patient emergencies, provide supervision and assistance and be available to make patient visits.

**WEATHER CONDITIONS:** In the event of inclement weather, every effort will be made to make sure that you receive the care that you deserve. The safety of our nurses, however, must be considered. When streets are too bad to travel on, your nurse will, if possible, contact you by phone to let you know that he/she will be unable to make your visit that day. In the unlikely event of a disaster (earthquake, tornado, flood, etc.) every possible effort will be made to assure that your medical needs are met.

**CHARGES** - Payment for services can be made through Medicare, Medicaid, Private Pay, Private Insurance, Workers Compensation or the Veteran's Administration Insurance. Insurers may require pre-certification and may limit the number and type of Hospice Care visits that we can provide.

**For Medicaid only:** You will be billed for a co-payment of \$3.00. Although indigent care is limited to a percentage of clients or family members who cannot pay, no patients referred will be discriminated against based on their inability to pay.

Any charges for services not covered under Titles XVII and XIX of the Social Security Act or non-reimbursable charges will be discussed with you prior to rendering these services. Prior to or on admission, the patient/client, guardian, caregiver or family member(s) will be informed of all charges for services provided and methods of payment.

The client should be aware that participation in an HMO would preclude payment to our agency and any charges incurred with us would be the responsibility of the client. Should any changes be made in this policy regarding services or changes, you or your responsible party will be advised. We will not knowingly admit or continue to accommodate anyone whose needs cannot be met by our agency either directly or indirectly through services agreements with other providers.

In the event that payment for services is not received within 30 days of the billing date, the charges for services will be billed to the patient/client.

Fees are reviewed at least annually by the Agency Administrator. Fee adjustments are provided by the Board of Directors. Notification of fees and fee adjustments are provided in writing to all persons or entities served by Englewood Hospice Care.

Insurers, patients and/or representatives will be billed at least once a month as long as service is rendered. The billing procedure will be explained to the patient and/or patient representative on the initial visit. If you have any questions about charges or insurance billing, please call our main office at (229) 435-2109.

At intervals, our agency conducts Customer Satisfaction surveys. If you are asked to participate in monitoring our care, please participate in this interview and provide us with your comments and recommendations.

**PLAN OF CARE** - All clinical services are implemented only in accordance with a Plan of Care established by a physician's written orders. Care is periodically reviewed by a doctor of medicine, osteopathy or podiatric medicine.

The Plan of Care, developed in consultation with the patient and the agency staff, covers all pertinent diagnoses, and care, as well as any appropriate items (e.g., laboratory procedures and any contraindications or precautions to be observed)

The total plan of Care will be reviewed by the attending physician and the hospice interdisciplinary group (IDG) and agency personnel as often as the severity of the patient's condition requires, but at least every fourteen (14) days.

**MEDICAL RECORDS** - An individual chart is maintained for you, which includes the physician's orders, clinical notes and other medical documentation and is used by our staff to document your treatments and medical condition. You have the right to see your medical record at any time you wish, unless the attending physician documents a denial due to medical reasons. These records are kept strictly confidential by our professional staff.

Your medical records will only be made available to those who are involved in your care and/or have roof of legal rights to the information contained therein. Without the signed, written consent of the patient or significant other, no other individual will be allowed access to your medical record. Englewood is in compliance with all HIPPA laws regarding this matter.

**MEDICATION AND TREATMENT** - Medication and treatments are ordered by and given under the general supervision of your attending physician. We do not participate in any experimental research connected with patient care.

We encourage participation from you or, if you are unable, your caregiver in the planning and revision of your medical treatment Plan of Care. While you have the right to refuse any medication or treatment procedure, such a refusal may require us to secure a written statement releasing us and our staff from all responsibility resulting from such action. Should this situation arise, we encourage you to discuss the matter with your physician for advice and guidance. Your physician will be notified of any changes.

**TRANSFER AND DISCHARGE** - Transfer, referral or discharge from our agency may result from several types of situations including the following:

- The level of care needed may alter sufficiently to warrant changes.
- Situations may develop affecting the welfare of patient.
- Failure to abide by the attending physician's orders.
- The patient will be given timely advance notice of discharge, except in the case of an emergency. If a patient should be transferred or discharged to another organization, we will provide the necessary information pertinent to your continued care. All transfers or discharges will be documented in the patient/client chart on a Discharge Summary. As

the discharge occurs, an assessment will be done and instructions provided for any needed ongoing care of treatment.



**REFERRALS** - Englewood Hospice Care receives referrals and maintains a file of all persons referred for services to our agency. Referrals that are not accepted will be noted along with the reason for non-acceptance. Persons residing outside of the service area or who are in need of services not provided by Englewood will be referred to another agency for services. Referrals may be made by but are not necessarily limited to the following:

Doctors of Medicine, Osteopathy, Podiatry, or Dentistry

- In-patient and out-patient services of an accredited hospital, clinical or rehab centers
- Public health nurses
- Social agencies
- Individual patients, their families and/or friends

Contact your physician or the social services department of your local hospital. Ask them about Englewood Hospice Care, Inc., your Hospice Care agency in this area. You may also contact us for a free in-home evaluation by a registered nurse.

Upon acceptance of the referral, an evaluation by a registered nurse will be made to determine if the care can be adequately and safely performed at home to assess the needs of the client and to ensure that the patient meets the admission criteria. Patients will be evaluated by a nurse within 48 hours of the referral or discharge from a facility whenever possible.