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# WELCOME TO HOSPICE OF HUNTINGTON



Thank you for choosing Hospice of Huntington. Your needs, and the needs of your family members, are our main priority.

We understand that the many challenges ahead may be difficult, and it is our sincere hope that we will provide you with all the support you need to make your situation the best it can possibly be.

Facing a terminal illness can be very scary. The reality is, no one knows exactly how long you have to live. What we know for sure is that you have plenty of choices about how you live.

Our highly trained and caring staff can help you sort out what is important to you and your family, and let you know that you are not alone on this journey.

Hospice of Huntington will be with you every step of the way. We will help control pain and other symptoms so that you can spend your day doing what is most important to you. Hospice of Huntington can help pay for your care; we are here to answer your questions and are available day or night in times of crisis.

Whatever choices you make from this point forward, Hospice of Huntington will support and respect your decisions, allowing you to maintain the dignity you deserve.

Thank you for choosing Hospice of Huntington,

A handwritten signature in black ink that reads "Melanie Hall". The script is elegant and cursive.

Melanie Hall, RN, MSN  
President & CEO



# IMPORTANT CONTACTS

## CORPORATE OFFICE

Street Address:  
1101 Sixth Avenue  
Huntington, WV 25701

Mailing:  
P.O. Box 464  
Huntington, WV 25709

Phone: (304) 529-4217  
Toll Free: (800) 788-5480  
Fax: (304) 529-0568

*Please do not use the number that shows up on your caller ID. That number may be from a personal phone and the person may be off duty (and have their phone turned off).*

## EMOGENE DOLIN JONES HOSPICE HOUSE

3100 Staunton Road | Huntington, WV 25702

Phone: (304) 781-8400  
Toll Free: (866) 821-0353

## WEST VIRGINIA OFFICES:

### LINCOLN COUNTY

357 Walnut Street | Hamlin, WV 25523

Phone: (304) 824-5800  
Toll Free: (800) 788-5480  
Fax: (304) 824-5878

### MASON COUNTY

Phone: (800) 788-5480

### WAYNE COUNTY

8377 Rt. 152 | Wayne, WV 25570

Phone: (304) 272-3500  
Toll Free: (800) 788-5480  
Fax: (304) 272-3507

## OHIO OFFICE:

### HOSPICE OF HUNTINGTON IN OHIO

1408 Campbell Drive Suite C-200

Ironton, OH 45619

Phone: (740) 237-1006  
Toll Free: (800) 788-5480  
Fax: (740) 237-1010

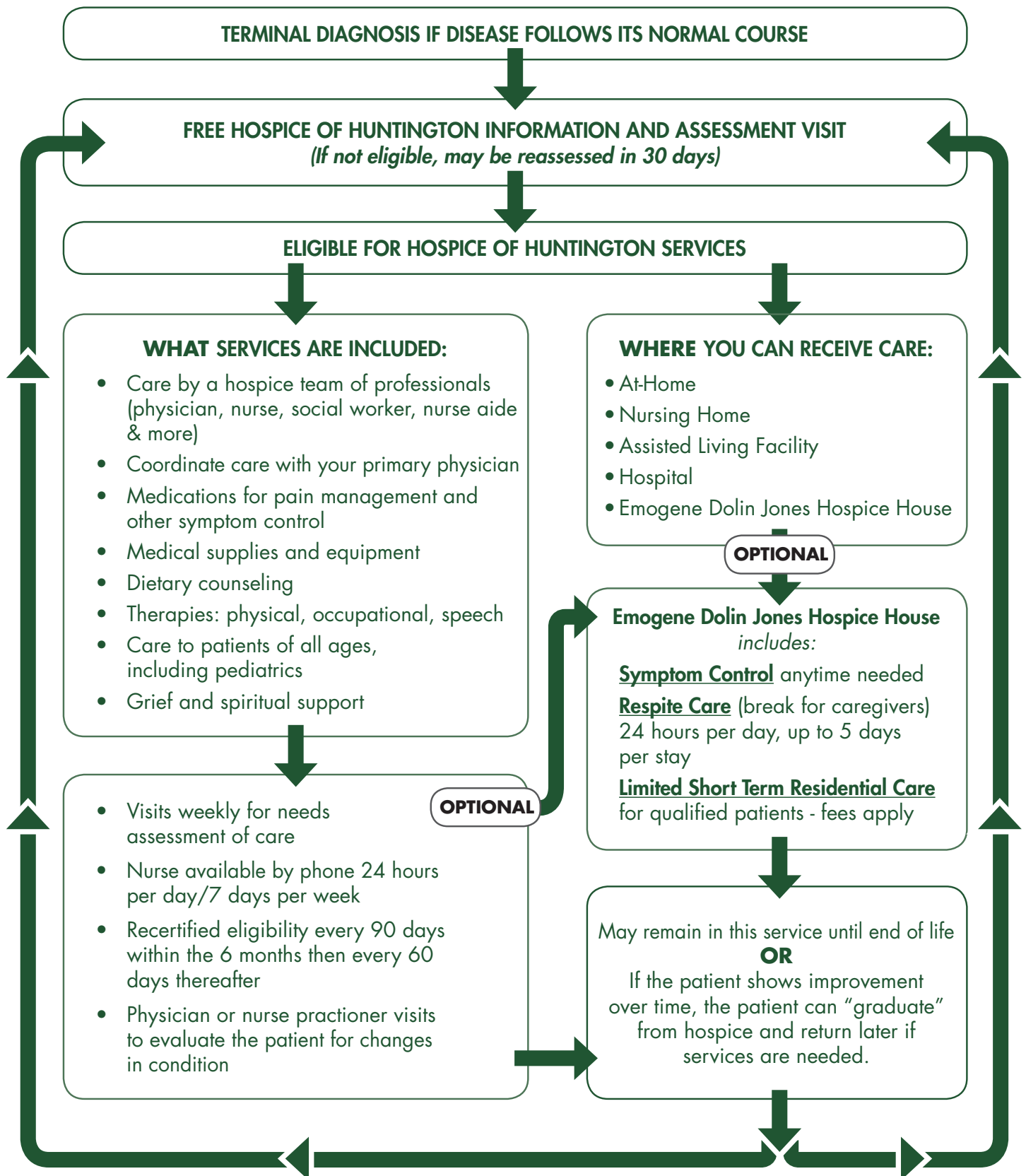
## 24-HOUR SUPPORT NUMBER

During the regular office hours of 8:00 a.m. and 4:30 p.m. Call **(800) 788-5480** or **(304) 529-4217**. The receptionist will direct your call to a nurse to meet your needs.

**AFTER OFFICE HOURS** – If phone lines are not working properly, please call Tri-State Answering Service at (304) 733-3368.



## HOW HOSPICE WORKS





## GENERAL INFORMATION

### What is hospice?

Hospice is a special way of caring for you when you are facing a terminal illness. A team of experts comes to you wherever you call “home” to meet your physical, emotional and spiritual needs AND to support your loved ones. You are the focus of the team, and what you want matters. We will help you be as pain and symptom free as possible so you and your family can spend time doing what is important to you. We will treat you with respect and preserve your dignity.

### Who is eligible for Hospice of Huntington's services?

1. You are eligible if you live in Cabell, Lincoln, Mason or Wayne Counties in West Virginia or southern Ohio.
2. Your doctor (if you have one), and the hospice medical director, certify that you have a limited life expectancy of six months or less if the disease follows its normal course. If you do not have a doctor, the Hospice of Huntington's medical director may certify you.

### What kinds of illnesses are cared for by hospice?

Every disease or illness has a beginning, middle and end stage. Hospice care is provided for people who have a life-limiting illness, such as heart, lung, kidney and/or liver disease, cancer, Multiple Sclerosis, Parkinson's, stroke, Lou Gehrig's disease (ALS), emphysema, Alzheimer's and AIDS. Often, patients may have multiple diagnoses that create a life-limiting condition that makes them eligible for hospice.

### Who can make a referral to Hospice of Huntington?

Anyone can make a referral, or simply call for information about our services. Call the hospice office Monday through Friday during the regular office hours of 8:00 a.m. and 4:30 p.m. at 1 (800) 788-5480.

### When is it time to call hospice?

We can help you achieve a better quality of life if you call us when you first begin to have symptoms of your terminal illness that limit your ability to perform your routine activities. Our proactive approach to care can help you avoid unwanted hospitalizations by working with your doctor to control your symptoms. We will assess your situation and contact your doctor to complete your hospice enrollment.

Many of our patients enjoy an active life because their symptoms are controlled. In fact, a study shows that terminally ill patients with hospice care live longer than terminally ill patients who do not have hospice services. (*Journal of Pain and Symptom Management*; March 2007). Our goal is to help you live life to the fullest.

***We can help you sooner than you think.***



## What makes hospice care different than other types of care?

- Hospice makes YOU and your family the center of care.
- YOU are the most important member of the team.
- A team of professionals works with you to listen to YOUR wishes regarding treatment.
- We order and provide all of the medicines and equipment related to your terminal diagnosis.
- We are available 24 hours a day, 7 days a week, to answer your questions and guide your care.
- We provide, if needed, certified nursing assistants for personal care.
- We provide a volunteer to assist you if your family needs a few hours out of the home.
- We provide counselors and clergy to help you and your family cope with the emotional and spiritual issues associated with a terminal illness.

Although we don't provide 24 hour caregiver services in the home, we can assist in locating other resources for this and other needs.

## What is an Advance Directive?

Advance directives are legal documents that allow you to convey your decisions about end-of-life care ahead of time. They provide a way for you to communicate your wishes to family, friends and health care professionals, and to avoid confusion.

At the time of the first visit, Hospice of Huntington will provide all adult patients written information regarding their rights to accept or reject medical treatment and to create advance directives such as **Living Wills** or **Medical Powers of Attorney**. Hospice staff will provide you, or your family, with information and a sample of advance directives upon request.

A copy of your advance directive will be placed with your medical records. In the case of an advance directive that is in conflict with the hospice plan of care, you will be offered an alternative health care provider.

Hospice of Huntington will not discriminate against you based on whether or not you have created an advance directive.

## Incapacity

In the State of West Virginia, if you do not have an advance directive, and a doctor has stated that you do not have the capacity to make your own health care decisions, then a health care surrogate will be appointed by a physician as per West Virginia Law.

In the State of Ohio, if you do not have an advance directive and are unable to make health care decisions for yourself, Ohio law recognizes an Order of Decision Makers. If the State of Ohio has appointed a guardian, this person is the first decision maker. If not, your legal next of kin have the right to make decisions for you. Ohio recognizes this order of your decision makers: legal guardian (if applicable), spouse, majority of adult children, parents, majority of adult siblings, or other nearest relative.



# HOSPICE SERVICES

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## Coordination of Care

Hospice of Huntington provides you and your family with a team of professionals consisting of a doctor, nurse, social worker, hospice aide, pharmacist, clergy, volunteers and bereavement counselors who will along with you

- Develop a Plan of Care to treat and control your symptoms
- Support you during this difficult time
- Answer your questions
- Communicate with your doctor to provide the best treatment options for your comfort

This team communicates with each other and you regularly to provide coordination of your Plan of Care for your hospice related illness

## Nursing Services

A registered nurse will contact you to schedule visits with you to:

- Examine and Assess your condition
- Talk to your doctor about changes needed to help you feel better (including medication changes)
- Provide treatment (medication changes, bloodwork, dressing changes, etc) ordered by your doctor
- Provide education to you and caregivers who help care for your loved one
- Provide instructions to you and your family about your care
- Listen to your wishes and concerns about your care and help you achieve your goals.

## Medical Social Services

Social Workers provide counseling and support to help patients and families cope with challenges and emotions that often arise at the end of life. They can acquaint patients and families with supportive resources available through Hospice of Huntington and their local communities, help answer insurance questions, and offer assistance with Advance Directives.

## Hospice Aide Homemaker Services

A hospice aide is available for your personal care. An individual Plan of Care may include one or more of the following:

- Giving a bath or a shower
- Mouth care
- Shaving
- Helping with feeding
- Helping with toileting
- Helping with transfer to wheelchair
- Maintaining a clean and safe bedside area
- Assisting with range of motion exercises (when ordered)
- Nail care
- Checking vital signs if part of the Plan of Care



# HOSPICE SERVICES

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## How can your family members or your caregiver help?

- Have the necessary equipment handy when your hospice aide is scheduled, such as: clean clothes or pajamas, clean towels and washcloths, soap, shampoo, shaving equipment and clean sheets to change the bed.
- If your caregiver wishes to go out while the hospice aide is at your home, the caregiver should be ready to leave when the hospice aide arrives and return by the time he or she is scheduled to leave.
- Please notify the hospice office as soon as possible if you will not be at home during the scheduled visit.
- The hospice aide may not give you medical advice, so please direct your medical questions to your nurse.

## Physician Services

Physician services are provided by the hospice medical directors. These doctors work with Hospice of Huntington team members and **your doctor** to develop a Plan of Care to meet your goals.

### Hospice medical directors:

- Certify that you have a terminal illness
- Write prescriptions for your medications when your doctor is not available
- Supervise your hospice team
- Can be reached by your hospice team for emergency situations for medical orders
- Are available to make home visits if needed
- Can serve as your attending physician if you do not have another physician directing your care
- Will make periodic visits for recertification

## Chaplain Services

Spiritual care is offered by our chaplain or a professionally trained volunteer clergy at your request.

## Volunteer Services

Volunteer services are offered by professionally trained volunteers who provide:

- Caregiver relief
- Companionship
- Emotional support
- Other supportive services

These services are usually available up to 4 hours per week.



# HOSPICE SERVICES

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## Medical Equipment

Medical equipment is provided by our contracted companies when it is ordered by your doctor (or the hospice medical director) as you need it. Medical equipment could include:

- Electric hospital bed
- Portable commode
- Manual wheel chairs
- Alternating pressure pad and pump
- Walkers
- Oxygen concentrator and back-up cylinder
- Oxygen tank for portable use, such as doctor visits
- Nebulizers
- Trapeze bar
- Quad canes
- Suction machines
- Overbed tables
- Shower chairs
- Other items as directed by the Plan of Care

If there is a problem with any equipment, please call us at (304) 529-4217.

## Medical Supplies

Hospice of Huntington provides some disposable medical supplies as needed based on the plan of care, such as:

- Adult diapers
- Underpads
- Gloves
- Bandages & dressings
- Catheters

## Medications

Most insurance (including Medicare and Medicaid) pay for medications related to the terminal illness and comfort care. Hospice of Huntington also assists in the payment for medications for your comfort if patients are unable to pay for it. Hospice of Huntington contracts with pharmacies that agree to carry common medications used for care.

Hospice of Huntington's policy states that the hospice team may choose not to pay for expenses, such as medication or treatment deemed to be outside the normal or routine care for comfort measures.



# HOSPICE SERVICES

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## Where are hospice services provided?

Hospice is provided anywhere you reside, such as:

- Your own home
- A nursing home
- An assisted-living facility
- A personal care home

## How long can you have hospice care?

You can have hospice care as long as your doctor and the hospice doctor state that you continue to meet the Medicare guidelines. If you live longer than expected, you can still receive hospice care, as long as the hospice medical director recertifies that you are terminally ill and have six months or less to live, if the disease follows its course.

## 24-Hour On-Call Services

A registered nurse is available 24 hours a day to help you with medical problems. To contact an on-call nurse call (304) 529-4217 or 1 (800) 788-5480. (See page 3)

Hospice of Huntington services are only a phone call away to:

- Answer questions and provide support
- Give advice regarding medications and treatment
- Contact a physician for further orders
- Make a home visit by a registered nurse (RN), a licensed practical nurse (LPN), or social worker based on medical need.
- Call an ambulance and make arrangements for you to be checked by a doctor at a hospital or Emogene Dolin Jones Hospice House.
- Have Social worker contact you regarding any concerns that may arise.

## Interruption of Services

If there is a need to interrupt hospice services due to major weather conditions or a declared disaster, every attempt will be made to notify you.

## Can you stop hospice care?

You have the right to stop getting hospice care at any time for any reason. If you stop your hospice care, you will receive the type of insurance coverage that you had before you chose a hospice program, if you still qualify for that coverage. If you are eligible, you can go back to hospice care at any time. At the time you ask to stop hospice services, you will be asked to sign a Revocation Form.

## Why would you be discharged from hospice care?

You may be discharged from hospice care if you:

- No longer meet the enrollment criteria (see page 5)
- Move out of the service area
- Move to a facility that does not have a contract with Hospice of Huntington
- Choose to stop hospice care (see page 21)
- Transfer to another hospice
- Are in an unsafe environment or the hospice team feels threatened in any way

If you are discharged against your wishes, you have the right to appeal the decision (see page 21).



## HOSPICE SERVICES

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### Support Visits

Hospice offers our Supportive Care services to patients who have been discharged from hospice care. A social worker will regularly contact you to see how you are doing and if you need anything.

**Note:** Supportive Care will not be provided if you have been discharged due to compromises to your safety or the safety of the hospice staff.

#### The purpose of the support service is to:

- Provide emotional support to the patient and family and to review the patient's support system
- Assist the patient and family to identify further need for medical/community services and to guide them through the steps to obtain services
- Educate the patient and family in the process of re-entering the hospice program should it be needed

## HOSPICE SERVICES IN A NURSING HOME

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### Who is eligible for Hospice of Huntington's nursing home services?

You can have Hospice of Huntington services in a nursing home if you:

- Live in a nursing home in Cabell, Lincoln, Mason or Wayne Counties in West Virginia, or southern Ohio that has a contract with our agency.
- Your doctor and a hospice medical doctor certify that you are terminally ill and likely have six months or less to live, if your disease follows its normal course.
- You are seeking comfort care when a cure is no longer possible.

### What hospice services do you receive in a nursing home?

- All hospice services that you would receive in your private home apply in a nursing home.
- The nursing home is responsible for your room and board and daily assistance that a caregiver at home might provide, such as meal preparation, laundry, personal hygiene, and activities of daily living.
- Hospice will work with your nursing home to coordinate the care that you need.



# EMOGENE DOLIN JONES HOSPICE HOUSE



***Our short-term inpatient facility allows our staff the privilege of caring for patients and their families in an environment that is peaceful and beautiful.***

## ***Providing General Inpatient Level of Care Short Term***

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**3100 Staunton Road • Huntington, WV 25702**

**Phone: (304) 781-8400 • Toll Free: 1 (866) 821-0353**

**Three general reasons patients are admitted to the Emogene Dolin Jones Hospice House:**

- Pain and symptom control. Sometimes, patients admitted for pain control and symptom management are discharged and return home to be cared for by loved ones in their familiar environment, once their symptoms are under control.
- Respite care allows patients to receive quality care at the Hospice House while giving caregivers at home a much needed break.
- Limited short term residential services for qualified patients. Some fees may apply.

For whatever reason you come to the Emogene Dolin Jones Hospice House, our professional and caring staff is dedicated to meeting the total needs of both you and your family. Our doctors visit patients on a daily basis, making sure that they receive the medication and treatment needed to remain comfortable. Our team of nurses, hospice aides and social workers have specialized training to meet your needs.







### **Emogene Dolin Jones Hospice House features:**

- 14 patient rooms
- Chapel
- Laundry room for family use
- A soothing spa for patients to enjoy a bubbling bath
- Fully equipped family kitchen with a TV and sitting area for family members; French doors open to a patio view of the Ohio River
- Living room
- Two parlor rooms for consultation with our medical team or a private area for family members
- Children's playroom fully equipped with books, toys, a television and computer games
- Americans with Disabilities Act (ADA) compliant

### **Limits of care at the Emogene Dolin Jones Hospice House:**

Hospice of Huntington provides general inpatient level of care in a local hospital if necessary instead of the Emogene Dolin Jones Hospice House for either the control of symptoms or respite care if you have an infectious disease that requires airborne infection isolation rooms.





# SAFETY INFORMATION

## USING OXYGEN THERAPY AT HOME

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### What is oxygen?

Oxygen is a gas that exists naturally in the air you breathe. Oxygen therapy supplies extra oxygen to help your brain and muscle cells, and ease the workload of the heart. If you become short of breath when you are moving around, or even when you are sitting or lying down, then oxygen may help you to feel better.

### How can oxygen help me?

Oxygen therapy may help you:

- Sleep better
- Be more alert
- Improve your memory
- Feel better
- Avoid hospitalizations

### How do I get oxygen at home?

Your doctor or a hospice doctor must prescribe oxygen for you. The oxygen will be supplied to you by a locally contracted durable medical equipment company. You will get an oxygen concentrator, which is an electric machine that filters out other gases from the air in your room to produce concentrated oxygen. Extra tubing allows you to move around easily. You will also get a backup cylinder in case of a power failure.

### What do I need to know if I have oxygen at home?

- Do not smoke while using oxygen as it is a fire hazard
- Do not use oxygen near an open flame as it is a fire hazard
- Too much oxygen can make you drowsy and even damage your lungs
- Never change the flow rate without a doctor's approval
- Use water-based lubricants to moisten your lips or nostrils if needed (never use oil-based products such as Vaseline)
- Prevent skin irritation by tucking gauze behind your ears where the oxygen tubing touches your skin
- Tell the fire department that you have oxygen at home
- Tell the electric company that you have oxygen at home so you will be a top priority if there is a power failure
- Learn how to turn on the back-up cylinder of oxygen in case of power failure (please refer to your equipment booklet)

Call Hospice of Huntington any time you have a problem with, or a question about, your home oxygen.



## INFECTION CONTROL AT HOME

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Some people are at special risk for infections because their body's natural defenses are weak. As a hospice patient you may have an increased risk, especially if you:

- Are older
- Have diabetes
- Are bed bound
- Have a foley catheter or any other tube into, or out of, your body
- Have cancer
- Have HIV or AIDS

### How do infections spread?

Infections can be spread several different ways including:

- Touching someone who has an infection
- Touching feces, bandages, soiled linens and other infected substances
- Contact with droplets such as those produced by sneezing or coughing
- Contact with other particles carried in the air

### How do I prevent infections?

There are many ways to prevent infections, such as:

- Good personal hygiene including frequent hand washing
- Using a mask or gloves
- Getting immunizations such as a flu or pneumonia shot
- Keeping the area around you clean
- Not sharing personal items such as cups, towels and razors
- Storing leftover food safely
- Placing used tissues in a disposable bag

### How will I know if I get an infection?

The following are signs of an infection:

- Inflamed skin – skin that is red, hot, swollen or has a rash
- Fever or chills
- Green or yellow drainage from a wound
- Nausea or vomiting
- Persistent diarrhea
- Sore throat, cough
- Painful urination
- Increased confusion
- Runny nose with yellow or green drainage

If you think you may have an infection, let your hospice nurse know as soon as possible.

Your hospice team will answer any questions you may have about how to prevent infections, and how to protect yourself and your loved ones.



## HOW TO DESTROY MEDICATIONS

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Hospice of Huntington, Inc. encourages proper disposal of prescription medications that a patient no longer uses or needs. To ensure that there is no misuse of prescription medication that is no longer prescribed for a patient, the following procedures will take place:

When a hospice patient dies or no longer needs the prescription medication, the hospice nurse shall advise the family that it is not recommended to keep the medication. The hospice nurse or designee shall advise the family/care provider of proper disposal of patient medication. Please note that patients residing in an **Ohio** home must comply with specific laws regarding medication disposal. (ORC § 3712.062). This patient service guide information serves as notice prior to the start of care as to the requirements of the law.

1. **Except for patients residing in an Ohio home**, controlled medications, such as Schedule II and Schedule III medications, the hospice nurse or designee shall request the patient, a patient's legal representative or a member of the patient's household destroy the medication with either another hospice employee or family member as a witness. **For patients residing in an Ohio home**, Ohio law (ORC § 3712.062) requires Hospice of Huntington to request the witness of disposal any controlled medicine containing opioids **BEFORE** they are destroyed. Failure of the patient/family/caregiver to do so will result in reporting to law enforcement. The Ohio law does not apply to patients residing in an assisted living or skilled nursing facilities unless the patient moves from these facilities into an Ohio home.
2. If appropriate for the family to dispose of medication without a witness as described above, the recommended method of destruction is to follow any specific disposal instructions on the drug label or patient information that accompanies the medication. Medications should not be flushed down the toilet unless this information specifically instructs to do so. Medications may be taken to community drug take-back programs for proper disposal. (Except controlled medication in Ohio).
3. For patients residing in an Ohio home, the family must contact Hospice to arrange for their presence to witness the destruction of controlled medication. The patient/family/caregiver will also be asked to help destroy the medicines and sign a medication disposal form.
4. If no instructions are given on the drug label and no take-back program is available the drugs should be thrown in the trash in the following manner.
  - a. The drug is taken out of the original container, placed in a plastic bag and mixed with undesirable substances such as used coffee grounds or kitty litter.
  - b. The mixture is placed in a sealable leak proof bag or container to prevent leaking.
  - c. All identifying information on the original container is erased and scratched out.
5. If the drug label allows for disposal by flushing down the toilet, then the following should be observed.
  - a. The drug must be flushed down the toilet until gone.
  - b. Capsules can be wrapped in toilet paper so that they flush away more easily.
  - c. Liquids/oral solutions – all liquids should be dumped directly from their containers into the toilet and flushed.
  - d. Patches – topical patches should be removed from their individual wrapping and placed in the toilet. The packaging should be placed in the garbage and the patch itself should be flushed away. Care should be taken not to expose your skin to the contents of the patch. Gloves are recommended to avoid skin contact with the patch.
  - e. Suppositories should be removed from their original wrapping and flushed down the toilet. The wrapping/container should be placed in the garbage.
  - f. All identifying information on original container erased or scratched out before thrown away.
6. All prescription medications shall be left or destroyed in the patient's home and not transported out of the home for any reason. No medication can be transported or accepted by Hospice of Huntington employees including any medications remaining in the patient's in-home comfort kits.



## CONTROLLED MEDICATION DIVERSION POLICY

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Hospice of Huntington will prevent, identify, and stop potential medication diversion and/or possible use/misuse of controlled medication. The purpose of this policy is to comply with the law to identify and confront situations when patient's medications are being diverted or misused; to promote the safe and effective use of controlled medication.

Medication diversion is the unauthorized use and/or abuse of prescribed controlled medication. Controlled medications are very strong medicines restricted by each state and the national government. Only trained and approved medical staff can prescribe/order them. Only the patient's doctor (or designee) should order them. Only the patient should use them. When medications are used by someone other than the patient, harm may come to the person as well as the community. Also when someone other than the patient uses the medicine, the patient will not be receiving the amount of medicine needed to keep the patient comfortable.

**For patients residing in an Ohio home,** Ohio law § 3701-19-06 requires Hospice of Huntington to 1) inform the patient/family/caregiver of the Ohio controlled medication law, 2) request the patient/family/caregiver to sign a medication disposal form when controlled medicine is no longer needed, 3) have a Hospice of Huntington staff member witness of the disposal any controlled medicine containing opioids **BEFORE** they are destroyed and 4) notify patient/family/caregivers that failure of the patient/family/caregiver to follow the law will result in reporting to law enforcement.

Hospice of Huntington will prevent, identify, and stop potential medication diversion and/or possible use/misuse of controlled medication. Hospice of Huntington takes the monitoring of a patient's medicines very seriously. We maintain regular contact with community pharmacies and physicians to assure patients' medication needs are met.

When medications are missing or misappropriated, Hospice of Huntington takes measures to account for them. This could mean that Hospice of Huntington will initiate one or more of the following:

1. Attending physician is notified.
2. Medicines are provided for shorter periods of time.
3. Lock boxes to control access to medications may be put in place.
4. Contract with caregivers to assure accountability is initiated.
5. Medical directors may stop prescribing medicines for symptoms, and/or discharge the patient from hospice care.
6. Authorities are notified of missing medication.

Please ask your hospice nurse or social worker for the complete Controlled Substance Diversion Policy if you have further questions or concerns.



# HOSPICE PAYMENT

## MEDICARE

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### Who is eligible for hospice Medicare benefits?

Hospice benefits are available if you:

- Are entitled to Medicare Part A;
- Are certified by your doctor and the hospice medical director as terminally ill and have a life expectancy of six months or less if the disease follows its normal course;
- Sign an election statement choosing hospice care using the Medicare Hospice Benefit for the terminal illness (the hospice election may be signed by your legal representative when applicable);
- Enroll in a Medicare-approved hospice program.

### What is the Medicare hospice benefit?

The Medicare program consists primarily of two parts:

**Part A** - often described as Hospital Insurance

**Part B** - known as Supplementary Medical Insurance

Hospice care is available as a benefit under Medicare Part A. The Medicare hospice benefit is designed to meet your unique needs when you have a terminal illness, providing you and your loved ones with special support and services not otherwise covered by Medicare. When you elect the Hospice Medicare benefit you waive your rights to the Medicare benefit for the terminal illness. You may continue to access standard Medicare benefits for treatment of conditions unrelated to your terminal illness. You may revoke the Hospice Medicare benefit and return to the standard Medicare benefit for the terminal illness at any time.

## MEDICAID

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### Who is eligible for hospice Medicaid benefits?

The West Virginia Department of Health and Human Resources (DHHR) or the Ohio Department of Jobs and Family Services (ODJFS), through its local administrative offices, determines eligibility for the Medicaid Hospice Benefit. People who wish to apply for medical assistance are referred to the office located in their county of residence.

#### Qualifications include:

- Your doctor and hospice medical director certify that you have a limited life expectancy of six months or less if your disease follows its normal course
- You have a current Medicaid card proving eligibility
- You sign a statement electing the Medicaid Hospice Benefit for your terminal illness
- You receive care from a Medicaid-certified hospice program

Anyone requesting services without a medical identification card is considered responsible for all charges incurred until eligibility is verified. Hospice of Huntington provides basic services regardless of your ability to pay.



## MEDICARE/MEDICAID

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### Services that are covered under the Medicare/Medicaid benefit:

- Physician services for the medical direction of your care, provided by your hospice doctor  
**Note:** Your attending doctor, if not employed by hospice, is paid by a separate Part B Medicare benefit
- Regular home care visits by registered nurses or licensed practical nurses to monitor your condition and to provide appropriate care to maintain your comfort level
- Hospice aide services are provided, such as dressing and bathing that address your personal needs
- Clergy services for you and/or your loved ones
- Social work and counseling services
- Medical equipment such as hospital beds, walkers, oxygen, etc.
- Medical supplies such as bandages, diapers, pads, etc.
- Drugs (related to the terminal illness) for symptom control and pain relief
- Volunteer support to assist you and your loved ones
- Physical, speech and occupational therapy
- Dietary counseling
- Ambulance service
- Bereavement counseling to help you and your loved ones with grief and loss

### An ambulance transport is paid for by Hospice of Huntington when:

- **Preauthorized** by Hospice of Huntington **and** an ambulance service with a contractual agreement with Hospice of Huntington is used.
- Medically necessary for your transportation between levels of care such as from home to the hospital or from the hospital to a nursing home. Keep in mind that you must be an enrolled hospice patient of Hospice of Huntington both at point of pickup and the point of delivery. For example, if you are enrolled in the Hospice of Huntington program while you are in the hospital and you are going to a nursing home where hospice services are continuing, then the ambulance transportation will be covered.
- Medically necessary to transport you to and from treatments that are preauthorized by Hospice of Huntington.

### An ambulance transport is not paid for by Hospice of Huntington when:

- Preauthorization **has not** been obtained from Hospice of Huntington
- Not medically necessary
- A condition not related to the terminal illness
- Transferring you to a facility where you will not be continuing as a Hospice of Huntington patient
- You are not officially enrolled in hospice



## Levels of Care

**ROUTINE CARE** is hospice care provided in your place of residence when you are not receiving one of the other levels of care.

**CONTINUOUS NURSING CARE** is provided by nurses in your home for a continuing period of time during a medical crisis. Nurses will provide the majority of care in your home. Hospice aides may supplement this care. This level of care requires continuous care for at least 8 hours within a 24-hour period to help control your pain or other symptoms.

**INPATIENT RESPITE CARE** is provided to you when necessary to relieve your family members or other caregivers from the duties of caring for you in your home. This level of care is provided in an inpatient setting with facilities that contract with Hospice of Huntington or at the Emogene Dolin Jones Hospice House. Respite care is short term, meaning no more than five consecutive days and provided on an occasional basis. (see *Limits of Care at Emogene Dolin Jones Hospice House, page 17*)

Respite care can be scheduled in advance. However, respite care is based on availability of beds both at the Emogene Dolin Jones Hospice House and at the contracted inpatient facilities. Every effort will be made to honor respite requests. However, the acute needs of our patients come first. If Hospice of Huntington must cancel your scheduled respite care, it will be rescheduled as soon as possible.

### Examples of appropriate use of respite care include:

- Your caregivers are exhausted and feel that they need a short break
- Your caregiver is temporarily unable to care for you because of personal illness
- Your caregiver needs to go out of town

### Examples of when respite care is NOT appropriate:

- You do not have a regular caregiver
- You are already in a 24-hour facility such as a nursing home or personal care home
- When it is intended as a long-term solution
- When it is not provided in a participating facility that meets special hospice standards

**GENERAL INPATIENT CARE** is hospice care provided in an inpatient facility, such as a hospital or the Emogene Dolin Jones Hospice House when your doctor or the hospice doctor or hospice team believes you need pain control or symptom management that cannot be provided elsewhere.

### Services that are NOT covered under the Medicare/Medicaid benefit:

- Care provided by another hospice that was not arranged by your hospice.
- Care from another provider, which is the same care the hospice is required to provide.
- Ambulance services other than to or from a contract hospital, or a hospice in patient facility from which you received inpatient care. (see *explanation on page 19*)
- Attending doctor or consulting doctor visits unless the attending doctor is also a hospice medical director. Physician visits will continue to be covered under Medicare/Medicaid rules.
- Treatment for an illness or injury not related to the terminal illness. Unrelated illnesses may be covered under other Medicare/Medicaid benefits.
- Treatments or services not part of the approved Plan of Care.



**Will the benefit pay for hospice care in a place other than a personal residence?**

Sometimes a patient does not or cannot reside in a private home. The Medicare/Medicaid benefit reimburses for hospice services that are delivered in freestanding hospice facilities, hospitals, nursing homes and other long-term care facilities. For more information consult your social worker.

**How long can you receive hospice care?**

You can receive hospice care as long as your doctor and the hospice medical director or other hospice doctor, certify that you are terminally ill and probably have six months or less to live if the disease follows its normal course. If you live longer than six months, you can still get hospice care as long as the hospice medical director or other hospice doctor recertifies that you are terminally ill and have six months or less to live, if the disease follows the normal course. We are required to have a hospice medical director or nurse practitioner do a face-to-face visit with you before each of the 60-day periods. You can get hospice care for two 90-day periods followed by an unlimited number of 60-day periods. At the start of each period of care, the hospice medical director or other hospice doctor must recertify that you are terminally ill, so that you may continue to get hospice. A period of care starts the day you begin hospice care and ends when the 90-day or 60-day period ends.

First Benefit Period	90 days
Second Benefit Period	90 days
Unlimited Benefit Periods	60 day periods

**Why would you be discharged from hospice care?**

You may be discharged from hospice care if you:

- No longer meet the enrollment criteria (*see page 5*)
- Move out of the service area
- Move to a facility that does not have a contract with Hospice of Huntington
- Choose to stop hospice care (*see below*)
- Transfer to another hospice
- Are in an unsafe environment or the hospice team feels threatened in any way

If you are a **West Virginia** patient discharged because you no longer meet enrollement criteria, you have the right to appeal the decision by calling West Virginia Medical Institute at 1 (855) 886-0618 or write a letter of appeal to the Case Review Coordinator, 3001 Chesterfield Place, Charleston, West Virginia 25304.

If you are a **Ohio** patient discharged against your wishes, you have the right to appeal the decision by calling to 1 (800) 589-7337, or write a letter of appeal to Ohio KePro, 5700 Lombardo Center Dr., Suite 100, Seven Hills, Ohio 44131.

**What happens if you want to stop hospice care?**

You may revoke (choose to get out of hospice) at any time and return to regular Medicare/Medicaid coverage. If you stop hospice services before the end of any benefit period, any days left in the period are lost. You are still eligible for the remaining unlimited benefit periods. To revoke the hospice benefit, Hospice of Huntington must obtain a written statement of revocation that you or your representative have signed and dated. This form must state the reason for the revocation. Your hospice nurse or social worker will provide you with the revocation form.



## **Can you change from one hospice to another hospice?**

You have the right to change from one hospice to another hospice only once during each benefit period.

## **How is payment made?**

Medicaid/Medicare pays hospice directly at specified rates depending on the level of care given each day. Hospice does all the billing related to the Hospice Medicare/Medicaid Benefit.

## **What expenses are your responsibility?**

Medicaid/Medicare eligible patients are responsible for payment of:

- All expenses for non-covered services (i.e. services not provided under the Medicaid/Medicare program).
- Patient's convenience items or services not related to medical care or treatment.
- Any charge incurred during a period of ineligibility.

## **What expenses will Medicaid/Medicare continue to pay?**

- Your attending physician, if he/she is not an employee (medical director) of this hospice or a consulting physician.
- Treatment of a condition unrelated to the illness for which you are using hospice care.
- The services determined by: Hospice of Huntington another hospice under arrangements made by Hospice of Huntington or the attending physician.

## **PRIVATE PAY**

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Billing information will be provided prior to our services. You are billed monthly. If a full month is not used, services are charged on a daily rate.

For those who cannot pay the bill in full, the Hospice of Huntington. Finance Department will work with you and/or your family to develop a payment plan.

Hospice is committed to caring for those in need, regardless of their ability to pay.

Hospice of Huntington, Inc. offers a sliding fee scale for patients who have no payer source or limited payer source.

## **PRIVATE INSURANCE**

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Many private insurance companies cover all or part of the cost of hospice care. Every effort will be made to determine if the providing insurance company covers hospice care. Most insurance companies that do have hospice coverage require case management. Case management means that an insurance representative must pre-authorize every level of care that is provided by the hospice staff. Some policies cover hospice services at 100%. In such cases you will not be charged a co-payment by hospice. Some policies cover 80% of the cost of hospice services. In such cases, you may be responsible for a 20% co-payment or deductibles as specified on the patient's insurance policy.



# GRIEF SUPPORT PROGRAMS

Hospice of Huntington, Inc. offers bereavement services for your loved ones for up to one year by offering:

**INDIVIDUAL OR FAMILY BEREAVEMENT COUNSELING** - bereavement counselors meet with you and/or your family to provide grief support

**GRIEF SUPPORT SESSIONS** - meetings provide a safe environment for your family members or friends to discuss feelings associated with grief and loss

**SUPPORTIVE PHONE CALLS** - bereavement volunteers provide support and encouragement by making phone calls to your loved ones

**GRIEF EDUCATION SESSIONS** - classes provide information about each person's experience with grief and loss

**BEREAVEMENT MAILINGS** - literature describes the grief process and information about coping strategies

**REMEMBRANCE SERVICES** - annual services for family members honor the memory of patients who died while receiving hospice care during that year

**CAMP GOOD GRIEF** - annual camp assists children ages 8-16 in coping with the loss of a loved one

**FAMILY RETREAT** - Participants become more aware of what family members are going through, improve communication, and learn new skills with which to support each other while they cope with loss.

Families may choose any or all of the above types of bereavement follow-up services. These confidential services are provided at no charge to hospice families as well as community members.

To learn more about Hospice of Huntington, Inc. bereavement services, please call (304) 529-4217.





# PATIENT'S RIGHTS

**HOSPICE OF HUNTINGTON, INC.**

## **PATIENT'S RIGHTS & RESPONSIBILITIES**

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### **What are Hospice Patient's Rights?**

A list of rights guaranteed to all hospice patients including what a hospice must provide to a person who is receiving hospice care.

### **Where can I find Hospice Patient Rights?**

The Medicare Conditions of Participation are issued as regulations set by the federal government agency, the Centers for Medicare and Medicaid Services. Hospices must follow these regulations, which include a section on patient rights.

### **What do Hospice Patient Rights include?**

Each hospice patient has the right to:

- Be treated with respect
- Receive quality end-of-life care
- Receive spoken and written notice of his or her rights and responsibilities in a manner they understand during the assessment meeting with hospice staff
- Receive information on advance directives including a living will and healthcare surrogate
- Voice concerns and not be discriminated against for doing so
- Receive pain management and symptom control
- Be involved in developing his or her hospice plan of care
- Refuse care or treatment
- Choose his or her attending physician
- Have a confidential medical record
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse.
- Receive information about the services covered under the Hospice Benefit
- Receive information about the services that the hospice will provide and any limitations on those services

### **What are the responsibilities of the hospice patient?**

- Give accurate and complete health information
- Inform Hospice of Huntington when you will not be able to keep a home care appointment
- Participate in the development and update of your plan of care
- Request further information concerning anything you do not understand
- Provide a safe environment for hospice staff (ex: no brandishing of weapons, and guns must be put away and unloaded while hospice staff is in the home)
- Avoid physical or threatening behavior/language toward staff
- Remove pets that may appear aggressive during hospice staff visits



## **What do Hospice Patient Rights mean to hospice providers?**

- Hospice must inform each patient of his/her rights during the admission verbally and in writing.
- Hospice must talk about and provide written information about the organization's policies on advance directives, including a description of the State law.
- Hospice must prove that they have reviewed the hospice patient's rights by asking for the patient or caregiver's signature.

If you have any questions about your rights, please contact Hospice of Huntington, Inc.

## **You have the right to file a complaint or grievance regarding Hospice of Huntington by:**

- Calling the Vice President of Clinical Services at 1 (800) 788-5480.
- If the grievance is not resolved, contact the President and CEO at 1 (800) 788-5480.
- If you voice a complaint and recommend changes you will not be subject to coercion, discrimination, reprisal, or unreasonable interruption of care.
- For **West Virginia** patients, if the complaint or grievance is still not resolved, then you may call 1 (800) 442-2888, or write to:  
West Virginia Health Facility  
Licensure and Certification  
408 Leon Sullivan Way  
Charleston, WV 25301-1713
- For **Ohio** patients, if the complaint or grievance is still not resolved, then you may call 1 (800) 582-7277, or write to:  
Area Agency on Aging  
160 Dorsey Drive  
Rio Grande, OH 45674-0500
- For **Ohio** patients concerned about patient safety and quality of care, you may also contact the Joint Commission at (630) 792-5800.
- For **grievance concerns** not addressed by the above, you may contact our toll-free Anonymous Compliance Hotline:  
English Speaking USA: (844) 280-0005  
Spanish Speaking USA: (800) 216-1288  
Website: [www.lighthouse-services.com/hospiceofhuntington](http://www.lighthouse-services.com/hospiceofhuntington)



## **NOTICE OF PRIVACY PRACTICES** *Effective September 23, 2013*

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This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

### **Use and Disclosure of Health Information**

Hospice of Huntington, its staff and business associates, may use your health information for purposes of providing your treatment, obtaining payment for your care, and conducting health care operations.

The following is a summary of why your health information may be used and shared.

#### **To Provide Treatment**

Hospice of Huntington may use your health information to coordinate care within hospice and with others involved in your care, such as attending physician, members of the hospice interdisciplinary team and other health care professionals who have agreed to assist hospice in coordinating care. For example, hospice will provide physicians involved in your health care information about your symptoms in order to prescribe appropriate medications. Pharmacists, suppliers of medical equipment or other health care professionals that hospice uses in order to coordinate your care may also receive this information. Hospice also may share your health care information to individuals outside of hospice involved in your care including family members or clergy whom you have designated.

#### **To Obtain Payment**

Hospice may include your health information in invoices to collect payment from third parties for the care you may receive from hospice. For example, hospice may be required by your health insurer to provide information regarding your health care status so that the insurer will reimburse you or hospice. Hospice may need to obtain prior approval from your insurer and may need to explain to the insurer your need for hospice care and the services that will be provided to you.

#### **To Conduct Health Care Operations**

Hospice may use and share health care information for its own operations in order to facilitate the function of hospice and as necessary to provide quality care to all of hospice's patients. Health care operations include such activities as:

- Quality assessment and improvement activities
- Activities designed to improve health or reduce health care costs
- Protocol development, case management and care coordination
- Contacting health care providers and patients with information about treatment alternatives and other related functions that do not include treatment
- Professional review and performance evaluation
- Training programs including those in which students, trainees or practitioners in health care learn under supervision
- Training of non-health care professionals
- Accreditation, certification, licensing or credentialing activities
- Review and auditing, including compliance reviews, medical reviews, legal services and compliance programs
- Business planning and development, including cost management and planning related analyses and formulary development
- Business management and general administrative activities of hospice
- Fundraising for the benefit of hospice and certain marketing activities



For example, hospice may use your health information to evaluate its staff performance, combine your health information with other hospice patients in evaluating how to more effectively serve all hospice patients, disclose your health information to hospice staff and contracted personnel for training purposes, use your health information to contact you as a reminder regarding a visit.

## **Right to Opt Out**

You may opt out of mailings for fundraising by contacting our office and requesting this.

## **When Legally Required**

Hospice will disclose your health information when it is required to do so by any Federal, State or local law.

## **When There Are Risks to Public Health**

Hospice may disclose your health information for public activities and purposes in order to:

- Prevent or control disease, injury or disability, report disease, injury, vital events, such as birth or death and the conduct of public health surveillance, investigations and interventions
- Report adverse events, product defects, to track products or enable product recalls, repairs and replacements and to conduct post-marketing surveillance and compliance with requirements of Food and Drug Administration
- Notify a person who has been exposed to a communicable disease or who may be at risk of contracting or spreading a disease
- Notify an employer about an individual who is a member of the workforce as legally required

## **To Report Abuse, Neglect or Domestic Violence**

Hospice is required by law to notify authorities if hospice believes or suspects a patient is the victim of abuse, neglect or domestic violence.

## **To Conduct Health Oversight Activities**

Hospice may share your health information to a health oversight agency for activities, including audits, civil administrative or criminal investigation, inspection, licensure or disciplinary action. Hospice, however, may not disclose your health information if you are the subject of an investigation and your health information is not directly related to your receipt of health care or public benefits.

## **In Connection with Judicial and Administrative Proceedings**

Hospice may disclose your health information in the course of any judicial or administrative proceeding in response to an order of a court or administrative tribunal as expressly authorized by such order in response to a subpoena, discovery request or other lawful process, but only when hospice makes reasonable efforts to either notify you about the request or to obtain an order protecting your health information.

## **For Law Enforcement Purposes**

Hospice may share your health information with law enforcement officials for law enforcement purposes as follows:

- As required by law for reporting of certain types of wounds or other physical injuries pursuant to the court order, warrant, subpoena or summons or similar process
- For the purpose of identifying or locating a suspect, fugitive, material witness or missing person
- To a law enforcement official if hospice has a suspicion that your death was the result of criminal conduct at hospice
- In an emergency in order to report a crime



### **To Coroners and Medical Examiners**

Hospice may disclose your health information to coroners and medical examiners for purposes of determining your cause of death or for other duties, as authorized by law.

### **To Funeral Directors**

Hospice may disclose your health information to funeral directors consistent with applicable law and, if necessary, to carry out their duties with respect to your funeral arrangements. If necessary to carry out their duties, hospice may disclose your health information prior to and in reasonable anticipation of your death.

### **For Organ, Eye or Tissue Donation**

Hospice may use or share your health information to organ procurement organizations or other entities engaged in the procurement, banking or transplantation of organs, eyes or tissue for the purpose of facilitating the donation and transplantation.

### **For Research Purposes**

Hospice may, under very select circumstances, use your health information for research. Before hospice shares any of your health information for such research purposes, the project will be subject to an extensive approval process. Hospice will de-identify any public health information used or disclosed for research purposes.

### **In the Event of a Serious Threat to Health or Safety**

Hospice may, consistent with applicable law and ethical standards of conduct, share your health information if hospice, in good faith, believes that sharing such information is necessary to prevent or lessen a serious threat to your health or safety or to the health and safety of the public.

### **For Specified Government Function**

In certain circumstances, the Federal regulations authorize hospice to use or share your health information to facilitate specified government functions relating to military and veterans, national security and intelligence activities, protective services for the President and others, medical suitability determinations and inmates and law enforcement custody.

### **For Worker's Compensation**

Hospice may release your health information for worker's compensation or similar programs. Other than what is stated, hospice will not share your health information other than with your written authorization. If you or your representative authorizes hospice to use or disclose your health information, you may revoke that authorization in writing at any time.



## **Your rights regarding your medical records:**

- **RIGHT TO REQUEST RESTRICTIONS:** You may request restrictions on certain uses and disclosures of your health information. You have the right to request a limit on hospice's disclosure of your health information to someone who is involved in your care or the payment of your care. However, hospice is not required to agree to your request. You do have the right to restrict disclosure of protected health information to a health plan related to a service for which you have paid out of pocket in full. If you wish to make a request for restrictions, please contact our Hospice of Huntington office and ask to speak with Medical Records.
- **RIGHT TO RECEIVE CONFIDENTIAL COMMUNICATIONS:** You have the right to request that hospice will communicate with you in a certain way. For example, you may ask that hospice only conduct communications pertaining to your health information with you privately with no other family members present. If you wish to receive confidential communications, please contact your hospice social worker. Hospice will not request that you provide any reasons for your request and will attempt to honor your reasonable requests for confidential communications.
- **RIGHT TO INSPECT AND OBTAIN A COPY OF YOUR HEALTH INFORMATION:** A written request may be made to the Medical Records Department, 1101 Sixth Avenue, Huntington, WV 25701. Records may be requested in an electronic or hard copy form. A reasonable fee for copying and/or assembling your records may apply.
- **RIGHT TO AMEND HEALTH CARE INFORMATION:** If you or your representative believes that your health information records are incorrect or incomplete, you may request that hospice amend the records. That request may be made as long as the information is maintained by hospice. A request for an amendment of records must be made in writing to the Hospice Medical Records Department. Hospice may deny the request if it is not in writing or does not include a reason for the amendment. The request also may be denied if your health information you wish to amend is not part of the health information you or your representative are permitted to inspect and copy, or if, in the opinion of hospice, the records containing your health information are accurate and complete.
- **RIGHT TO AN ACCOUNTING:** You or your representative have the right to request an accounting of disclosures of your health information made by the hospice for any reason other than for treatment, payment or health operations. The request for an accounting must be made in writing to Hospice of Huntington located at 1101 Sixth Avenue, Huntington, WV 25701, Medical Records Department. Accounting requests may not be made for periods of time in excess of six years. Hospice would provide the first accounting you request during any 12-month period without charge. Subsequent accounting requests may be subject to a reasonable cost-based fee.
- **RIGHT TO A PAPER COPY OF THIS NOTICE:** You and your representative have a right to a separate paper copy of this notice at any time, even if you or your representative has received this Notice previously. To obtain a separate paper copy, please contact the Medical Records Department or visit [www.hospiceofhuntington.org](http://www.hospiceofhuntington.org).
- **RIGHT TO NOTIFICATION:** Hospice of Huntington is required to notify a patient following a data breach. This will be completed via mail notification if and when a breach occurs.



## **Duties of Hospice**

Hospice is required by law to maintain the privacy of your health information and to provide to you and your representative this Notice of its duties and privacy practices. Hospice is required to abide by terms of this Notice as may be amended from time to time. Hospice reserves the right to change the terms of its Notice and to make the new Notice provisions effective for all health information that it maintains. If the hospice changes the Notice, hospice will provide a copy of the revised notice to you or your appointed representative. You or your personal representative have the right to express complaints to hospice and to the Secretary of Health and Human Services if you or your representative believe that the privacy rights have been violated. Any complaints to hospice should be made in writing to the Corporate Compliance Officer. Hospice encourages you to express any concerns you may have regarding the privacy of your information. You will not be retaliated against in any way for filing a complaint.

## **CONTACT PERSON**

For all issues regarding patient privacy and your rights under the Federal privacy standards, contact:

Hospice of Huntington | Corporate Compliance Officer  
P.O. Box 464 | Huntington, West Virginia 25709  
(304) 529-4217 or 1 (800) 788-5480



## MY QUESTIONS AND CONCERNS LIST

Please write down any questions or concerns that you may have to discuss with your Hospice Team during their next visit. You may also contact your Hospice Team by calling them during normal business hours of 8:30 a.m. to 4:30 p.m., Monday through Friday by calling (304) 529-4217 or 1 (800) 788-5480.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

**Remember that the after hours on-call nurse is for emergency situations that arise.**

Routine, non-emergency questions and/or concerns should be shared and discussed with your Hospice Team during their next visit or by phone during normal business hours, Monday through Friday.