

# You are not alone.

## Are you looking for answers?

Dealing with an aging parent is never easy. It's even tougher when you are caring for someone with a life-limiting condition. You want the best for them, but who do you turn to for help understanding your choices?

## We are your resource.

Community Hospice understands the challenges a family faces when tough decisions must be made. Our website is a great source of information about hospice and how we help families and patients everyday. You don't have to do it alone. Turn to one of the most trusted hospice experts in health care.



 Your Hospice  
Online Resource  
[communityhch.com](http://communityhch.com)



# Choosing a Hospice Provider

 **Community**<sup>™</sup>  
Home Care & Hospice

**800-569-1348**

Community Hospice does not discriminate against any person on the basis of race, color, nationality, sex, age, disability or ability to pay in admission, treatment or reception of our services. This includes qualified veterans of any era or any other category protected by law.

 **Community**<sup>™</sup>  
Home Care & Hospice

# Choosing a Hospice Provider

Patients have the right to choose their own hospice provider and that right to choose is protected by federal law. While all hospice providers must offer certain services and meet specific criteria to provide care, not all hospice agencies are the same. When the choice to use hospice is made, how should you select a hospice provider? Where do you look and what questions should you ask?

## How do I find hospice care?

If you are considering hospice, now is the time to consider your options. There are several places to look to find hospice agencies in your community.

**Local referral:** Your doctor or hospital personnel often keep a list of hospice providers in your area. You may also look in your phone book or call one of your community resources such as your local senior center, council on aging or religious organizations. Most hospice advocacy organizations keep a list of providers as well.

**Government resources:** Another place to look for hospice agencies is by contacting your local health department or social services office. These organizations often have a list of local providers.

**The Internet:** Going online is an excellent way to find hospice providers. An Internet search of hospice and your city should provide you with a list of agencies to explore. As well as a link to their website so that you can find out more about the company.

## What questions should I ask?

Once you have a list of providers, call them and ask them questions about their company and services. A reputable provider should be available to answer your questions before choosing an agency. Here are some questions to consider:

Is the agency accredited, licensed and certified? Find out if the company is licensed by your state to provide services. Do they meet the requirements of Medicare and Medicaid? Does the agency have any accreditations from independent sources?

## What is their history & reputation?

How many years has the agency been serving your community? Is the agency willing to provide you with references from other health care professionals such as hospital personnel, physicians, nurses or social workers?

## What are their admission procedures?

How fast does the hospice agency admit patients? Do they do same day admissions? Do they admit on nights and weekends? How quickly can they begin hospice services after admission? This can be a good indication of response time once their service begins.

## Are evaluations done in person?

Will a nurse visit you in person to see what kinds of services you need? Are their evaluations done over the telephone? Does the evaluation involve your family? Do they have educational resources to explain services?

## What are their services like?

Are there geographic boundaries to providing service? What kinds of services do they offer? Are there any services that exceed minimum requirements? How fast do they respond when you call? Are care plans individualized, or do they stick to a predetermined schedule? Do they provide 24 hour on-call service if we need help? Does a call result in a visit?

## It's About Choice

Asking questions is a great way to find out if a hospice provider is a good match for you and your family. Knowing what questions to ask is the first step towards making informed decisions for you and your loved ones. We are always available to answer your questions and provide you with the resources to make your choices.