

How To Choose A Hospice Provider

- **What is expected of the family caregiver?**

In the case where patient is being cared for at home, the family caregiver can be expected to provide feeding, medication administration, repositioning, cleaning, basic wound care, hygiene maintenance, and other basics involved with custodial care. A Faith in Angels Hospice healthcare professional will always provide support, education, and training for any family caregiver.

- **Will the hospice provide training to family caregivers?**

Yes! Faith in Angels Hospice will provide education and training in-person to family caregivers. We also have educational material and instructional videos on our website to consult on your own time.

- **How often will a hospice team member visit and how long will most visits last?**

Regular nurse visits are based on patients' needs. A Faith in Angels Hospice skilled nurse will typically visit once a week for about 30 to 45 minutes. Home health aides will usually visit 2 to 3 times a week for about 45 minutes to 1 hour.

- **When the hospice orders medication, where can it be picked up, or is it delivered by the hospice?**

Faith in Angels Hospice will have the patient's medications delivered to wherever the patient resides within 24 hours.

- **Will the hospice send a registered nurse, nurse practitioner, or physician to the home if the patient's symptoms are not being managed? How long will it take the nurse/doctor to arrive?**

Yes, Faith in Angels Hospice will never leave the patient or family caregiver feeling alone or abandoned. Upon request a Faith in Angels Hospice healthcare professional will arrive within 2 hours.

- **How quickly will a plan of care be developed by the hospice, and will it be shared with family/caregivers?**

A plan of care will be developed by a Faith in Angels Hospice nurse upon evaluation during the admission process. Yes, the plan will always be shared with family.

- **What does the hospice do if family is no longer able to adequately care for the patient at home?**

Faith in Angels Hospice will assist the family in facilitating and coordinating the placement of the patient into inpatient care.

- **If there is a need for inpatient care, how will that be addressed by the hospice, and where will that be provided?**

Faith in Angels Hospice has long-standing relationships with many skilled nursing facilities that provide inpatient care, we would facilitate and coordinate placement of the patient into one of these facilities.

- **What kind of out-of-pocket expenses should the family anticipate?**

Only services not covered by Medicare or the patient's private insurance, such as prescriptions *unrelated* to hospice care.

- **Can the hospice provide respite care to give family caregivers a break, and how does the hospice arrange that? Where will the patient go during respite care (hospice house, local nursing home)?**

Yes! Faith in Angels Hospice provides 5 days of respite care every 3 months. Usually, the patient will be placed in a skilled nursing facility.

- **What help do your hospice volunteers provide and how can that request for help be made?**

Families can request the help of a volunteer from a Faith in Angels Hospice case manager. Volunteers provide an essential service for patients of hospice, companionship.

- **If a hospice team member is not present at death, will the hospice provide guidance and support to the family?**

Absolutely. Faith in Angels Hospice will dispatch a skilled nurse to pronounce death and assist family in all aspects of post-mortem care; contacting mortuary, reporting death, cleaning patient, etc.

- **What kind of bereavement support is offered by the hospice?**

Faith in Angels Hospice offers grief counseling as well as referrals to bereavement and grief support groups. We also believe that our care doesn't stop when the patient passes, we offer ongoing emotional support in the form of outreach calls, letters, and bereavement materials throughout the first year.

- **If there are concerns about a hospice caring for someone in the LGBTQ+ community, ask if the hospice has provided education and training to those who will be caring for the individual and if it has a non-discrimination policy.**

Faith in Angels Hospice has a non-discrimination policy and it states that our aim is to provide comprehensive and coordinated care to individuals with life-limiting illnesses and to their families, without regard to race, color, national origin, gender, sexual orientation, ability, or age.

- **If the person receiving care or their family is non-English speaking, establish that the hospice provider will make accommodations for effective communication by providing interpreters or staff who can speak the language whenever possible.**

Faith in Angels Hospice has a diverse and multi-lingual care team. We have staff that are fluent in English, Spanish, Russian, and Armenian. If you or your loved one has a native language that we do not speak, we have a third-party interpretive service which we utilize to navigate care with foreign language speakers.