

MEDICARE'S QUESTIONS. OUR ANSWERS.

Call (616) 235-5100 if you have more questions



OVERALL PROGRAM

Does the hospice accept my insurance? What services and treatments will be covered?

Faith Hospice is licensed to provide all levels of hospice care by Medicare and Medicaid, and is approved to participate with most other health insurance companies.

How long has the hospice been serving patients?

Faith Hospice has been serving the West Michigan community since 1995.

Where are hospice services provided?

Faith Hospice provides services in the community by visiting you where you are receiving care, whether that is in your home, the hospital, or an assisted living or skilled nursing facility. We also provide care in our inpatient facility, Trillium Woods, which is located in Byron Center.

Will the hospice provide a hospital bed and other medical equipment I might need?

Yes. Faith Hospice will provide not only the bed, medical equipment, and supplies you need to help you live comfortably, but in addition provide a specially trained team and support staff that are available to help you and your family cope with your illness.

AVAILABILITY

Will I have the same hospice nurse? What other members of the hospice team might I see and how often will I see them?

One primary hospice RN Case Manager will coordinate your hospice care. Other members of our hospice teams include:

- Doctors, nurse practitioners, other nurses
- Chaplains
- Social workers
- Therapists, as indicated, including massage, music, physical, occupational, and speech language therapists
- Hospice aides and volunteers

In addition, Faith Hospice nurses and doctors are on call 24/7 to give you and your family support and counsel when you need it.

How many patients are assigned to each hospice nurse?

At Faith Hospice, there are approximately 8.5 patients per patient care nurse in our community hospice program. At Trillium Woods, our inpatient facility, there are about 6.8 hours of patient care staff per resident day.

Does the hospice have help after business hours? Nights? Weekends? Holidays?

Faith hospice staff is available 24 hours a day, 7 days a week to give you and your family support and counsel whenever you need it.

When I call with an urgent need, how long will it take for someone from the hospice team to respond?

Upon placing a call to our hospice staff, a response should be received within 10 minutes.

SYMPTOM MANAGEMENT

How will the hospice team manage my pain or other symptoms that arise?

Faith Hospice utilizes many methods to improve comfort and quality of life, including but not limited to medications, massage therapy, music therapy, and aromatherapy. Pet therapy and Virtual Reality can also improve comfort. Your hospice team will work with you to create an individualized plan for your needs.

Can I take my current medication/s?

Yes. Hospice will pay for medicines pertaining to your terminal diagnosis.

What if my symptoms become uncontrollable at home? Can I go to the hospital?

If you need inpatient care, the Faith Hospice team will make arrangements for your stay. Most symptoms can be managed in the home setting. Our Trillium Woods inpatient hospice facility in Byron Center offers more intensive symptom management in a very comfortable setting. In the event that hospitalization is needed, it will be arranged by your hospice team.

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COMMUNICATION, COORDINATION, AND EDUCATION

How will the hospice team keep me and my family informed about my condition?

Your Faith Hospice team will work with you to understand your preferences for the methods and frequency of our communication with you and your loved ones.

Will my family and I be involved in making care decisions?

Absolutely. You and your family members are the most important part of the team. At Faith Hospice, being your champion means our staff is committed to advocating for you, for your comfort, and quality of life.

How do I communicate any questions or concerns I have about my care?

Faith Hospice staff is available 24 hours a day, seven days a week to answer your questions, concerns, or comments.

Can I still see my regular doctor if I am on hospice? If yes, how will the hospice team coordinate care with my doctor?

You absolutely can. Your regular doctor or nurse practitioner can also be a part of the team as the attending medical professional to supervise your care.

How will the hospice team prepare me and my family for what to expect?

Faith Hospice team members provide education, spiritual and emotional support, and help with managing any physical discomfort you may have. Your hospice social worker can also provide information about additional services to help support your care.

CAREGIVER RESOURCES

Can we speak with other families to learn of their experience with the hospice?

We have several patient testimonials and caregiver profiles on our website (faithhospicecare.org). If you feel you still would like to contact other families served by Faith Hospice, we can arrange to find appropriate people for you to speak with.

What support services are offered by the hospice? What are our options if we need a break from providing care?

You and your loved one will have a specially trained team and support staff available 24/7 to help cope with your loved one's illness. This team may include:

- Doctors, nurse practitioners, other nurses
- Chaplains
- Social workers
- Therapists, as indicated, including massage, music, physical, occupational, and speech language therapists
- Hospice aides and volunteers

What if we cannot take care of our loved one at home?

Your loved one's hospice care can be managed at our Trillium Woods inpatient facility in Byron Center or in another facility. Faith Hospice is able to provide hospice services in most assisted living and skilled nursing facilities in our service area. The hospice team will make arrangements for your loved one's stay.

How will the hospice team support us emotionally through the grieving process?

Faith Hospice provides ongoing support for loved ones through a variety of options: mailings and other grief resources, support phone calls, support groups and workshops, and individual counseling sessions. We also offer memorial services several times each year. All grief support services are offered free of charge for up to 13 months after the loss of a loved one. For more information, please visit our website or call us at (616) 235-5122.