

# Considering hospice services?



“Hospice” means different things to different people. Overall, hospice helps those who have a serious, life-limiting illness improve their quality of life so they can make the most of the time they have. Hospice care focuses on comfort and quality of life rather than a curative treatment.



## The hospice difference

Housecall Providers Hospice offers specialized care for adult patients and their families to ensure dignity and independence. Hospice strives to provide comfort to the patient and family by offering support for physical, emotional and spiritual end-of-life needs.

Our hospice services are designed to offer this wherever you call home, whether that be a private residence, assisted living community, nursing home or facility.

Our team regularly provides end-of-life education to family and caregivers, which may include what to expect as your loved one enters their final hours, days or weeks. The hospice team also presents other resources, such as handling practical affairs, respite care options, ways to address unresolved issues and grief counseling.



Our home-based hospice care is centered around patient and family – their needs, preferences, values, beliefs and cultures.

## About us

Since 1995, Housecall Providers has been the solution for more than 8,000 community members in the Portland metro area whose medical needs could not be met in a traditional clinical setting. Individuals with multiple chronic illnesses, many of whom have trouble leaving their home, rely on our home-based medical care.

From modest beginnings, our nonprofit has grown to serve more than 2,300 patients and families a year, including in-home palliative care and hospice services. Our continuum of care allows us to support patients and families as their needs change, ensuring that they receive the right care at the right time.



**Hospice Nurse Pauline, Hospice Manager Richard and Spiritual Counselor Sam support the physical, emotional and spiritual needs of each patient and their family.**

## Our commitment

Housecall Providers Hospice is committed to providing compassionate end-of-life care and making a positive difference in the lives of our patients and their families.

## Answers to common questions

### When is it time to ask about hospice?

Patients should consider hospice care when medical treatments can no longer cure their illness, or when the severity of symptoms is greater than the benefits of treatment. Other indications that patients may be ready for hospice include unrelieved pain, frequent infections, frequent trips to the emergency department, sudden or progressive decline in physical activities, shortness of breath while on oxygen, significant weight loss or difficulty swallowing.

### Our doctor suggested hospice. I'd like to know more about what would happen next.

You or your provider can contact our hospice and make a referral at any time. Once we receive the referral, we will coordinate a time to meet with the patient and family to discuss and assess the patient for services. Choosing hospice can sometimes be a difficult decision. We honor your choice for the care you prefer and are here if you want to learn more. If hospice currently isn't right for you, that is OK.

### What qualifies patients to receive hospice care?

A patient is eligible for hospice services when their illness is considered terminal, meaning their provider has determined they could possibly die within six months if their disease continues as expected. There are also medical guidelines that providers and hospices use to determine eligibility.

### Does insurance cover hospice?

Hospice is covered 100% by Medicare and Medicaid. Some private insurances may require a copayment or coinsurance. We invite you to contact us for more information.



**Our hospice team is attuned to enriching patients' lives – such as arranging a ride in a vintage convertible for this lifelong classic car buff.**

### **Can my primary care provider stay involved?**

Yes, that is your choice. Our hospice physicians and team members are very happy to work closely with your primary care provider to ensure your needs are met. Your provider can choose the level of participation they feel comfortable with.

### **Does hospice mean giving up?**

Not at all! Hospice focuses on the patient's comfort, wishes and continued quality of life, as well as any support family and caregivers need. While care no longer includes curative measures, hospice works with you to provide comfort and to treat your symptoms, such as pain, shortness of breath and emotional suffering.

### **Our family member is not a Housecall Providers patient. Does hospice accept new patients?**

Yes, we welcome adult patients who are new to us. We treat all our patients as family and deliver patient-centered care regardless of age, race, religion or complexity of medical needs.

### **Is hospice an actual place?**

Hospice brings physical, emotional and spiritual care and support to whatever place the patient calls home. Hospice can be a supplement, with regular visits that include caregiver education. This helps caregivers feel confident in the care they provide. Patients who require care around the clock will need a primary caregiver.

### **What happens if a patient's health gets better while on hospice?**

Sometimes a patient's health improves with hospice services because of symptom management and the shift in focus to comfort care. Medicare regulations require that the hospice discharge patients whose underlying disease is no longer considered terminal. If the patient would like to transfer to Housecall Providers home-based primary care, the hospice team can make the referral.



**At home visits, conversations range from physical care and lifestyle matters to emotional and practical support.**

### **Other questions?**

Our experienced intake team gladly answers any questions. Reach them at **971-202-5501** or [\*\*hospice@housecallproviders.org\*\*](mailto:hospice@housecallproviders.org)

## Hospice teams

A hospice team is interdisciplinary, meaning members come from different disciplines or fields. Your team may include physicians, nurses, social workers, certified nursing assistants, spiritual counselors, volunteers, bereavement coordinators and other health care professionals.

Your hospice team works with you and your family to align services with your individualized needs and care goals.

### Services available with hospice

- On-call support 24/7 from hospice clinicians
- Medication management
- Medical equipment and supplies
- Support from trained respite and companion volunteers
- Bereavement and grief support
- Music thanatology – Music at bedside, supporting patient and caregiver needs
- Massage therapy

Choosing hospice early in one's terminal illness will help the patient feel more prepared, and will allow our team to establish the appropriate resources and support for the patient and family.

With the gift of time, your hospice care team can make a bigger difference: assessing needs, providing optimal responses, and helping everyone calmly navigate the various realities that a life-limiting illness presents.

At all stages, your care will be respectful, sensitive and personalized to patient and family needs.

## What caregivers tell us

“My husband and I were both super impressed with the Housecall Providers Hospice team. Our uncle had the intake appointment in the morning, and by that afternoon the nurse had already made a visit. In talking with him, they saw his love of old convertibles, and arranged for him to have a ride in a classic car! They really go above and beyond for their patients.”

– Linda McGavin

“We appreciate the collaborative and team approach in providing end-of-life care for our sweet residents. The knowledge, compassion and communication with each Housecall Providers Hospice team member is an enormous support and comfort for our residents' families and our around-the-clock caregiving staff.”

– Cynthia Barr, Owner of Riverview Adult Care Home



**Housecall  
Providers**  
HOSPICE

Part of the CareOregon Family

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