Meeting the Special Needs of Patients and Their Loved Ones

Serenity Hospice Care

Services provided within the 60 miles radius

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The Joint Commission

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What is Hospice?

Hospice is a program of health care and services designated to meet the special needs of patients and their loved ones, when the patient is diagnosed with a disease for which they do not elect aggressive treatment.

Can Hospice make a Difference?

Hospice care can dramatically and positively impact quality of life. The goal is to empower the individual by providing knowledge and information, to facilitate decision-making. Our clinical staffs are experts on pain control and symptom management. They are committed to education of patients and care givers.

Who Provides Care?

A team of professionals who address the patient's needs on medical, physical, emotional and spiritual levels deliver care. The team consists of the patient's attending physician, hospice medical director, registered nurse, home health aide, social worker, chaplain and trained volunteers.

How is Hospice started?

Help is only one phone call away. The attending physician, patient, family member, friends, clergy, social workers, hospital discharge planner, or any person concerned with a patient's well being, can make a referral. If you call us, we will contact the patient's physician for approval. Services will be started immediately.

Who is eligible for Hospice Care?

The patient meets the following criteria:

- Have a life-threatening illness and seek medical, spiritual, psychological and personal support.
- Aggressive measures have ended and the focus is now on palliation, pain control, spiritual and emotional support.
- Have a Primary Care Physician authorizing hospice care.

Who pays for Hospice Care?

- Medicare/Medi-Cal
- Health Insurance and HMO's
- Private Payers

AN AFFORDABLE WAY TO MEET YOUR NEEDS

Serenity Hospice Care is provider of Hospices Services. Private insurance, self-insured plans and medical benefits cover a comprehensive range of services and nearly all expenses associated with the patient's terminal illness including drugs and medical equipment.

CIRCLE OF CAREGIVERS

- **Hospice Medical Director - Provides** the primary link and is involved at every stage of the ongoing care of the patient.
- **Registered Nurse** -Skilled nurses who are trained specifically to deal with pain and symptom management, available 24 hours a day.
- **Social Worker** - counseling/bereavement services and makes community referrals.
- **Certified Home Health Aides & Homemakers**
- **Chaplains** – available to provide spiritual support if needed to patient and families.
- **Volunteer**s - to provide assistance through visits, letter writing, reading or shopping.
- **Medical Equipment and Medications –** Almost all medical equipment is provided through the hospice as well as medications and supplies.
- **Nutritional Counseling**

ADMISSION PROCESS

Admitting a patient to the hospice program is a simple process for the attending physician, discharge planner or social worker. Just call the hospice and a nurse will visit the patient and family at home or in the hospital. Information about the program will be presented. If the patient elects the program, the nurse makes arrangements for discharge.

No patient is denied hospice services based on their ability to pay. For questions and or information about this benefit:

EXPERIENCE YOU CAN COUNT ON

Serenity Hospice Care's main goal is to help terminally ill individuals maintain the highest quality of life for whatever time they have left, whether days, weeks or months. Hospice care is delivered with excellence and compassion by an experienced team of professionals trained to meet the special needs of those facing the final stages of an incurable disease.

AN ENVIRONMENT YOU'RE COMFORTABLE IN

Serenity Hospice Care enables those individuals with a life-threatening illness to spend their remaining days in a residential hospice facility or in their homes surrounded by the people and things they love. This puts them back in control of their care…. and their life. After all, quality of life is important to all of us. The characteristics which make life meaningful differ for each person, but certain elements are common: freedom of choice, freedom from pain and the need to be around people who love and care for them.

A DOCTOR YOU KNOW AND TRUST

Patients can keep their own doctor. The Medical Director at Serenity Hospice Care provides the primary link and is involved at every stage: admitting the patient; developing a plan of care and supervising the ongoing care of the patient

A TEAM TO TAKE CARE OF ALL YOUR CONCERNS

Individuals and families facing the end of life have special needs: physical, psychological, social and spiritual. Serenity Hospice Care's doctors, nurses and home health aides keep informed regarding the latest medications for pain and symptom relief. Whether a patient is at home or in a hospice facility, counselors, social workers and chaplains are available to help patients and their families deal with the concerns and challenges related to disease and death. Volunteers are also available to be of help and support to the patient and family.

A RESOURCE THAT'S ALWAYS ON CALL FOR YOU

Serenity Hospice Care understands the need to have easy access to medical professionals at all times. Serenity Hospice Care's staffs of trained team members are always available to patients and their families 24 hours a day, 7 days a week.

A SUPPORTIVE STAFF FOR YOUR FAMILY

Serenity Hospice Care services do not end with the death of the patient. The caring bereavement staff will continue to provide support to surviving family members and loved ones through counseling and community-based grief support groups.

It is the policy of Serenity Hospice Care to provide employment and services to all persons without regard to age, sex, national origin, religion, race, creed or color.