

Parkview Home Health & Hospice provides supportive, palliative (comfort) care instead of curative care. The program's goal is not to cure my terminal illness but to focus on pain relief and comfort measures for me. Parkview Home Health & Hospice Interdisciplinary Team Members provide emotional and spiritual support to me and my family/caregiver(s) to the best of their ability.

The Hospice services are intended for patients who have a life expectancy that is measured in weeks or months, six months or less for the Hospice Medicare Benefit, according to the physician's best estimate.

Hospice services are primarily delivered in the home by an Interdisciplinary Team of trained professionals and volunteers (Hospice Team). The services are available both on a scheduled basis and a twenty-four hour as needed on call basis, seven days a week. The visits will be made on a mutually agreeable frequency and are intermittent, as opposed to continuous.

Parkview Home Health & Hospice supports the concept of family/community oriented healthcare and is committed to the premise that all individuals and families have a right to self determination and to achieve their maximum potential. As part of these goals, Parkview Home Health & Hospice recognizes that patient's and their families have a number of rights. These rights include: participation in the Hospice services plan of care agreed upon jointly by the patient, family/caregiver, attending physician, Hospice Medical Director / Hospice Physician and the Hospice Team and assistance in achieving and maintaining comfort and human dignity.

The Hospice Team will meet every two weeks, and as necessary, to review the patient's care to assure needs are being met. The Patient and family/caregiver are invited to participate.

The Hospice Team is not intended to take over the caregiving roles of the family/caregiver, but rather to educate and support the family/caregiver in caring for the patient.

In meeting a patient's health-related goals and ensuring his or her maximum comfort and dignity, Parkview Home Health & Hospice provides the following **Core Hospice Services** related to the patient's terminal diagnosis _____:

- a. Physician Services
- b. Nursing Services
- c. Medical Social Services
- d. Counseling/Spiritual Services
- e. Dietary Counseling
- f. Bereavement Services

Other services provided by Parkview Home Health & Hospice Services are as follows:

- a. Physical Therapy
- b. Occupational Therapy
- c. Speech-Language Therapy
- d. Home Health Aides
- e. Trained Volunteers
- f. Nutritional Therapy
- g. Pharmacy Consult
- h. Music and Massage Therapy
- h. Intermittent nursing care, continuous nursing care during crisis, respite care and short term inpatient care

As part of its mandate for patient care. Parkview Home Health & Hospice can also provide certain medical supplies to patients based on physician's orders and the patient's plan of care. Listed below are supplies that Parkview Home Health & Hospice is able to provide when appropriate to the patient's terminal diagnosis and individualized hospice plan of care:

1. Hospital bed, oxygen, wheelchair, walker, shower bench, bedside commode/other DME as authorized by IDT
2. Dressing supplies, foley catheters and other appropriate supplies
3. Pharmacy Supplies/Therapies/Medications for palliative pain relief and symptom management related to the terminal and medications diagnosis
4. _____
5. _____

Generally, these supplies are available to a patient either through pick up or delivery to the home. How the supplies will be made available will depend on the type of supply and the need of the patient, and will be agreed to by the Parkview Home Health & Hospice team and the patient before the provision of services and supplies begins.

All services and supplies shall be dispensed to the patient based solely on that individual's needs pursuant to a physician's orders as it relates to the terminal diagnosis and the Hospice services plan of care. A patient has the right to refuse any component of the hospice's services, equipment or supplies.

Hospice services, under normal circumstances, **do not** include the use of emergency life sustaining measures such as cardiopulmonary resuscitation, emergency ambulance service, emergency room care/diagnostic testing or use of a respirator. All situations requiring medical services need to be authorized by Parkview Home Health & Hospice.

You may request that Parkview Home Health & Hospice provide, on a monthly basis, an itemized statement of services and supplies delivered to the patient, as submitted to the patient's payer.

Supplies authorized by Parkview Home Health & Hospice, but purchased by the patient or patient's family/caregiver, may be reimbursed when a itemized receipt is presented to Parkview Home Health & Hospice.

Services initiated by patient or family/caregiver that are not authorized by Parkview Home Health & Hospice become the responsibility of the patient.

It is not necessary to be homebound in order to receive Hospice services.

The Hospice Medical Director/Hospice Physician is not intended to take the place of the attending physician, but is available to provide consultation and direct symptom control services as requested by the attending physician.

Parkview Home Health & Hospice will provide inpatient services for symptom control in contracted facilities when it is deemed necessary by the Hospice Team and the attending physician. The Hospice inpatient beds are not available to provide long-term hospitalization, custodial or nursing home care but are designed for short term stays. The goal is to stabilize the patient in order to return to the patient's home.

Parkview Home Health & Hospice will provide respite services in contracted facilities when it is deemed necessary by the Hospice Interdisciplinary Team and the attending physician, for the mental and physical well being of the primary caregiver(s). The Hospice respite beds are not available to provide long-term hospitalization, custodial or nursing home care but are designed for short term stays. The goal is to stabilize the caregiver(s) mental and physical well being in order to return the patient to their home. The amount of respite depends on the individual patient's hospice benefit.

Hospice will assure to the best of its ability continuity of care between home and the inpatient/respite setting.

Information about the patient's condition and care can be given only to the patient's caregivers, members of the immediate family, the attending physician, the Hospice Team or other representatives that the patient specifies.

Patient, family/caregiver gives consent and approval for the release of information and appropriate medical records to or from any skilled nursing facility, hospital, home health agency, health agency, insurance carrier or private physician.

In the event that the patient, family/caregiver wishes to transfer to another Hospice Provider, Parkview Home Health & Hospice will transfer all necessary medical records.

The patient, family/caregiver may revoke this consent for Hospice services provided by Parkview Home Health & Hospice at any time by signing a revocation statement. This form may be obtained from Parkview Home Health & Hospice.

The patient, family/caregiver has the opportunity at any time to ask questions about the care provided by Parkview Home Health & Hospice and that all questions will be answered to patient, family/caregiver satisfaction.

If a patient, his family or his legal representative disagree with a service provided or action taken by Parkview Home Health & Hospice, or if an individual wishes to register a complaint regarding the quality or nature of the care and/or supplies received, a complaint form should be directed to the hospice clinical manager/supervisor, _____. Once the hospice supervisor/manager receives the formal complaint, he/she will initiate an internal investigation into the matter and based on that investigation will write a brief report of the allegations, whether those allegations were substantiated and what action, if any, the hospice will take as a result. This complaint will be registered in the agency complaint log.

If an individual disagrees with the findings or the actions taken, he or she may appeal the issue to the Home Care and Hospice Clinical Director. The findings and actions will be reviewed and a written statement will be issued either confirming the initial findings or reversing the findings and ordering new actions to be taken. The Patient Grievance Procedure is located in Patient Handbook pg. 17.

Parkview Home Health & Hospice is part of a regulated community, overseen by the Indiana State Department of Health. Any questions or complaints that are not addressed to an individual's satisfaction by Parkview Home Health & Hospice may be addressed by calling the Department's toll-free number: 1-800-227-6334. (Business Hours 8 am-4pm).

ACKNOWLEDGING/UNDERSTANDING THE ABOVE I AUTHORIZE HOSPICE SERVICES FROM PARKVIEW HOME HEALTH & HOSPICE TO BEGIN ON (date):_____.

Signature Patient/Legal Representative: _____ Date: _____

Signature Hospice Representative: _____ Date: _____