



Hospice

BY KNUTE NELSON

Knute Nelson Hospice FAQ

- **When do I become eligible for Hospice?**

At any time, our professional staff (RN, Social Worker) can come and do an informational with the patient and/or their family to explain the Hospice benefit and review the patients' health status. The patient's physician must support that they have a life expectancy of six months or less if the illness runs its normal course to be eligible.

- **How does Hospice care begin?**

Hospice care can start as soon as orders have been signed by the patient's primary physician. Knute Nelson Hospice is proud to do same day admissions whenever possible, providing the admission visit meets the needs and schedule of the patient and family/primary caregiver.

- **Who will be involved in my care?**

Your Hospice care is comprised of an entire interdisciplinary team that collaborates together to provide you the best care possible. Each patient has access to a Registered Nurse, Licensed Social Worker, Home Health Aide, Chaplain and Volunteer. We also have a Medical Director and Consulting Pharmacist that reviews your plan of care on a bi-weekly basis.

- **How often will my interdisciplinary team visit?**

Each disciplines visit frequency is based on the needs of the patient and their family.

- **Is Hospice available after hours and on the weekend?**

We have a nurse on-call after regular business hours and on the weekend. The on-call nurse is available by phone to answer any questions and will make after-hours and weekend visits whenever it is necessary.

- **How does the Hospice work to keep the patient comfortable?**

Many patients may have pain and other serious symptoms as illness progresses. Our Hospice staff receives special training to care for all types of physical and emotional symptoms that cause pain, discomfort and distress. Hospice staff works with the patient's physician and Hospice Medical Director to make sure that medication, therapies, and procedures are designed to achieve the goals outlined in the patient's care plan. Hospice staff have the ability to quickly change and manage the medications to best meet the patients' needs to ensure comfort. The care plan is reviewed frequently to reflect the most current needs of the patient and family.

- **What role does the volunteer serve?**

Our Hospice volunteers are here to fulfill many different needs that our patients and their families may have. They are generally used to provide different types of support for your loved one including companionship, socialization, caregiver breaks, errand running, game playing, massage, reading and house cleaning.



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- **Where can I receive Hospice Care?**

You can receive hospice care in any setting that you call home whether that be in a residential home setting, nursing facility or any long-term care setting such as an Assisted Living. Our hospice team collaborates closely with all facilities wherever our patient's reside.

- **What happens if I cannot stay at home due to my increasing care needs?**

Your social worker would work closely with you and your family to assist in this transition process. Our Hospice agency has several contracts with nursing facilities and we can continue to provide Hospice services after you make that move.

- **Can I discharge from Hospice services at any time?**

Yes. If the patient's condition improves and no longer meets the qualifications of Hospice, a discharge may occur. Or, if the patient decides to seek treatment, they can elect to be discharged from hospice services. You may go on and off Hospice services at any time, as long as you continue to meet qualifications.

- **If the patient is eligible for Medicare, will there be any additional expense to be paid?**

The Hospice Medicare benefit covers the full scope of medical and support services for a life-limiting illness. The benefit would cover medications, supplies and durable medical equipment related to your hospice diagnosis.

- **If the patient is not covered by Medicare, how is hospice covered?**

Hospice coverage is widely accepted by most private insurance providers and by Medicaid. To be sure of coverage, families should, check with their health insurance provider. Hospice can also be covered at a private pay rate.

- **How are my spiritual needs managed?**

Knute Nelson Hospice is proud to have a full-time chaplain on our staff that can provide spiritual support to our patients and their families. Our chaplain can also communicate closely with your clergy, if requested. Our chaplain also provides music therapy to our patients.

- **Is there any support provided to the caregiver and/or family after the patient has passed away?**

Yes. Knute Nelson Hospice provides 13 months of bereavement support offered by our Social Workers and Chaplain. This is offered in the form of visits, We Remember ceremonies, phone calls and monthly mailings. Bereavement support is determined on a per family basis and we will work with you to support you best through your grieving process.