

### Where can I be cared for by hospice?

Hospice services are provided in the setting that a patient calls home. A person living in a nursing facility or long-term care facility can receive specialized visits from hospice nurses, home health aides, social workers, chaplains and volunteers

### What are the different types of Hospice Care?

- **Routine Hospice Care** - hospice care provided in the patient's home or place of residence, including skilled nursing and assisted living facilities
- **General Inpatient Hospice** - hospice care provided in a hospital. This is a short-term benefit used when a patient's symptoms cannot be managed in any other setting
- **Continuous Care** - time limited benefit offered during a crisis. An LPN or RN remains with the patient for 8-24-hours to provide continuous monitoring, assessment, and medication administration to achieve comfort and relieve crisis. It must be approved by the Hospice Patient Care Coordinator and Medical Director
- **Respite Care** - when patients are transported from their home to a Medicare approved facility for up to 5 days to allow the primary care giver respite (rest) from the daily stress of caring for a loved one

# Jansen Hospice and Palliative Care

## Answers to Frequently Asked Questions



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## What does Jansen Hospice and Palliative Care provide?

Everyone receiving hospice care has access to a customized, dedicated care team. Below is a list of key services and personnel that may become part of the care plan:

1. **Hospice Medical Director** certified in Hospice and Palliative Care who works with the patient's primary care doctor to manage Hospice related symptoms
2. **Registered Nurses** who are knowledgeable and experienced in coordinating Hospice care. The nurse will develop a customized plan of care based on the patient's diagnosis and needs. They coordinate care with the physicians, oversee Home Health Aides, and collaborate with the social worker and chaplain. Nursing visits may be 1-2 times a week, as needed, to provide guidance, teaching, symptom management instructions and emotional support
3. **Certified Home Health Aides** experienced in end-of-life care. Home Health Aides are supervised by Hospice nurses. They help provide physical care for patients who require assistance with daily activities. All Home Health Aide schedules are customized based on the needs of the patient, the family, and availability
4. **Social Workers** help manage stresses, ensure patient wishes are met, and provide emotional support to the patients and their families
5. **The Jansen Chaplain** offers spiritual care and support religious traditions for patients and their families
6. **Jansen Hospice and Palliative Care Volunteers** are trained to visit and provide respite to patients and their families
7. **Physical Therapists, Occupational Therapists, and Nutritionist** are available, as needed, to help maintain functioning and comfort levels
8. **On-Call Service** where registered nurses are available 24 hours a day, 7 days a week to assist with questions, concerns, provide support and make home visits, when needed
9. **Bereavement Services** to counsel and follow the family for up to 13 months after the death of a loved one
10. **Complimentary Therapy** is a special program unique to Jansen that offers massage therapy, music therapy, pet therapy and other services to support compassionate care end of life goals. (Pending COVID restrictions)



## Does my Physician need to be involved?

Yes. Most patients have two medical doctors. One doctor is the hospice doctor and the other doctor is their personal doctor. A personal doctor refers patients to hospice when they have a life expectancy of 6 months or less to live, and works with the hospice doctor to ensure all needs are met