

Montgomery HOSPICE

www.montgomeryhospice.org

301-921-4400

Dear Friend,

You are receiving this letter because your doctor believes that it would help you to know more about Montgomery Hospice. We want you to know what kind of care we provide and how we collaborate with your doctor to make sure that you are comfortable and receiving the best care possible.

When your illness is no longer responding to curative treatments and hospitalizations seem to take a toll rather than helping, it is important to look carefully at the services Montgomery Hospice can provide you and your family. Montgomery Hospice provides:

- **A Team of Professionals Led by Your Personal Doctor:** Montgomery Hospice works with the patient and family. We want to support you in making every moment and day count. To this end we have a team of professionals to support you, the rest of your family and your doctor. The team is made up of nurses, hospice aides, chaplains, social workers, bereavement counselors, volunteers, nurse practitioners and doctors. We provide holistic care that includes physical, emotional and spiritual well being. You and your family are at the center of our care and the decision-making about your care.
- **Expert Pain and Symptom Control:** Montgomery Hospice staff are experts in assessing and managing pain and other symptoms. We, like you, want you to be as pain and symptom free as possible. We will work with you and your doctor to make this happen.
- **Always Available:** Montgomery Hospice clinicians are available by phone 24 hours per day, 7 days per week. If you or your family have a question, need to talk with a nurse, are worried about medications or symptoms, are concerned about a sudden change in your status, you can access help by calling the Montgomery Hospice number, 301-921-4400, any time of the day or night.
- **More Eyes, Hands and Teaching Expertise:** Montgomery Hospice provides a team of experts to work with you and your family to provide tender care. Our physicians offer expert advice to your own primary care physician. Our nurses bring an exceptional level of expertise in comfort care through pain management. Our hospice aides teach you techniques for giving personal care. They also provide help as you and your caregivers

are assessed to need more support. Our chaplains are experts at life review and spiritual concerns at the end of life. Our volunteers provide a listening ear and another caring visitor for you and/or your family. Our volunteers will stay with you while your family caregivers take some time for themselves. Our social workers know resources in the community that might be helpful to you. They can provide counsel in decision-making and thinking through issues you might be pondering.

- **Timely Teaching, Counseling and Education:** Montgomery Hospice staff provide you with the information you need to make good choices and decisions for yourself and those you love. Choices at the end of life can be very complicated. Our staff can give you information and education to enable you to make these complicated decisions when they come. And we support you as these decisions are carried out.
- **Bereavement Care:** Montgomery Hospice provides grief support to your family members. This care is provided through support groups, telephone counseling, written materials on grief and loss, workshops, and referrals as needed. No two grieving persons have the same needs, so our bereavement counselors tailor the services for each individual family member.
- **Care Covered by Medicare and other Insurance:** It is likely that you are wondering how you can afford hospice care. All hospice-related costs are paid for by the Medicare Hospice Benefit if you are a Medicare recipient. If you have other insurance coverage, most insurance plans have a hospice benefit that will cover hospice costs. We can help you determine the coverage you have and how it covers hospice costs. Note that Montgomery Hospice takes all patients in Montgomery County who need our care, even those without insurance.

Thank you for considering Montgomery Hospice as you think about the kind of care you need and want. Many persons do not understand the services and expertise we provide, and we thank you for allowing us to tell you about our professional services and care. If you would like to explore hospice care further, please call 301-921-4400 and ask to talk with the admissions department. You can request a complimentary visit where we will explain our services and discuss whether or not we can help with the support you need and deserve at this time in your life.

Sincerely,

Montgomery Hospice

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