

*body. heart. spirit.*



At Hospice of Holland, we offer you comfort and relief **to soothe the body**, counsel and support **to quiet the heart**, and resources of faith **to strengthen the spirit**. We offer more freedom to find joy in each day and embrace living, even as life draws to a close.

Hospice care teams are experienced and trained in end-of-life care and your comfort is our top priority. We are exceptional at managing pain and other difficult symptoms resulting from any life-limiting illness.

### Entering Our Program

Call 616.396.2972 and ask for the admissions department. Hospice of Holland is here to help you determine if this is the right time for hospice care, to get any necessary referrals, or for bereavement support.

[www.hollandhospice.org](http://www.hollandhospice.org)

270 Hoover Blvd  
Holland, MI 49423  
616.396.2972

**hos**ice  
of holland

Adding More Life to Every Day

Patient services are provided without regard to race, color, religion, age, sex, sexual orientation, handicap, height, weight or national origin.

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Hospice Care Explained

## When

Hospice of Holland provides end-of-life care for people of *all ages*. Patients become eligible for hospice care when they choose care focused on comfort rather than cure, and when the physician estimates the person's life expectancy to be months rather than years. Through *physical, emotional and spiritual* care, we help patients feel comfortable, enhance their quality of life, and provide support when it's needed most.



## Where

Hospice of Holland alleviates the strain of caregiving by providing care directly in a patient's home- whether that be their residence, an assisted living facility, a nursing home, a hospital, or our Hospice House. Our service area includes Ottawa, Allegan, and portions of Kent and Van Buren Counties.

## Hospice Care Teams

The compassion and quality of care offered at Hospice of Holland is the result of those who do the caring.

**Attending Physician** is responsible for the direction of medical care and treatment.

**Hospice Medical Director** works with the patient's attending physician, as needed.

**Registered Nurse** assists with pain and symptom control, and monitors the patient's changing needs. The RN will visit once a week, or more if needed.

**On-Call Nurse** is accessible 24-hours a day, seven days a week, to assist with immediate needs.

**Home Health Professionals** assist with personal care.

**Social Work Professionals** provide emotional support and counseling for patients and families, as well as assistance in accessing additional community resources.

**Spiritual Care Team** provide patients and families with spiritual support, and serve as a liaison to their faith community.

**Volunteers** provide a variety of services, including respite care, companionship, transportation, and assistance with light housekeeping.

**Bereavement Counselors** provide support and counseling for individuals and families needing help with grief and loss. Families have access to grief counseling and bereavement support for 13 months following a patient's death.



## Financial Considerations

Medicare, Medicaid and participating private insurance plans provide coverage for medications, equipment and hospice staff services as it relates to the patient's hospice primary diagnosis. Our billing specialists work with your insurance provider to arrange payment. For those with no insurance, our billing specialists will work with you to provide a financial assessment and work out a coverage plan.

## Advance Care Planning

Contrary to popular belief, advance directives or advance care planning is for everyone, not just the elderly. Advance directives refer to a document that specifies your healthcare wishes and empowers your advocates to make decisions on your behalf, based on this document, should you be unable to do so yourself. Taking time to prepare an advance directive now can help to eliminate stress and provide protection for you and *your loved ones* during a future crisis. Hospice of Holland social work professionals are available to help with advance care planning needs.

## Other Care Options

### Palliative Care (pain and symptom relief)

Care that gives comfort, eases pain or lessens the severity of symptoms without curing the underlying disease is called "palliative care." Hospice of Holland offers a palliative care program for patients who are suffering from an illness that is serious but not necessarily terminal, or for those not yet ready for hospice care. Upon request from the patient's physician, our medical director provides a consultation that includes evaluation and treatment of difficult-to-control symptoms or discomfort due to an illness or ongoing treatments.

### Respite Care

Respite care allows caregivers providing end-of-life care an opportunity to get some much-needed rest or to manage other life-issues. Hospice of Holland offers respite care for up to five days at a time, 24-hours a day at the Hospice House or in a hospital using the respite hospice benefit.

### General Inpatient (GIP) Benefit

General inpatient care is offered at our Hospice House or in an area hospital. It is a temporary level of care determined by the physician and it provides 24-hour care from skilled registered nurses focusing on managing a patient's symptoms that can not be controlled at home. Once symptoms are controlled, the patient may choose to return home, to a facility or to reside at the Hospice House under "routine care", which means the patient is responsible for room and board expenses.

