

OVERALL PROGRAM

Does the hospice accept my insurance?
What services and treatments will be covered?

Harbor Hospice is licensed to provide all levels of hospice care by Medicare and Medicaid, and is approved to participate with most other health insurance companies.

How long has the hospice been serving patients?

Harbor Hospice has been serving the West Michigan Lakeshore community since 1983. Harbor Hospice was the first in the region to offer professional hospice care and today remains the most trusted, most utilized hospice care provider.

Where are hospice services provided?

Harbor Hospice provides services in the community by visiting you wherever you call home. This includes in your home or home-like setting, such as an assisted living or skilled nursing facility. We also provide care in our inpatient facility, The Leila & Cyrus Poppen Hospice Residence, which is located in Muskegon.

Will the hospice provide a hospital bed and other medical equipment I might need?

Yes. Harbor Hospice will provide not only the bed, medical equipment, and supplies you need to help you live comfortably, but in addition provide tailored care from a specially trained team and support staff that are available to help you and your family cope with your illness.

AVAILABILITY

Will I have the same hospice nurse?
What other members of the hospice team might I see and how often will I see them?

One primary hospice RN Case Manager will coordinate your hospice care. Other members of our hospice teams include:

- Doctors, nurse practitioners, other nurses
- Social workers
- Hospice aids
- Chaplains
- Contracted Therapists, may include, massage, physical, occupational, art and speech language therapists
- Volunteers

Patient care is individualized, available as needed.

Does the hospice have help after business hours?
Nights? Weekends? Holidays?

Harbor Hospice staff is available 24 hours a day, 7 days a week to give you and your family support and counsel whenever you need it.

When I call with an urgent need, how long will it take for someone from the hospice team to respond?

Upon calling our main telephone number, you should receive a call back from the staff on duty within 15 minutes.

SYMPTOM MANAGEMENT

How will the hospice team manage my pain or other symptoms that arise?

Harbor Hospice utilizes many methods to improve comfort and quality of life, including but not limited to medications, massage therapy, music therapy, and art therapy. Pet therapy can also improve comfort. Your hospice team will work with you to create an individualized plan for your needs.

Can I take my current medication/s?

Yes. Hospice will pay for medicines pertaining to your terminal diagnosis.

What if my symptoms become uncontrollable at home? Can I go to the hospital?

If you need inpatient care, the Harbor Hospice team will make arrangements for your stay. Most symptoms can be managed in the home or home-like setting. Our inpatient facility in Muskegon, the Poppen Hospice Residence offers more intensive symptom management in a very comfortable setting. In the unusual event that hospitalization is needed, it will be arranged by your hospice team.

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COMMUNICATION, COORDINATION, AND EDUCATION

How will the hospice team keep me and my family informed about my condition?

Your Harbor Hospice team will work with you to understand your preferences for the methods and frequency of our communication with you and your loved ones.

Will my family and I be involved in making care decisions?

Absolutely. You and your family members are the most important part of the team. At Harbor Hospice, it's Your Journey on Your Terms, with our Expertise.

How do I communicate any questions or concerns I have about my care?

Harbor Hospice staff is available 24 hours a day, seven days a week to answer your questions, concerns, or comments.

Can I still see my regular doctor if I am on hospice? If yes, how will the hospice team coordinate care with my doctor?

You absolutely can. Your regular doctor or nurse practitioner can also be a part of the team as the attending medical professional to supervise your care.

How will the hospice team prepare me and my family for what to expect?

Harbor Hospice team members provide education, spiritual and emotional support, and help with managing any physical discomfort you may have. Your hospice social worker can also provide information about additional services to help support your care.

CAREGIVER RESOURCES

Can we speak with other families to learn of their experience with the hospice?

We have several patient testimonials and caregiver profiles on our website (HarborHhospiceMI.org). If you feel you still would like to contact other families served by Harbor Hospice, we can arrange to find appropriate people for you to speak with.

What are our options if we need a break from providing care?

Respite Care. Part of the Medicare hospice benefit includes up to a 5 night respite stay. This allows for care of patient at either our Poppen Hospice Residence or a contracted Skilled Nursing Facility, based on availability. Advance planning with your care team helps to explore needs during care and how best to meet those needs. Respite is only to be utilized when the plan is for patient to return to his/her home care setting after up to 5 nights stay to allow for support to the primary care giver.

Travel Contracts. When end of life goals include travel, Harbor Hospice works with other hospices in the nation to coordinate care- we call this a travel contract. Our patient care team will gather specific details and information about the destination, means of transportation, and current patient-care needs to assist in creating a safe travel plan. Harbor Hospice create a contract with a hospice in the destination location. Should a care need arise you call Harbor Hospice to explore the concern, if the concern cannot be resolved over the phone Harbor Hospice contacts the contracted hospice for additional support.

What if we cannot take care of our loved one at home?

Your loved one's hospice care can be managed at our Poppen Hospice Residence inpatient facility in Muskegon or in another facility. Harbor Hospice is able to provide hospice services in most assisted living and skilled nursing facilities in our service area.

The hospice team will make arrangements for your loved one's stay.

How will the hospice team support us emotionally through the grieving process?

Harbor Hospice provides ongoing support for loved ones through a variety of options: mailings and other grief resources, support phone calls, support groups and workshops, and individual counseling sessions. We also offer annual community memorial services. All grief support services are offered free of charge for up to 13 months after the loss of a loved one, or longer if needed. For more information, please visit our website or call us at 231.728.3442.