

WHY Hospice & Palliative Care Charlotte Region?

BECAUSE YOU ARE OUR PRIORITY.

You and your loved ones deserve exceptional care and guidance on this journey. You deserve to have your choices respected.

Your comfort, needs, and wishes come first.

You can count on us – where you need us and when you need us.

THAT IS OUR PROMISE.

QUESTIONS? CALL US.

We can visit you in your home, answer questions, and even help you talk to your physician.

704.375.0100

HESPICE Palliative Care

Helping patients and their families make the most of every day since 1978.



7845 Little Avenue, Charlotte, NC 28226 704.375.0100 • hpccr.org



The images in this brochure feature individuals whose lives have been touched by our care teams.

Hospice & Palliative Care Charlotte Region (including Hospice & Palliative Care Lake Norman, Hospice & Palliative Care Lincoln County, Hospice & Palliative Care Palmetto Region, Levine & Dickson Hospice House - House et Aldersgate, and Levine & Dickson Hospice House at Southminster) and Hospice of Lourens County do not discriminate against any person on the basis of race, color, creed, national origin, gender, age, sexual orientation, religion, veteran status, or disability on admission, in treatment, or participation in its programs, services, activities, or employment.

If you speak the following languages, language assistance services are available to you free of charge: Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-704-375-0100 (TTY: 1-704-568-8505) Chinese: 注意: 如果你会说中国话,语言援助服务,免费的是可供您使用.致电 1-704-375-0100 年(TTY: 1-704-568-8505)



Hospice & Palliative Care Charlotte Region is licensed by the State of North Carolina, accredited by the Accreditation Commission for Health Care, Inc. (ACHC), and certified by Medicare.





HOSPICE Care





FEATURED NATURE PHOTO BY: THERON M. PRINCE



Hospice is exceptional care focused on comfort rather than a cure, and it is usually provided in the place a patient calls home. Pain and symptom management are paramount.

Hospice care is about making the most of each day and enjoying the best quality of life possible. It is about meeting the physical, spiritual, and emotional needs of individuals and their loved ones. Hospice can help patients with life-limiting illness define what is most important to them, develop a plan of care, and then assist in meeting a patient's goals.

Hospice care could benefit anyone who has:

- · a terminal illness with a life expectancy of month, weeks or days (rather than years)
- chosen comfort care rather than seeking treatment focused on a cure
- had multiple hospital stays in the past 6 months
- experienced significant weight loss or decreased appetite

COMFORT CARE

Hospice care from Hospice & Palliative Care Charlotte Region

All hospices should provide basic, comfortoriented care. Hospice & Palliative Care Charlotte Region provides so much more:

- a plan of care developed specifically to the needs of each patient and their loved ones
- · a dedicated care team
- partnership between patient's primary care physician and the care team
- dedicated after-hours nursing team to make evening and weekend patient visits
- full-time pharmacist on staff to optimize medication to best manage pain and other symptoms
- · spiritual care
- · 24-hour on-call support
- · assistance with Living Will and Health Care Power of Attorney
- grief support for loved ones

When you choose Hospice & Palliative Care Charlotte Region, you are choosing an experienced partner who will be with you every step of the way.

HOW DOES SOMEONE COME UNDER HOSPICE CARE?

Anyone can initiate the process.

Call our referral number at 704.335.3575 or talk to your physician to request a referral. If you need help talking to your physician or have questions, call 704.375.0100.



Provides respite for caregivers & companionship to patient

> Helps with home projects & oth

NURSE CASE MANAGER

Manages patient care 8 symptom management needs

Provides education on disease process what to expect

CARE TEAM MANAGER

Coordinates overall patient care to ensure exceptional patient experience

PHYSICIAN & NURSE PRACTITIONER TEAM

Provides start of care visit: meets with patient once every 60-90 days

Consults with nurses to provide patient care & symptom management

cuses on the patient

Supports patient & family through education & advocacy

Connects patient & family with community resources

Assists with legacy work

WORKER

Helps the patient & loved ones navigate practical & emotional issues

NURSING ASST

eeding, bathing, moving Keeps up with basic needs of the patient

Provides light housekeeping in patient's living area only

COUNSELOR Provides grief & ereavement care for those dealing with the loss of a

GRIEF

CHAPLAIN

Provides spiritual care

Depending on patient's wishes coordinates any church or eligious involvement in ca

Assists family with

Our Dedicated Care Team

Hospice care is covered by Medicare, Medicaid, and most employer-provided healthcare plans. For individuals enrolled in Medicare, hospice is a benefit they are entitled to receive. Thanks to generous community support, and our non-profit mission, our hospice care is available to anyone in our community who needs us, regardless of their ability to pay.









