

What does it mean to work with a Community Supported Hospice and Palliative Care Program?

- No limit on life expectancy.
 - Your insurance will continue to provide you with all the services you have been using.
 - You receive the full complement of Hospice services.
 - You may continue treatments and go to the hospital or emergency room as you and your doctor decide.
 - Signing a DNR (Do Not Resuscitate) or POLST order on the first visit is not required.
 - You receive assistance purchasing medications.
 - Assistance with equipment and supplies to help meet patient needs.
 - You remain independent as long as safely possible.
 - 24-hour on-call help is a phone call away.
 - You receive professional, compassionate care on your own terms.
 - No charge for any of our services
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- *As a community supported hospice, Hospice of Ukiah, Inc. is not required to be licensed and is not regulated by the State Department of Health Services.*
 - *If you have any complaint against Hospice of Ukiah, please call us first and we will make every effort to resolve it.*
 - *Unresolved complaints should be directed to the local district attorney or to Consumer Affairs at (800) 952-5210*

Who Funds Hospice of Ukiah

Our local program is supported completely by the generosity of the community through donations, memorial gifts, bequests, endowments, and fundraising events, as well as the proceeds from our Thrift & Gift Store.

Hospice of Ukiah, Inc. Board of Directors

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Please visit our Hospice Gift & Thrift Store

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Hospice of Ukiah, Inc.

*Community Supported
Hospice and Palliative Care*



*Serving the Greater Ukiah
Area Since 1980:*

**Ukiah
Calpella
Redwood Valley
Potter Valley
Hopland
Talmage
Anderson Valley
Willits**

What is Hospice & Palliative Care?

Hospice is for people with a terminal illness whose life expectancy is short who may or may not still be receiving life extending treatment

Palliative Care (to palliate= comfort) is for those with a terminal or long term chronic illness who need close monitoring of their symptoms, or for whom a prognosis has not been determined.

As a **Community Supported Hospice** we can assist patients and families when the prognosis is greater than 6 months or when someone wishes to receive treatment such as chemo-therapy, radiation, dialysis, blood transfusions, etc. By accepting patients early we can provide a watchful eye and a keen ear to monitor their condition, provide comfort care, and to support their families before crisis occurs.

What are Hospice services and what do they cost?

It is the policy of **Hospice of Ukiah** to provide comfort care services to our Hospice and Palliative Care clients free of charge. This includes the services of our coordinator/RN/LVN, social worker, personal care assistants, spiritual care and bereavement support. We have trained respite volunteers who are teamed to a family to assist with their special needs.



What about skilled nursing?

When someone requires more hands on nursing care, the physician can order Home Health Care. The services of a home health care agency should be covered by Medicare, MediCal, or private insurance. Should the client qualify for a Certified Medicare Hospice Program, a referral can be made for their services.



What are the criteria for entering the program?

- Hospice Care is for the client for whom cure is no longer a realistic expectation, and comfort care is desired by the client and family.
- Palliative Care is for those with a terminal or chronic illness where life expectancy is more than 6 months, and/or they wish to continue receiving treatment.
- There must be a willing and able caregiver responsible for 24 hour a day care.
- The client must have a primary physician responsible for the clients' overall care.
- The client must live in the geographic area served by Hospice of Ukiah.
- The client should, when possible, be able to participate in decision making.

"You matter...to the last moment of your life, and we will do all we can, not only to help you die peacefully, but also to live until you die!"

Dr. Cicely Saunders,

Can families really handle caring for a very ill member at home?

Most of us would probably prefer to be cared for at home and die there if possible. Families can manage this huge undertaking if there is professional and supportive help immediately available. Hospice of Ukiah is available in the home, during necessary hospitalizations, or in a skilled nursing or residential facility.

How does a patient enter the Hospice Program?

A family member or friend can call our office to initiate the process but we need the referral from the primary care physician

A visit is then scheduled by one of our nurse coordinators to evaluate the client's condition and determine the care needed.



The Hospice Team

Our team approach offers:

- Nurse Coordinator (RN/LVN)
- Personal Care Assistant
- Social Worker
- Chaplain/Spiritual Support
- Client/Family Respite Volunteers
- Bereavement support/Counseling
- Grief Support Classes