



# KIDS PATH TRAINING GUIDE

**1.888.789.2922**  
[mtnvalleyhospice.org](http://mtnvalleyhospice.org)

## **QUICK REFERENCE**

Reaching your Kids Path team members when you have a need or a question is important.

Your primary phone numbers and team members are listed below.

**To reach a nurse, please call: 1-888-789-2922**

In the unlikely event there is no answer at this number, please call the Woltz Hospice Home toll-free at 1-877-356-0356.

Our services are available 24-hours per day, seven days a week, wherever you call. During regular business hours, your assigned team will visit on a schedule that is established with you and your family. The frequency of these scheduled visits will depend upon your specific needs. Our staff is available to provide the support you need to be comfortable, secure, and have peace of mind.

Services are provided by our after hours team during evenings, weekends, and holidays.

### **Contact your hospice team**

- o When your child is having pain or you have questions about pain medicine
- o When your child is having trouble breathing
- o When your child has fallen or is injured
- o When your child becomes unresponsive
- o With questions about medicines or side effects
- o If you have questions about your child's condition
- o If you need emotional support
- o If you need religious or spiritual support
- o When death occurs

**In an emergency, call 911.**

### **Office Locations:**

<b>1.336.526.2650</b>	<b>Elkin, NC</b>
<b>1.276.728.1030</b>	<b>Hillsville, VA</b>
<b>1.276.403.4764</b>	<b>Martinsville, VA</b>
<b>1.336.789.2922</b>	<b>Mount Airy, NC</b>
<b>1.336.368.1260</b>	<b>Pilot Mountain, NC</b>
<b>1.336.679.2466</b>	<b>Yadkinville, NC</b>
<b>1.336.356.5000</b>	<b>Joan &amp; Howard Woltz Hospice Home, Dobson, NC</b>
<b>1.336.677.1692</b>	<b>SECU Hospice Care Center of Yadkin, Yadkinville, NC</b>

Dear Caregiver,

Thank you for choosing Kids Path of Mountain Valley Hospice & Palliative Care. All children with life threatening conditions deserve access to excellent pediatric palliative care, either as the primary treatment, or concurrent with disease-modifying or curative therapies. Children with potentially life limiting illness or limited life expectancy are served through Kids Path, a comprehensive and specialized children's program.

We realize that this is a significant time in your life and you probably have many questions. To help you and your family learn about what to expect, we have designed this special guide. It provides information that allows you to better understand the physical changes illness may bring, and also serves as a guide for managing those changes as a caregiver. As you read this guide and interact with our staff, we encourage you to ask questions. Knowing what to expect usually makes everyone more confident and better able to communicate along the journey.

The goal of Kids Path is to enhance the quality of life for children, and those who share their lives, by helping them manage and adjust, while regaining sense of normalcy to their lives. We follow Standards of Practice for Pediatric Palliative Care and Hospice from the National Hospice and Palliative Care Organization.

In addition, grief support services are available for families and children dealing with loss by death or illness of a loved one. Care is available regardless of gender, nationality, race, creed, sexual orientation, disability, and ability to pay, diagnosis, do not resuscitate status, or religion.

Sincerely,



Your Kids Path Team

**Our Mission:** We are committed to...

- Creating THE best experience for those facing serious illness...  
every patient, every family, every time

**Our Vision:** We will be recognized as...

- Expert providers of hospice care, palliative care, management of advanced disease, and grief support; and to be the agency of choice for the provision of hospice care and services
- Leaders in all aspects of end of life care and resources to influence perceptions within the community and among medical professionals so that end of life is accepted as a meaningful component of the human experience

**Our Values:** We believe...

- That death is a natural part of life's journey
- That honesty and integrity must be ever present
- In providing compassion to those we serve and to each other
- In hiring professional, competent, and motivated staff
- Being responsible stewards of our resources
- In providing ongoing education to families and communities about care options and resources, to empower them to make decisions regarding their care
- Teamwork will help to achieve our vision and mission

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## **GETTING STARTED WITH MOUNTAIN VALLEY**

Referrals may come from any of the following:

- Doctor
- Nurse
- Social worker
- Family or friend
- Child
- Clergy

To start the admission process, call 1-888-789-2922

### **Where is care provided?**

- In a private home
- Group home
- Nursing facility
- Hospital
- One of our hospice care centers: The Joan & Howard Woltz Hospice Home or SECU Hospice Care Center

### **Do children keep their own doctor?**

Yes, Mountain Valley works directly with the child's doctor or Mountain Valley's providers can provide care. The choice is yours.

### **What happens if the child moves out of the area?**

Mountain Valley can assist with the transition to a hospice in the area to which you are relocating.

### **What happens if we no longer want or need Mountain Valley's services?**

Families always have the choice to discontinue services by signing a revocation form. If a child's condition stabilizes, your Mountain Valley team will discuss discharge with the child and family. If you notice changes in the child's condition, call us. Mountain Valley services will always be available when needed.

### **We value your opinion.**

During and after your loved one receives hospice care with Mountain Valley, you may be asked about your level of satisfaction with our services. We appreciate your honest feedback. It is the best way for us to measure the quality of our programs and uncover areas for improvement.

**To meet our mission, vision, and values, your Kids Path Team is:**

**You and Your Family**

**Your Kids Path Provider:**

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**Your Kids Path Nurse:**

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**Your Kids Path Aide:**

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**Your Kids Path Medical Social Worker:**

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**Your Kids Path Chaplain:**

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**Your Kids Path Volunteer:**

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**Your Kids Path Bereavement Coordinator:**

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## YOUR KIDS PATH TEAM

### Caregiver (Also known as primary caregiver)

The primary caregiver of a Kids Path child may be a family member, friend, or hired caregiver. Several people may work together to provide care for the child, although one person needs to be designated as the "primary" person. The primary caregiver is responsible for overseeing the care of the child in the home, particularly when he/she is no longer able to care for himself/herself.

The services of the Kids Path Team are not meant to take the place of the primary caregiver, but to supplement the care the child already now receives in their home or facility.

#### Caregiver role:

- Assist the Kids Path team in developing the plan of care
  - Your Kids Path team meets every two weeks to discuss child needs, concerns and the plan of care. If you would like to attend a meeting, please contact your nurse.
  - Your Interdisciplinary Group meets every \_\_\_\_\_ at \_\_\_\_\_.
- Provide personal care to the child
  - Bathing, toileting, shaving, combing hair
  - Applying lotion
  - Providing clean clothes and linens
  - Nail care
  - Incontinence care
- Assist with medications
  - Pick up prescriptions at the pharmacy
  - Give medication as directed
- Assist with medical care
  - Cleaning and changing bandages
  - Taking temperatures
  - Emptying drainage bags
- Assist with medical equipment
  - Understand how to use and clean equipment safely
- Be a support for your loved one
  - Hold their hand
  - Fix a favorite meal
  - Cry and laugh together
  - Take a car ride if able
  - Celebrate holidays and special days
  - Read
  - Play music
  - Ask what your loved one needs or wants

- Take care of yourself
  - Rest when your loved one is resting
  - Accept help from family, friends, neighbors, or a Kids Path volunteer
  - Pay attention to your own health
  - Practice relaxation techniques
    - Breathing
    - Stretching
    - Taking a walk
    - Ask the Kids Path social worker for more ideas

### **What to do while your loved one is dying**

- Contact your Kids Path team
- If your loved one feels cool, use a warm blanket
- If your loved one is feverish, use a cool washcloth to the forehead or use a fan in the room. Your Kids Path nurse may suggest Tylenol if the fever is high.
- If your loved one is sleeping, let them sleep. Provide a calm, quiet environment with soft lighting. Play soft music if you feel this would provide comfort.
- If your loved one becomes withdrawn or difficult to rouse, you may want to plan visits and activities for times of day your loved one is most alert.
- If your loved one becomes confused about the time, place or names of people, identify yourself or any visitors. Remind your loved one of your presence. Contact your Kids Path team.
- If your loved one becomes restless, contact your Kids Path team. Try to hold your loved one's hand, play soft music, and provide reassurance.
- If your loved one has visions of others who have already passed away, affirm the experience, as it can be a source of comfort.
- If your loved one becomes incontinent, check your loved one frequently to ensure he/she is dry and comfortable.
- If your loved one stops eating or drinking, remember this is normal. Follow your loved one's cues. Provide mouth care to keep mouth and lips moist.
- If your loved one becomes congested or there is a change in his/her breathing, contact your Kids Path Team. Elevate the head of the bed and turn your loved one on their side, which may help with his/her comfort.

### **When your loved one passes away**

- Contact your Kids Path team at 1-888-789-2922. No need to call 911.
- Breathing and heartbeat will cease
- There will be no response to your voice or touch
- His/her eyes may be partially open
- The jaw will relax and the mouth will open
- There may be a loss of bowel and bladder control

## **Your Kids Path Provider**

A Kids Path provider is a key member of the Kids Path team that cares for each Kids Path child and oversees the Kids Path plan of care.

Kids Path providers maintain oversight of the medical care and offer support to the Kids Path team with assistance of establishing a Plan of Care. You have the right to choose your child's primary care provider, and may choose your current primary care provider or the Kids Path provider.

### **Your Kids Path Provider:**

- Helps you identify and address the goals of the child.
- Assists in the development of the plan of care based on those goals
- Helps the team maximize the child's comfort and ability to function
- Writes orders for needed medication, supplies, and equipment
- Participates in Kids Path team meetings to discuss care of individual children
- Provides comprehensive medical consultations to the Kids Path staff
- Communicates with your primary care provide (if different) as needed
- Provides education and training to Kids Path personnel, volunteers, children, and families
- Assists with conflict resolution from the medical standpoint
- Advocates for the comfort of the child
- Understands relevant rules and regulations of state and federal entities
- Serves as a liaison between Mountain Valley Hospice and the medical community

## **Concurrent Care for Children (CCCR)**

The Patient Protection and Affordable Care Act (ACA) requires all state Medicaid programs to pay for both curative and hospice services for children under age 21 who qualify.

## **Your Kids Path Nurse**

Kids Path nurses are one of the cornerstone members of the Kids Path care team. You will be assigned a nurse case manager, however, if an urgent need arises that requires a nurse visit, then a staff nurse or after hours nurse may visit.

### **Your Kids Path Case Manager or Staff Nurse will:**

- Oversee the direction and coordination of the child's care and the care provided for their caregivers and family (case manager)
- Formulate the plan of care and change it as needed to meet the child's needs
- Make regular, scheduled visits
- Coordinate care with the Kids Path team – provider, Kids Path aide, medical social worker, chaplain, volunteer, and bereavement coordinator
- Evaluate the child's physical needs
- Evaluate the child's pain and control of symptoms such as trouble breathing, anxiety, or constipation
- Provide training on pain and symptom management and how to care for the child
- Collaborate with the child's medical provider to provide relief of physical symptoms
- Arrange for medical equipment
- Arrange for other services as needed
- Review child's medications on every visit

## **After Hours**

**Kids Path supportive care is provided 24 hours per day, 365 days per year by calling 1.888.789.2922. The after-hours nurse is a vital member of the Kids Path team and will:**

- Assess the urgent need from the time the phone call is received
- Visit as necessary to address urgent needs
- Evaluate child's symptoms
- Offer a treatment plan to help alleviate symptoms
- Inform the nurse case manager of the nature of the urgent need and how it was addressed
- Be available for end of life support as needed

## **Your Kids Path Medical Social Worker**

The social worker offers compassionate, sensitive, and respectful care to help each child to have a peaceful death with dignity and love.

### **Your Kids Path Medical Social Worker will:**

- Assist with formulation of the plan of care
- Make regular, scheduled visits
- Provide emotional support
- Evaluate child and family adjustment to illness
- Identify child and family needs related to social and emotional factors
- Access community resources and/or facilitate placement in a facility in order to meet child and family needs
- Educate families about grief, caregiver stresses and pain management
- Support effective coping skills and teach new coping skills
- Identifying areas for reconciliation and closure
- Evaluate financial resources or constraints
- Advocate for child's rights and wish fulfillment

## **Your Kids Path Aide**

Kids Path aides are the eyes, ears and hands of the Kids Path team. They have significant personal contact with the child, they document and report physical and emotional needs to the Kids Path team.

### **Your Kids Path Aide will:**

- Perform tasks assigned on the plan of care
- Make regular, scheduled visits
- Communicate changes of the child's condition to the registered nurse
- Assist with bathing and dressing
- Assist with personal care, including hair, skin, mouth and nails
- Help the child with toileting or incontinence care
- Prepare light meals
- Help to ensure a clean and comfortable environment
- Provide companionship

## **Your Kids Path Chaplain**

While other skilled care professionals tend to child and family physical and psychosocial needs, the care of the spirit rests with a compassionate and highly-skilled member of the Kids Path team — the Kids Path chaplain.

### **Your Kids Path Chaplain/Spiritual Care Advisor will:**

- Assist with formulation of the plan of care
- Make regular, scheduled visits
- Actively listen to spiritual or religious concerns and offer supportive presence
- Meet the child and family where they are on their spiritual journey
- Help the child discover renewed meaning and spiritual peace
- Provide spiritual support and counsel
- Guide children to a place of spiritual health by helping them see the value of their life and its positive impact
- Help the child and family achieve not only greater comfort spiritually, but physically, emotionally, and mentally
- Help encourage a positive and constructive flow of communication.
- Chaplains do not seek to convert children or bring them into the fold of a specific religion, but to instead meet the child where they are on their spiritual journey and help the child discover renewed meaning and spiritual peace. Regardless of religion, creed, or culture, a chaplain's purpose is to provide care with compassionate spiritual support and counsel.
- Provide opportunities for child and families to explore the value and meaning of life, family connections, and grief
- Provide opportunities for meditation, worship, blessings, and rituals
- Listen to the child and family fears, hopes, pain, and dreams
- Assist with funeral planning
- Not replace the spiritual support of the child and family pastor, priest, rabbi, swamis, Dalai Lama, Imam, etc.

## **Your Kids Path Volunteer**

The spirit of Kids Path volunteering comes from a genuine desire to give comfort, peace, and care to children, caregivers, and families during the end of life.

### **Your Kids Path Volunteer will:**

- Make regularly, scheduled visits
- Provide companionship
- Provide respite for the caregiver to run errands, nap, shower, etc.
- Read to children and family
- Help write letters or cards
- Provide assistance with short errands
- Provide meaningful and compassionate presence



## **Your Kids Path Bereavement Coordinator**

Learning to adjust to life after a loss can be challenging. Our bereavement coordinator will “walk” with you at this difficult time. Pre-bereavement services are also available as a support service that begins before the loss occurs. Both pre-bereavement and bereavement services are provided to children and family.

### **Your Kids Path Bereavement Coordinator will:**

- Offer support before and after the loss occurs
- Make contact shortly after a loss occurs, usually within the first month
- Make quarterly contact throughout the first year after the loss occurs
- Provide education about grief to normalize common reactions to loss
- Provide emotional support to help manage the stress and anxiety that may occur after loss
- Provide active listening and discuss appropriate coping skills
- Conduct regularly scheduled support groups
- Conduct yearly Celebration of Life Services
- Conduct a yearly camp for children who have suffered a loss (Camp Kids Path)



# **PATIENT RIGHTS AND PROGRAMS**





## Patient/Family Rights and Responsibilities

***Patients of this agency possess basic rights. You have the right to be informed verbally and in writing of your rights prior to the start of care in a language and manner that you can understand. We want you to be familiar with these Rights. You have the Right to:***

1. exercise one's rights as a Hospice patient, including participating in the planning of one's care.
2. appropriate assessment and management of pain and symptoms for conditions related to the terminal illness.
3. be advised of anticipated outcomes of care and of any barriers in achieving anticipated outcomes.
4. accept or refuse care or treatment after the consequences of refusing care or treatment are fully presented.
5. choose a healthcare provider, including choosing an attending physician
6. be treated with respect, consideration, dignity, and full recognition of his or her individuality and right to privacy.
7. appropriate care without discrimination in accordance with healthcare provider orders and the ability to exercise one's rights without discrimination or reprisal.
8. be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, and misappropriation of patient property.
9. receive care and services that are adequate, appropriate, and in compliance with relevant Federal and State laws, rules, and regulations.
10. be served by individuals who are properly trained and competent to perform their duties.
11. be able to identify agency personnel through agency generated name tags
12. recommend changes in policy, procedures, personnel, care, or services and receive a reasonable response to requests made to the agency.
13. voice grievances or complaints regarding treatment or care that will be investigated appropriately and not be subjected to discrimination or reprisal for doing so.
14. have his or her personal information, medical, and financial records kept confidential and not be disclosed except as permitted or required by applicable State or Federal law.
15. be advised of the agency's procedures regarding the disclosure of clinical records.
16. be informed:
  - a. before care is initiated, of the extent to which payment for services may be expected from federal or state programs, and the extent to which payment may be required from the patient.
  - b. orally and in writing of any changes in fees or services that are the patient's responsibility. The advisement of these changes shall occur as soon as possible and no later than 30 calendar days from the date the Hospice became aware of the changes.
  - c. about the services covered under the Hospice Benefit and the services that the hospice will provide, including disciplines that furnish care, frequency of visits, modifications to the plan of care, and limitations on those services.
  - d. of any financial benefits when being referred to hospice
  - e. of the process for acceptance and continuance of service and hospice eligibility determination.
  - f. of and provided with information related to Advanced Directives prior to the start of services.
  - g. of the agency's on-call service
  - h. of the process for accessing agency supervisors
  - i. of the procedures for discharge including at least two days (NC) and five days (VA) written and verbal notice prior to any reduction in services, discharge or referral from service, except when a medical emergency exists, when the patient's physician orders admission to an inpatient facility, or when discharge is determined necessary to protect the health and welfare of staff members providing services
  - j. within 10 days when the agency's license has been revoked, suspended, canceled, annulled, withdrawn, recalled, or amended.

17. call and ask questions or relay complaints about hospice agencies, including complaints concerning the implementation of Advanced Directives to the following:
- In NC:** *The Division of Health Services Regulation for the **North Carolina** Department of Health and Human Services* at 1-800-624-3004. Calls are accepted 24-hours a day, 7 days a week.
- In VA:** *The Office of Licensure and Certification for the **Virginia** Department of Health* at 1-800- 955-1819 or 1-804-367-2106. Calls are accepted 24-hours a day, 7 days a week. The hours of operation are Monday – Friday, 8:00 a.m. – 4:30 p.m.
18. Be fully advised of patient responsibilities, including:
- remain under a physician's care while receiving services.
  - notify the agency first when any medical problems arise.
  - provide the agency with a complete and accurate medical history.
  - provide the agency with accurate insurance and financial information.
  - sign required consents and releases for information.
  - participate in the care provided by asking questions and expressing concerns.
  - provide a safe home environment in which care can be provided.
  - cooperate with the healthcare provider, the agency, and other care providers.
  - treat agency personnel with dignity and respect.
  - abide by agency policies that restrict duties the agency may perform.
  - advise the agency administration of any dissatisfaction or problems with your care.

April 2022

## **OUR PROGRAMS**

Mountain Valley Hospice and Palliative Care is a local not-for-profit hospice agency that provides a full range of services to patients with advanced illness and their families throughout Northwestern North Carolina and South Central and Western Virginia.

Compassionate care and quality-of-life programs are available to anyone with advanced illness who needs and wants hospice or palliative care — regardless of age, sexual orientation, gender, ethnicity, diagnosis, belief system or financial situation.

### **Kids Path ®**

Kids Path is a consortium of hospice service providers in three states who offer services to children and families who face serious illnesses or the loss of a loved one. The Kids Path interdisciplinary team joins with other medical and psychosocial professionals to provide families with the care they need.

It offers:

- Nursing services
- Counseling
- Spiritual support
- Grief support
- In-home support services
- Supportive care
- Health maintenance
- Hospice care
- Camp Kids Path
- In-School education/support

## **Hospice**

Diagnosis of advanced illness with prognosis of six months or less.

- Seeking comfort care, relief of pain and symptoms
- Support for patient and family wherever the patient resides
- Multidisciplinary team: physician, nurse, social worker, pharmacist, chaplain, certified nursing assistant, volunteer
- Expert care for people with advanced illness addresses physical, emotional, psychosocial and spiritual needs of patient and family
- Medicare/Medicaid, private pay and private insurance accepted — care to all regardless of ability to pay

## **Serious Illness Care (Palliative)**

Our consult service offers medical care for people with a serious or advanced illness. Some examples may include: COPD or lung diseases, heart failure or heart diseases, cancer, dementia, Parkinson's Disease

Our service is focused on providing patients with relief from disease-related symptoms and stress. The goal is to improve the quality of life for both patients and their families.

Patients experiencing uncontrolled and burdensome symptoms directly related to their advanced illness such as:

- Pain
- Dyspnea (shortness of breath)
- Nausea
- Vomiting
- Constipation
- Anxiety
- Agitation



## **Inpatient Care**

As a hospice Medicare/Medicaid Beneficiary, you are entitled to receive inpatient care. This care must be authorized by hospice as well as by your attending physician. For assistance, please contact your hospice nurse. If palliative care is required for evaluation or management of acute medical symptoms, inpatient care will be provided at one of Mountain Valley's inpatient units or one of the hospitals under contract with Mountain Valley Hospice:

## **Hospice Care Centers**

Mountain Valley Hospice and Palliative Care has two care centers to serve you, the Woltz Hospice Home in Dobson, NC and the SECU Hospice Care Center in Yadkinville, NC. Both care centers offer short-term care in a comfortable setting. Care is offered in one of our care centers when the child has symptoms that can no longer be managed at home or if the caregiver simply needs a break. Our care centers offer amenities such as private rooms, children's playroom, family room, whirlpool tub, and much more.

Our hospice care centers offer multiple levels of care for your loved one as outlined below. Regardless of the level of care, discharge planning will begin, once a child arrives at one of the care centers. Most often, the discharge plan is for the child to return home. At that time, the home care team from Mountain Valley Hospice and Palliative Care will resume services.

If you ever feel like you could benefit from a short-term stay at one of our hospice care centers, please contact a member of your hospice care team.

## **Levels of Care**

### **Respite**

Often caregivers experience exhaustion, have an illness or may need to be away from the home. In those situations, the child can be admitted to the hospice care center for a respite stay, lasting no more than five consecutive days. Nurse and hospice aide services are provided around the clock. At the end of the five days, the child returns home resuming the care received prior to respite.

Payment for respite level of care is covered 100% by Medicare, Medicaid, and most commercial insurances.

### **General Inpatient**

When a child's symptoms cannot be managed in the home as determined by the members of the interdisciplinary group, a short stay, typically 24-72 hours, at the hospice care center is an excellent option. Children receive daily physician or nurse practitioner visits in order to monitor symptoms and to ensure the treatment plan is helping with patient comfort. Children also receive around the clock nursing and hospice aide care. A social worker and chaplain are available to provide psychosocial and spiritual support. Hospice volunteers provide care and companionship when needed. Once the reason for the stay is managed, the child resumes care at home.

Payment for general inpatient level of care is covered 100% by Medicare, Medicaid, and most commercial insurances.

## **Residential**

Our hospice care centers are not classified as long term care facilities.

While most children meet criteria for general inpatient level of care, there are times that residential level of care is needed. If the child's symptoms are managed but, due to medical reasons, they cannot return home right away, then this level of care can be utilized.

If residential level of care is indicated and necessary, Mountain Valley Hospice and Palliative Care will begin billing Medicare, Medicaid or commercial insurance for the home care rate. Therefore, the patient/family is responsible for the room and board fee per day for the residential stay. Most often residential level of care is utilized 7-14 days. Payment is received up front beginning on the first day residential level of care starts through the expected end date.

**To take a virtual tour go to:** [mtnvalleyhospice.org/services/carecenters](http://mtnvalleyhospice.org/services/carecenters).

### **Please Bring:**

- DNR or MOST form
- Gown/pajamas (if you want)
- Favorite pillow
- Favorite blanket
- Favorite stuffed animal
- Favorite books, music and movies
- Anything to keep your loved one comfortable (pillows, blankets, etc.)
- All meds except narcotics
- Toiletries
- Special equipment:
  - Bi Pap, CPaP w/supplies
  - Triology machine w/supplies
  - Pleurx, and drain supplies
  - Ostomy/Urostomy supplies
  - Other special supplies needed

### **Please Do Not Bring:**

- Narcotics
- Valuables

## **Hospitals contracted with Mountain Valley**

### **Alleghany Memorial Hospital**

233 Doctors Street  
Sparta, NC 28675

### **Ashe Memorial Hospital**

200 Hospital Avenue  
Jefferson, NC 28640

### **Carilion Franklin Memorial Hospital**

180 Floyd Avenue  
Rocky Mount, VA 24151

### **Carilion New River Valley Medical Center**

2900 Lamb Circle  
Christiansburg, VA 24073

### **Davis Regional Medical Center**

218 Old Mocksville Road  
Statesville, NC 28625

### **Novant Health Forsyth Medical Center**

3333 Silas Creek Parkway  
Winston-Salem, NC 27103

### **Novant Health Kernersville Medical Center**

1750 Kernersville Medical Pkwy  
Kernersville, NC 27284

### **Hugh Chatham Memorial Hospital**

180 Parkwood Drive  
Elkin, NC 28621

### **Iredell Health System**

557 Brookdale Drive  
Statesville, NC 28677

### **Joan & Howard Woltz Hospice Home**

945 Zephyr Road  
Dobson, NC 27017

### **LewisGale Hospital Pulaski**

2400 Lee Highway  
Pulaski, VA 24301

### **LifeBrite Community Hospital of Stokes**

1570 North Carolina 8 & 89 Hwy North  
Danbury, NC 27016

### **Moses Cone Health System**

1200 North Elm Street  
Greensboro, NC 27401

### **Northern Regional Hospital**

830 Rockford Street  
Mount Airy, NC 27030

### **Sovah Health Martinsville**

320 Hospital Drive  
Martinsville, VA 24112

### **Twin County Regional Healthcare**

200 Hospital Drive  
Galax, VA 24333

### **UNC Rockingham Health Care**

117 East Kings Highway  
Eden, NC 27288

### **Atrium Health Wake Forest Baptist**

Medical Center Boulevard  
Winston-Salem, NC 2715

### **Atrium Health Wake Forest Baptist - Davie**

329 NC Highway 801 N.  
Advance, NC 27006

### **Atrium Health Wake Forest Baptist - Wilkes**

1370 West D Street  
North Wilkesboro, NC 28569

### **SECU Hospice Care Center of Yadkin**

243 North Lee Avenue  
Yadkinville, NC 27055

You are free to choose hospitals other than those under contract with Mountain Valley Hospice & Palliative Care. However, you will be responsible for all costs associated with that period of inpatient care. Traditional Medicare/Medicaid will not cover that hospitalization while you are still participating in the hospice benefit. You may consider revocation of the hospice benefit at any time.



# **SYMPTOM MANAGEMENT AND TRAINING**





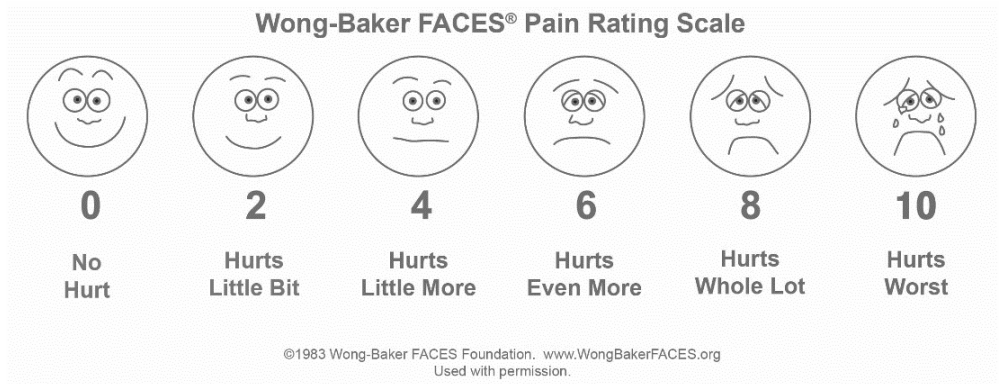
## Symptom Management Training

When faced with a serious illness, family and children are accustomed to seeking out a specialist for care. Kids Path care is the comfort care specialist you need to control pain and other symptoms.

## Pain Management Training

A primary concern of Kids Path care is to ensure that pain is controlled as much as possible for the child. Pain management is an important comfort measure. Your loved one may or may not have pain. It is important for the child and caregiver to learn how to assess pain so you can assist the physician and nurse in managing symptoms.

### 0-10 Numeric Intensity Scale



## Signs and Symptoms of Pain

While many children can assess and communicate their pain levels, other children may not be able to communicate their needs. Some may believe that admitting pain makes them appear weak – which is *not* true. In any case, caregivers should keep an eye out for signs and symptoms that indicate their loved one is in pain.

### Some signs and symptoms to look for include the following:

- Increased breathing rate
- Tightly closed eyes or rapid blinking
- An increase in the child's systolic blood pressure from their baseline
- Holding arm or leg muscles tightly or a rigid body posture
- Rocking, fidgeting, or pacing
- Resisting care or guarding certain areas of the body when turning
- Becoming withdrawn
- Becoming more aggressive or easily angered
- Crying
- Increased confusion
- Vocalizations such as moaning, calling out, sighing, and asking for help

### What to do:

- Call your Kids Path Team 1-888-789-2922
- Remain calm and reassure the child

## **Trouble Breathing Training**

Trouble breathing can range from mild and temporary to serious and long-lasting.

### **Some signs and symptoms to look for include the following:**

- Shortness of breath after exertion or due to your medical condition
- Feeling smothered or suffocated as a result of breathing difficulties
- Labored breathing
- Tightness in the chest
- Rapid, shallow breathing
- Heart palpitations
- Wheezing
- Coughing

### **What to do:**

- Remain calm and reassure the child.
- Contact your Kids Path team and ask to speak with a nurse
- Sit or prop the child in an upright position, using pillows for support if needed
- Make sure that the child is using oxygen if available in the home
- Turn a fan on and position it to blow toward the child
- Keep the room cool
- Give breathing treatment, use an inhaler, or give medication as prescribed by the physician
- Encourage the child to take slow, deep breaths, breathing in through the nose and out through the mouth



## Constipation Training

Constipation at the end-of-life is a very common condition. Constipation is defined as a decrease in a person's typical number of bowel movements. You should be aware of the symptoms so your Kids Path nurse can address them quickly and effectively.

Your loved one does not need to have a bowel movement every day, but if he/she goes three days without a bowel movement, he/she has constipation, you will need to contact your Kids Path nurse. Pay special attention when medication is changed as constipation may be a side effect.

When a child is approaching their final days, constipation is less of a concern, and children may go several days without a bowel movement. The Kids Path care team will assess the child's bowel routines with a focus on ensuring comfort.

### **Causes can include, but are not limited to:**

- Long-term use of painkillers
- Decreased appetite and fluid intake
- Reduced mobility
- The terminal illness

### **Some signs & symptoms to look for include the following:**

- Bloating
- Abdominal distention or discomfort
- Hard stools
- Stomach pain
- Nausea
- Straining
- Gas

### **Treatment**

- Encourage the child to drink plenty of fluids
- Encourage the child to drink warm or hot liquids such as coffee, tea and soups
- Encourage the child to eat high fiber foods such as whole grain breads, cereals, dried fruits, and cooked dried beans or peas
- Stool softeners
- Laxatives
- Enema

## **Restlessness and Agitation Training**

While you can expect anyone with an illness to be depressed, irritable, or sullen; restlessness is more difficult for family members to manage. Even mild-mannered children may suddenly become extremely agitated, making angry accusations. This can also be difficult for the family to watch, because their loved one is not acting as they normally would.

### **Causes can include, but are not limited to:**

- Medication – High or long-term use of opioids, steroids and anti-seizure medication can cause agitated delirium.
- Pain – Uncontrolled pain can cause restlessness. Children at this stage in their illness may be unable to communicate their pain, so caregivers should speak to their Kids Path care team about this possibility.
- Fever – Fevers can be a sign of infections or sepsis.
- Metabolic disturbances – A chemical imbalance caused by vital organs beginning to shut down at end of life.
- Decreased oxygen to the brain, brain tumors, or brain swelling
- High calcium levels
- Constipation, fecal impaction, or urinary retention
- Emotional turmoil

### **Some signs and symptoms to look for include the following:**

- Making demands
- Agitation
- Delirium
- Disorientation
- Jerking or twitching
- Removing bedding or clothing
- Hallucinations

### **What to do:**

- Contact your Kids Path team
- Provide a reassuring and calming presence
- Medication
- Play soothing music
- A cool cloth to the forehead
- Use of safety measures such as bedrails

# Nutritional Training for Your Loved One

## Avoid the Food Struggle

Your child may or may not want to eat food. Depending on their diagnosis, food might even cause more discomfort. The important thing to remember is to let the child be the guide and to not force food on him/her.

### Tips to help with appetite loss

- Offer 5 or 6 small portions, frequent meals throughout the day instead of 3 larger meals
- Serve meals when your child is pain-free
- Keep snacks and high-calorie supplements available at all times
- Add extra protein and calories to their diet
- Offer frequent sips of their favorite drinks throughout the day
- Offer liquid or powdered meal replacement such as “instant breakfast”
- Offer a bedtime snack
- Offer a different form of a food such as fruit milkshake, pureed foods
- Offer soft, cool, or frozen foods such as yogurt, milkshakes, popsicles, and ice chips

### Tips to help with nausea and vomiting

- Encourage your child to eat when they feel up to it
- Offer 5 or 6 small, frequent meals throughout the day instead of 3 larger meals
- Reschedule meals if nausea occurs frequently at the same time of day
- Serve saltier foods
- Avoid very sweet foods
- Avoid greasy foods
- Offer small, frequent, light meals/snacks, bland foods, gelatin and puddings
- Encourage the child to chew food thoroughly and eat slowly
- Serve fluids between, instead of with meals
- Offer soups, smoothies, toast, clear broth, shakes, yogurt, ice cream, and cool drinks
- Try sports drinks, popsicles, soda, and peppermints
- Freeze juice in ice-cube trays
- Avoid having the child lay down flat after eating

**Tips to help with diarrhea**

- Increase fluid intake but avoid fruit juice or milk. Use sports drinks if needed
- Serve small, frequent amounts of rice, rice cereal, banana, and applesauce
- Limit greasy, fatty, and fried foods
- Avoid foods and drinks containing caffeine
- Avoid large amounts of sweets and sweetened products
- Offer clear liquids for 12- 14 hours after diarrhea

**Tips to help with constipation**

- Encourage the child to drink plenty of fluids
- Encourage the child to drink warm or hot liquids such as; coffee, tea, and soups
- Encourage the child to eat high-fiber foods such as; whole grain breads and cereals, dried fruits, and cooked dried beans or peas

**Tips to help with dry mouth**

- Offer sips of water throughout the day
- Offer very sweet or tart (sour) foods and drinks such as lemonade
- Offer chewing gum or hard candy, frozen fruit, popsicles, and ice chips
- Offer pureed cooked foods, soups, and other foods that are easy to swallow
- Moisten food with sauce, gravy, or salad to make it easier to swallow
- Keep lips moist with lip balm
- Moisten mouth with mouth swabs

**Tips to help with sore mouth pain**

- Offer foods that are easy to chew such as milkshakes, scrambled eggs, and custards
- Cook foods until they are soft and tender
- Moisten and soften foods with gravy, sauces, broth, or yogurt
- Cut foods into small pieces by pureeing them in a blender or food processor
- Offer drinks in a cup with a lid and straw
- Serve foods using a baby spoon
- Serve cold or room- temperature foods
- Offer ice chips
- Avoid foods and drinks such as citrus fruits or juices (oranges, lemons, and lemonade), spicy foods, tomatoes, ketchup, salty foods, raw fruits and vegetables, sharp or crunchy foods (granola, crackers, potato/tortilla chips), and drinks with alcohol

## **Emotional Support Training**

Loss affects everyone differently, therefore each person grieves in their own way. It's normal to experience several emotions during end of life. Here are some common emotions you might experience and ways to help. As part of your Kids Path team, the social worker, chaplain or bereavement coordinator can support you.

### **Shock and Disbelief**

- May occur after learning the outcome of the disease, or after a loss
- Feelings of numbness
- Have trouble believing the loss happened, even deny the truth

### **Anxiety and Sadness**

- Most common for people of all ages
- Feelings of emptiness, despair, yearning, or deep loneliness
- Have difficulty sleeping, restlessness
- Difficulty concentrating or recalling
- Senses of dread, worry or panic
- May cry a lot or feel emotionally unstable
- May socially withdraw

### **Guilt and Regret**

- These feelings come in different forms and different reasons
- Children may feel guilt and regret for becoming a physical or financial burden
- Thoughts that one could have done or said something different
- Regret for a past action
- Guilt for not meeting certain expectations

### **Anger**

- Misdirected towards loved ones
- Anger for many various reasons
- Sometimes identified by frustration and anxiety
- May involve loneliness, uncertainty, agitation or weakness, crying
- May engage in aimless or disorganized activities

## **Fear**

- Feelings of anxiety, helplessness, insecurity, or loneliness
- Possible panic attacks
- Triggers of the loss or one's own mortality
- Fear of what's next, the unknown

## **Depression**

- Signs of withdrawal, hostility, or express extreme sadness
- Feeling hopeless, helpless, useless, or sad for weeks at a time
- Not having any joy in activities
- May come in waves of distress
- Feelings of a nervous stomach, shaky feeling all over, being short-tempered, a sense of dread or worry, or a fear of the unknown

## **Physical Symptoms of Grief**

We often think grief is limited to the emotional process, but grief often has physical symptoms as well.

- Trouble sleeping and tiredness
- Nausea
- Lowered immunity
- Weight loss or gain
- Aches and pains
- Loss of appetite
- Trouble concentrating
- Social anxiety
- Irritability
- Muscle tension

## **Ways to Help with Your Emotional Distress**

- Contact your Kids Path team
- Know that these emotions are normal
- Understand that grief may be different to every person
- Turn to friends and family members
- Take care of yourself physically

- Draw comfort from your faith
- Join a support group
- Talk to a therapist or grief counselor
- Express your feelings in a creative way
- Try to maintain hobbies or interests
- Grieve in your own way and own time
- Plan ahead for possible grief “triggers”

### **Providing Care for Siblings and Sibling Involvement**

Caring for a seriously ill child takes a tremendous toll on the whole family, and healthy siblings are no exception. It is normal for family routines and dynamics to naturally change when a child is ill. This can be very confusing and stressful as a caregiver/parent. These changes can also be confusing and stressful for a sibling. Every person and child is different. However, these are some common experiences for siblings:

- Worry that the sister/brother will die
- Fear that they or other loved ones will catch the siblings illness
- Feel guilty because they are healthy and can enjoy activities that the sibling cannot
- Be angry because of the attention placed on their sibling with a serious illness
- Feel neglected and worried that no one in the family cares
- Resent the sibling who never has to do chores or does not have the same expectations due to illness
- Resent that the family has less money to spend now because of the sibling who is ill
- Wish things could be like they were before the illness
- Feel guilt for being “mean” to the sibling in the past
- Experience worry and/or anxiety about an uncertain future

## **Signs of Stress and Loss for Sibling**

- Changes in sleep patterns
- Changes in appetite
- Changes in mood or behaviors
- Changes in functioning in all environments but specifically school such as decrease in grades, and participation with peers
- Regression in behaviors such as doing things they did when they were younger and have outgrown (i.e., thumb sucking, wetting the bed, etc.)

## **Provide Support for Sibling by:**

- Encourage siblings to talk about their emotions. Attempt to identify and name these emotions if the child is unable.
- Offer validation and normalization for these identified emotions and behaviors
- Be patient
- It's okay to have fun and set aside some family time doing a family activity that does not focus on the illness
- Include siblings by allowing them to feel like an important part of the family's changing situation by giving them "jobs" that are age appropriate
- Accept help and support from family, friends and the community
- Contact the Kids Path Bereavement Coordinator



## **Advance Care Planning**

Advance care planning is making decisions about the healthcare you would want to receive if you are facing a medical crisis. This conversation can be difficult between a parent and child. While parents are the primary decision maker for children under the age of 18, having a discussion with the child may help the parent and physician allow the child's voice to be heard.

### **My Wishes**

- Helps children express how they want to be cared for in the case they become seriously ill.
- Encourages conversations among children, parents, and caregivers.
- Questions include: How I want people to treat me. How comfortable I want to be. What I want my loved ones to know. What I want my Doctors and Nurses to know.

### **Voicing My Choices**

- Designed for Teen Agers and Young Adults
- Encourages conversation between the teen about their preferences to friends, family, and caregivers.
- Helps teens to express their thoughts about how they want to be comforted, supported, treated, and remembered.
- Includes: How I want to be comforted. How I would like to be supported. Who I want to make my medical care decisions. The types of life support treatment I want and do not want. What I would like my family and friends to know about me. My spiritual thoughts and wishes. How I want to be remembered.

### **Advance care planning includes:**

- Getting information on the types of life-sustaining treatments that are available for the child's serious illness.
- Deciding what types of treatment you would or would not want for your child.
- Sharing your personal values with your loved ones.
- Completing advance directives or physician orders to put into writing what types of treatment the child wishes or would or would not want if the child was unable to speak for him/herself.

### **Types of Advance Directives:**

#### **Healthcare Power of Attorney (HCPOA)**

- A health care power of attorney is a type of advance directive in which you name a person to make decisions for you when you are unable to do so. Choosing a person to act as your health care agent is important. Even if you have other legal documents regarding your care, not all situations can be anticipated, and some situations will require someone to make a judgment about your likely care wishes.

#### **Living Will**

- A living will is a written, legal document that spells out medical treatments you would and would not want to be used to keep you alive, as well as your preferences for other medical decisions, such as pain management or organ donation. In determining your wishes, think about your values and how you would address end-of-life care decisions in your living will.

## **Types of Physician Orders:**

### **Do Not Resuscitate Order**

- You do not need to have an advance directive to have a Do Not Resuscitate (DNR) order. Even if you already have a living will that includes your preferences regarding resuscitation, it is still a good idea to establish DNR orders. To do this, tell your Kids Path Team about your wishes. They will communicate your wishes to the physician, who will write the orders and put them in your medical record. The yellow DNR form will be completed and stays with you. Be sure your Kids Path Team knows where it is located.

### **Medical Order for Scope of Treatment (MOST) and Physician Order for Scope of Treatment (POST)**

- The MOST or POST form is intended for people who have already been diagnosed with a serious illness. This form does not replace your other directives. Instead, it serves as physician-ordered instructions to ensure that, in case of an emergency, you receive the treatment you prefer. Issues covered in MOST and POST include resuscitation, mechanical ventilation, tube feeding, use of antibiotics, and pain management. The MOST or POST form stays with you. Be sure your Kids Path Team knows where it is located.

## **Other Advance Plans to Consider:**

### **Cardiopulmonary Resuscitation (CPR)**

- Cardiopulmonary resuscitation (CPR) restarts the heart when it has stopped beating. Determine if and when you would want the child to be resuscitated by CPR or by a device that delivers an electric shock to stimulate the heart. If you wish for the child to receive CPR as part of their care plan and in the event CPR is needed, call 911 immediately and contact your Kids Path nurse as soon as possible.

### **Organ Donation**

- Organ and tissue donations for transplantation can be specified in a living will and/or part of your Kids Path plan of care. If the organs are removed for donation, the child will be kept on life-sustaining treatment temporarily until the procedure is complete. If the child has a living will, be specific about the need for temporary life-support.
- Donating the child's body for scientific study also can be specified as part of your Kids Path plan of care. If you have not set-up body donation for your child, your Kids Path social worker is able to provide assistance.

## Financial Responsibility

### The Medicare/Medicaid Hospice Benefit

Medicare covers services provided by qualified Hospices which have been certified by Medicare. These same services are also covered under Medicaid. The Medicare/Medicaid benefit will cover the following services when authorized by Hospice:

- Nursing Services
- Personal care by a Kids Path aide
- Medical equipment and supplies (such as a hospital bed, bedside commode, oxygen, standard wheelchair, shower chair, etc.)
- Medications are covered if they are reasonable and necessary for the palliation and management of the beneficiaries' terminal illness and related conditions as determined by the Kids Path Attending Physician. Prior authorization is required for all medications.
- Psychosocial, spiritual, and bereavement counseling services (child and family)
- Inpatient care for pain control and symptom management
- Short-term respite care in a facility under contract with Hospice
- Allied Health Professionals:
  - Physical Therapists                      Speech Therapists
  - Occupational Therapists              Dietitians
- Lab and diagnostic tests that have been authorized and are necessary related to the terminal illness
- Ambulance service for the purpose of a change in level of care-transportation to the hospital for acute inpatient, respite care. Ambulance services may also be covered for transfer to a nursing home or physician appointments. All ambulance services must receive prior authorization.

### Benefit Guidelines

Kids Path is required to follow the guidelines established by Medicare/Medicaid for children using the Medicare/Medicaid Hospice benefit. Please call us before using any of the following services:

Emergency room visits	Ambulance services	Procedures
Hospitalizations	Physician visits	New treatments

Kids Path has contractual agreements with some area long-term care facilities. Services may continue without interruption if an admission to one of these facilities becomes necessary. Contact your assigned social worker for more information.

### Revocation of Benefit

Should you desire coverage for services not offered under Hospice Plan of care, you may choose to self-pay or revoke the Hospice benefit and resume regular Medicare/Medicaid coverage. You can revoke at any time and will continue to be eligible for the Hospice benefit in the future.

## **Reimbursement and Cost of Hospice Services**

As a licensed and certified provider of hospice services, hospice is able to bill Medicare, Medicaid, and some commercial insurance carriers. For children without insurance, Hospice will provide services regardless of ability to pay. However, children and families are required to:

- Report all household income
- Report personal assets
- Complete Sliding Fee Scale Application
- Pursue Medicare/Medicaid eligibility to demonstrate need

## **Eligibility**

To receive Hospice care under the Medicare/Medicaid hospice benefit, an individual must be entitled to Medicare Part A/Medicaid and be certified by the attending physician, if any, and the hospice medical director as having a life-limiting illness with six months or less to live, if the disease runs its normal course. An attending physician is the physician identified as having the most significant role in the determination and delivery of care. A physician or nurse practitioner visit is required to determine continued eligibility after 180 days of service. This visit may also be required if you have had hospice services in the past.

The Medicare/Medicaid hospice benefit continues as long as there is physician certification of the terminal illness. Children can withdraw (revoke) the hospice benefit at any time and resume all regular Medicare/Medicaid benefits.

Children who no longer meet eligibility requirements will be discharged from hospice and referred to appropriate services.

## **Medicare Advantage Plans**

A Medicare Advantage Plan is a type of Medicare health plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A, Part B, and Part D benefits. When you elect the Medicare hospice benefit, your Medicare Advantage Plan continues to provide only extra services like dental and vision benefits.

## **Information about Medicare Supplement Insurance Policies**

If you have traditional Medicare, you might have a Medicare supplemental policy (Medigap). This policy covers health care costs for problems that are not related to your terminal illness.

## **Medicaid**

Hospice participation may limit Medicaid services. The hospice benefit covers all care pertaining to or resulting from the terminal illness as discussed above. Hospice services may be provided to Medicaid beneficiaries who reside in a nursing or assisted living facility if Mountain Valley has an agreement with that facility that addresses how services are to be provided. The agreement specifies financial arrangements. The arrangement with nursing facilities includes the rate of reimbursement for the facility and collection of any patient monthly liability (PML).

Any beneficiary who is dually eligible for Medicare and Medicaid elects both programs simultaneously. Medicare is the primary payer and Medicaid reimburses Mountain Valley for facility and board charges.

## **Other Insurance Coverage for Hospice Services**

For children who are not Medicare/Medicaid eligible, hospice will bill your insurance company for services which are covered. Many insurance companies include coverage for Hospice services. The hospice staff will provide the insurance company with the necessary paperwork for reimbursement. You are responsible for co-payments and deductible amounts.

## **Billing of Co-Payments and Deductibles**

Hospice is required by your insurance company to bill for co-payments and deductibles for hospice services. You will receive a bill from our office at the end of the month. It is our policy to provide services to our patients regardless of ability to pay.

If you have any questions regarding our billing policy, please call our office and speak with a billing representative at 1-888-789-2922 or talk with your assigned social worker.

## **Self-Pay**

Children whose insurance will not cover hospice services or who do not have insurance will be placed on a “per diem” status upon admission. Per-diem means you are billed each day you are on hospice services. Bills are issued from our office at the end of each month based on a daily rate.

## **Schedule of Fees and Charges for Hospice Services**

If the child has Medicare Part A or Medicaid, and elects the hospice benefit, all fees and charges for services related to the hospice terminal diagnosis and related conditions are covered if stated in the hospice plan of care.

If the child does not have Medicare Part A or Medicaid, but has private insurance that covers hospice care, the insurance company will be billed. Parents are responsible for co-pays, deductibles, and any other charges as stated in their individual policy.

If the child does not have insurance that provides for hospice care, the child will be billed at a daily rate. Should durable medical equipment be needed it will be billed by the company providing the service.

### **Fee Schedule for Kids Path Services:**

Routine care days 1- 60:	\$203.40 Per Day
Routine care days 60+:	\$160.74 Per Day
Respite care:	\$473.75 Per Day
General in-patient care:	\$1,068.28 Per Day
Continuous care:	\$60.94 Per Hour
Hospice home residential room and board:	\$325.00 Per Day

## **Correction of Billing Errors and Refund Policy**

The billing department is responsible for researching and correcting billing errors. Billing errors charged to a patient will be corrected as soon as the error is discovered. Hospice will initiate a refund of money due because of an error within five (5) working days of discovering the error.

Questions about this information should be directed to a billing representative at 1-888-789-2922.

## **Sliding Fee Scale**

Mountain Valley has established billing and reimbursement procedures. Children and/or their families will be financially responsible for hospice services. A child with no health insurance or limited health insurance will apply for a sliding fee. A sliding fee is the reduction of our normal charge to a lower charge based on the patient's income and household size. While *no patient will be denied care based on their inability to pay*, it is the patient's responsibility to prove their inability to pay by completing the Sliding Fee Application and pursuing Medicare/Medicaid eligibility. Your hospice social worker will assist in completing the Sliding Fee Application.

# **DEVELOPMENT AND SPECIAL PROGRAMS**







## **Donations and Memorials**

Mountain Valley Hospice and Palliative Care relies on donations and memorials from our friends in the community. We are a non-profit organization, and all gifts are tax-deductible. Our mission is to create the best experience for every patient regardless of their ability to pay. Donations make it possible for us to extend a helping hand to everyone who needs hospice services. Through the generosity of our supporters, we are able to continue services and offer special programs such as:

- Hospice program
- Woltz Hospice Home
- SECU Hospice Care Center
- We Honor Veterans
- Kids Path
- Pet Peace of Mind
- Community Education
- Palliative Care

### **Memorial gifts**

Friends and families may want to honor a loved one by making a memorial gift to hospice. When arrangements are made with the funeral home and newspaper, the most often used wording is, "In lieu of flowers, the family asks that memorial gifts be made to Mountain Valley Hospice & Palliative Care." We acknowledge the gift by sending a thank you to the donor. We also send a letter to notify the primary caregiver so the family will know a donation was made in honor or memory of their loved one.

### **Naming option**

Mountain Valley offers an array of naming options, such as The Wall of Faith, Rose Garden, Benches, Lining the Pathway bricks, A Donor Wall, and Birdfeeders.

Legacy and Planned Gifts Naming Mountain Valley as a beneficiary in your Will, Trust, insurance or retirement plan truly provides a legacy. If you make such arrangements, please notify our development department so we may thank you for your generosity and foresight. We will also want to know how you want your gift used.

### **Other ways to help**

As time goes on, many families we have worked with want to help us educate the community about hospice care or simply want to stay in contact. This can be done in a variety of ways. You may volunteer to serve on a committee or help in the office, attend special events, and make annual donations. Whether or not you continue to be involved with our program, we appreciate the honor of serving you, your loved one, and your family.

If you would like to learn more about ways to give to Mountain Valley Hospice contact Sara Tavery, Senior Director of Philanthropy at 1-888-789-2922 or [stavery@mtnvalleyhospice.org](mailto:stavery@mtnvalleyhospice.org).

### **Grateful friends and family**

We know that hospice care at home affects much more than the patient. It benefits the entire family. We have a wonderful hospice team, including providers, nurses, aides, social workers, chaplains, bereavement professionals and volunteers.

We want to hear from you. Through sharing your story, others will gain a deeper understanding of what we do at Mountain Valley. During your time of service, you will receive a Grateful Friends and Family mailer containing more information. If at any time you would like to share a story about your loved one and their service feel free to call the Development Department.

# VOLUNTEERS

are the

## Heart of HOSPICE



Give a piece of your HEART and become a trained Hospice Volunteer.

For a small amount of time you can make a BIG difference in someone's life.

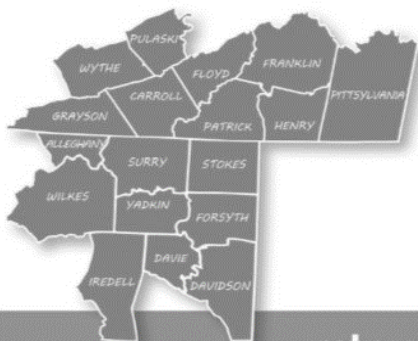
YOU have what it takes to be THE difference that brings a smile to someone's face or provides comfort during a difficult time. All it takes is a BIG HEART and a LITTLE TIME.

No skills are necessary, we will train you! Training is informative, easy, and FREE!

*For more information please contact a  
Volunteer Coordinator at 1.888.789.2922*

Bilingual candidates and armed forces Veterans are especially needed, but anyone with a desire to help others is welcome! Below is a just a short list of services our volunteers can provide:

- Provide companionship or respite for patients & families
- Run errands, such as picking up dry cleaning, grocery shopping, etc.
- Administrative tasks, such as stuffing envelopes, folding, etc.
- Light household chores, such as making a sandwich or feeding pets
- Pinning ceremonies for Veterans
- Arts & crafts
- ***Get back more than you give!***



**CARE FOR THEM.  
COMFORT FOR YOU.**



[mtnvalleyhospice.org](http://mtnvalleyhospice.org)

**1.888.789.2922**



# WE HONOR VETERANS

*Hospice Professionals on a Mission to Serve*

WE HONOR VETERANS

THERE ARE OVER 21 MILLION VETERANS LIVING IN AMERICA TODAY. These men and women often carry experiences from their military service that present unique healthcare challenges.

**We Honor Veterans** empowers hospice and other healthcare providers across America to meet the unique needs of Veterans and their families.

## WE HONOR VETERANS PARTNERS:

- Learn about the unique needs of Veterans and their families
- Educate their staff and communities about caring for Veterans facing serious illness
- Coordinate care with VA and other healthcare organizations
- Provide Veteran-to-Veteran volunteer programs
- Commit to providing the best quality health care

## WE HONOR VETERANS PARTNERS CAN HELP VETERANS AND THEIR FAMILIES TO:

- Enroll and access VA benefits
- Be recognized for their service with special ceremonies
- Replace lost medals and awards
- Receive extra support from other Veterans



VETERANS@NHPCO.ORG  
WWW.WEHONORVETERANS.ORG

We Honor Veterans is a program of the National Hospice and Palliative Care Organization in collaboration with the Department of Veterans Affairs.

National Hospice and Palliative Care  
Organization





# Kids Path<sup>®</sup>

*caring for children coping with illness or loss*



by Mountain Valley  
Hospice & Palliative Care



KIDS PATH

## What is Kids Path?

Mountain Valley Hospice and Palliative Care is committed to providing care to people of all ages. We are one of only a few hospice and palliative care programs in the United States that provides a specialized program of care for seriously ill children.

Understanding the unique needs of children, Mountain Valley Hospice & Palliative Care's Kids Path program serves children and families, who are facing the challenges of coping with a serious illness or condition. Ages range from infancy to 18 years. Our pediatric team offers physical, emotional and spiritual care with a goal of enhancing the quality of life for children, teens and those who share their lives as they cope with a progressive and potentially life-limiting illness or condition. The team consists of a physician, nurse, nurse aide, social worker, and others as needed, such as a chaplain, volunteer, and bereavement coordinator.

### Goals of Care

No one knows their child better than the parents/guardians. With that in mind, Kids Path strives to meet the family's goals of care. The family drives the care provided to the pediatric patient, whether the goal is for continued aggressive treatments, comfort care only, or something in between. We pride ourselves in actively listening to parents/guardians and other family members and working diligently to meet their goals.

### Concurrent Care

The Federal Government realized that children, facing a life-limiting illness, have varying needs that no one agency can meet alone. Concurrent Care was created, so pediatric patients can receive hospice services along with other aggressive treatments, such as home health, in-patient care at the hospital, chemotherapy and radiation. Concurrent Care is provided through Medicaid. If a pediatric patient has private insurance, then Kids Path staff can inquire about their payment procedures.

## Kids Path Health Services

Kids Path services are available beginning with a diagnosis. Helping families navigate the health care system is an important part of the program. Our team works closely with the child's physician and family to plan and coordinate care.

### Hospice Care

Our Kids Path clinical staff offers a team approach to care for children with life-limiting conditions. These children usually have a life-expectancy of months rather than years. A physician's order is required for hospice care and may include a variety of services such as nursing care, social work, and counseling.

### Palliative Care

Our Kids Path physician or nurse practitioner offer consultative home visits for the management of uncontrolled symptoms. Symptoms are usually a result of the serious illness or treatments associated with the illness. Children served in this program may have a life-expectancy of months or years. Some symptoms to be managed include nausea, vomiting, pain, and shortness of breath. An order from the child's primary care physician is needed.

## Kids Path Grief Support

Kids Path strives to meet the unique needs of children and their families by offering information, support and a safe place to express feelings.

### Individual Support

Children and teens affected by the serious illness or death of a loved one can contact Kids Path for grief counseling. Individual support is offered by highly trained and skilled counseling staff. Counseling may occur at the child's home, the nearest office, or the child's school – whatever setting provides the most comfort for the child and family. Various therapies are used to help children explore thoughts and feelings.

### Kids Path Camp

A one or two-day camp is offered through-out the areas served by Mountain Valley Hospice & Palliative Care's Kids Path program. The camp is for children ages 5-18, who have experienced the loss of a loved one or significant person in the past two years. The camp offers fun activities to help children through the grieving process. It is a time to connect with others their age, who may understand what they are feeling, as well as gain new skills to help build confidence and hope for the future.

### In-School Education/Support

Kids Path counselors offer support to school staff and students prior to the death of a terminally ill student or in the event of student death. Education can be provided to whole classrooms/grades or individual teacher and/or students. Grief education can also be provided to staff through in-services.



Kids Path was founded in Greensboro, NC, and offers programs in several cities spanning the Carolinas and Virginia. Kids Path is just one of the many programs offered by Mountain Valley Hospice & Palliative Care.

Call or visit us online for more information.

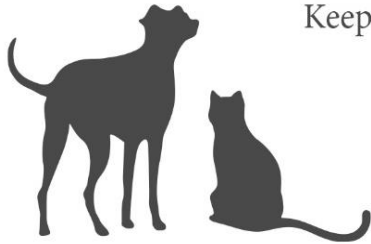
**1-888-789-2922**

[mtnvalleyhospice.org](http://mtnvalleyhospice.org)



# PET PEACE OF MIND™

PET PEACE OF MIND



Keeping Pets & Families Together  
During Hospice Care

*In partnership with the  
Banfield Charitable Trust*

This groundbreaking national program enables hospice patients to keep their pets at home with them throughout their end-of-life journey.

For many in hospice care, changes in their physical condition lead to a decrease of previously enjoyed social opportunities and relationships. Their pets offer unconditional love, acceptance, comfort and companionship when it's needed most - the time when friends and family aren't seen as frequently or when words are too hard to say.

Pet Peace of Mind provides helping hands and financial assistance so that caring volunteers are able to help patients with pet care needs. With this loving support, patients are able to complete their end-of-life journeys without worrying about their pet's current or future needs.

Mountain Valley Hospice was one of the first hospices in North Carolina to be able to offer this program for patients and families.

If you feel that your family needs assistance with the care of the pet while you or your family member is under hospice care, simply contact a member of the hospice team providing care to your family. For more information call 1-888-789-2922 or visit us online at [mtnvalleyhospice.org](http://mtnvalleyhospice.org).



*"People come to visit but they can only stay a little while and then they have to go. But my dogs are always with me..."*

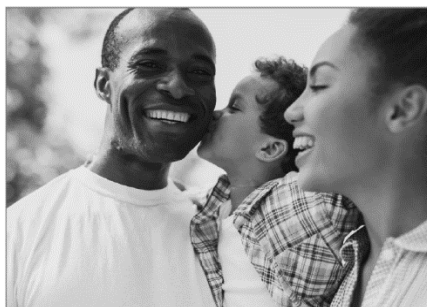
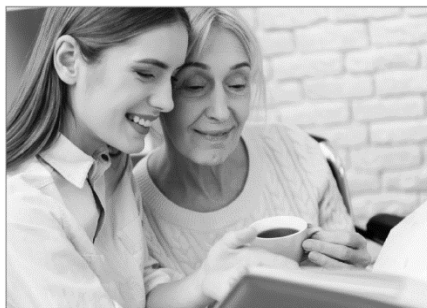


*...the man dying of leukemia tells his hospice volunteer that his dog needing to be let out is the reason he gets up in the morning...*



*Pet Peace of Mind volunteers deliver food to a hospice patient for his dogs.*

# SERIOUS ILLNESS SERVICES



## How Do I Access These Services?

If you or a loved one has a serious or advanced illness, simply call us at **1-888-789-2922**. We will partner with you to evaluate what services may offer the best care possible. Care is offered without regard to race, color, religion, age, marital status, national origin, gender, handicap, or ability to pay. Referrals are accepted 24 hours a day, seven days a week and can be made by calling any one of our local offices or our toll free number.

## About Serious Illness

Mountain Valley Hospice & Palliative Care offers specialized medical support for people with a serious or advanced illness. The goal is to improve quality of life for both the patient and their family. Services of this nature are sometimes referred to as palliative, or comfort focused care.

## What is the Focus of Care?

- Symptom management and support with goals of care and complex decision making.
- Patients may continue with aggressive medical care with no limitations in their care or treatment plan.
- Co-existing services such as home care services, skilled nursing, physical therapy, etc. are not interrupted. Our services are simply the addition of another medical specialty to offer support.

## What about my Primary Care (Attending) Physician?

Patients keep their Primary Care Provider and Specialists. Our Specialist serves as an additional consultant. Think of us as another layer of support.

## Are Services Covered by Insurance?

Regular Medicare Part B, Medicaid, and private insurances are accepted. The patient's insurance will be billed for a specialist provider visit.

## Where Are Services Provided?

Patients may be seen in their home for an initial visit then offered continued support with home visits or clinic based visits where available and if appropriate.

## Situations Where Patients May Benefit from Serious Illness Services:

- Patients experiencing uncontrolled and burdensome symptoms, including pain, trouble breathing, nausea, vomiting, constipation, anxiety, agitation, etc.
- Patients who have had frequent Emergency Department visits or hospital admissions for serious illnesses and wish to minimize these hospitalizations.
- Patients who are Hospice eligible but not psychologically ready for Hospice or are receiving curative treatment.
- Establishment or re-establishment of goals of care in patients with serious or advanced illnesses including Advance Care Planning (DNR, MOST, POST).

The Serious Illness Team is made up of specially trained providers (doctors and nurse practitioners), registered nurses, medical social workers, and chaplains, who work together with the patient's other doctors to provide an extra layer of support.

Serious Illness Services is just one of the many programs offered by Mountain Valley Hospice & Palliative Care. In addition to providing expert care for adults, Mountain Valley Hospice & Palliative Care is a proud member of Kids Path Pediatric Palliative Care Consortium. We have staff specially trained and experienced to care for children of all ages, along with their families.

*Creating The best experience for those facing serious illness...  
Every patient, Every family, Every time.*

# Re-Sale Shoppe

## TWO LOCATIONS:

461 N. South Street  
Suite #1

Mount Airy, NC 27030  
1.336.789.1230

665 S. Main Street  
Suite #105

Sparta, NC 28675  
1.336.372.4545

RE-SALE SHOPPE

## Shop

*Stop by and check out the latest arrivals...*

- Tuesday through Saturday: 10:00am to 5:00pm

## Donate

*Furniture, Clothing, & More*

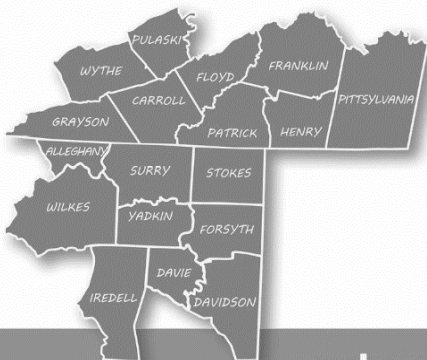
- Don't let it collect dust... Bring it to us

*Donations Accepted:*

- Tuesday, Thursday and Friday: 10:00am to 3:00pm
- Saturday: 10:00am to 1:00pm

## Volunteer

- Greet and assist customers
- Price items
- Organize and manage inventory



**CARE FOR THEM.  
COMFORT FOR YOU.**



Mountain Valley  
Hospice & PALLIATIVE CARE

[mtnvalleyhospice.org](http://mtnvalleyhospice.org)

**1.888.789.2922**





# **SAFETY AND EMERGENCY PREPAREDNESS**





## Safety

Safety is a concern for all of us. To provide for your safety, we ask our staff and volunteers to schedule their visits so you will be expecting them. They also have name tags and uniforms that help identify them as hospice personnel.

If you live in a private residence, we will be placing a blue reflector at the end of your driveway. This helps our staff identify your location. It will be removed at the end of your time with our agency.

For your safety, we ask your help as well. Please secure and stow away weapons in a locked area, confine animals which may become upset by visitors and turn on outside lights (if available) when expecting visitors after dark. Thank you for your cooperation.

## Personal Emergency Plan

It is important that you participate in your plan of care. We will work with you to determine what you want and decide the course of action in the event of an emergency that involves your personal healthcare needs in times of crisis.

Your hospice team has developed some tools to help guide emergent needs related to symptom management. This plan will be initiated at admission and updated as your needs or wishes change. Please use this tool to write down things you have done or tried. It can be used to give to your Hospice Team or emergency personnel should the need arise. This tool also includes an evacuation checklist should you need to leave your home emergently.

## Basic Home Safety

It is important that your home is safe to maintain an environment for optimal health. A safety checklist for health care ensures that basic safety measures are in place. These safety checks keep you safe and decrease the risk of accidents that can escalate into serious illnesses. Safety checks also give you and your family members peace of mind.

- **Fire Safety:** Never smoke in bed! Smoking in bed is extremely dangerous and is one of the leading causes of fire in the home. Install smoke detectors on each floor of your home and in each room if possible. Test the smoke detectors occasionally and replace batteries twice a year to maintain proper working conditions. If you use a small space heater in winter, do not put it near curtains or a bedspread. These materials may be flammable and cause the fire to spread quickly. Never leave kerosene heaters, wood stoves, and fireplaces unattended. Develop a fire safety plan. Outline a safety route out of your home that is quick in case of a fire. Place the outline on a wall near your bed so that you can see it if needed. In the event of a fire in your home, immediately call **911** and tell the operator that you have a **FIRE EMERGENCY**.
- **Electrical Safety:** Replace or repair damaged power cords. Do not use items when power cords are damaged. Do not overload outlets. Avoid using extension cords as much as possible. Keep electrical equipment or outlets away from water.
- **Environmental Safety:** Secure loose rugs, runners, and mats to the floor. Repair or replace torn, worn, or frayed carpeting to prevent falls. Make sure hallways and stairs are well-lit and free of clutter. Have a key accessible near doors locked with deadbolts. Keep hazardous tools and firearms locked up. Cover unused outlets and do not overload extension cords. Store cleaning fluid, polishes, bleach, and all poisons separately and mark containers clearly.
- **Bathroom:** Equip bathrooms with grab bars near the toilet and above the bathtub. The bars need to be sturdy and a different color than the wall to avoid confusion. A stool in the bathtub will help the person to sit while bathing, instead of getting tired or dizzy while standing. A bathmat with good suction placed in the bathtub will minimize slipping and falling.

- **Kitchen:** When you are cooking, do not leave the kitchen. Supervise the food until it is finished and then turn the stove completely off. Do not lay towels or dish washcloths on the stove. If it is near the burner, it could ignite and start a fire. Also, wipe up grease and oil spills immediately after cooking. Keeping the burners clean can eliminate future grease fires. Keep a workable fire extinguisher in the kitchen if an emergency occurs.
- **Bedroom:** A light switch or lamp that is easily accessible should be near the bed without getting up to reach it. Nightlights should also light the path from the bed to the bathroom to stop stumbles and falls. Place a phone beside the bed with numbers for emergencies, family, neighbors and friends.
- **Medications:** Keep all medications properly labeled in the container they were dispensed in and in a safe place that children cannot reach. Refill the prescription ahead of time so you will always have it available. Discard all medications after the expiration date. If desired, pills may be placed in a medication dispenser with compartments marked with time of day to give each medication. Make sure compartment is clearly marked and you understand directions to prevent taking the wrong pill at the wrong time.

## Infection Control

- **Standard precautions:** We are committed to controlling the spread of disease and infection. Our staff follow Standard Precautions for all patients, regardless of their medical condition or infectious status. Standard Precautions are a set of practices that apply to all patient care in any setting where health care is delivered in order to prevent the spread of infection. You should expect good hand-washing and the use of proper protective equipment by our staff.
- **Hand hygiene:** Hand hygiene includes hand washing with soap and warm water and the use of alcohol-based hand sanitizer. Hand hygiene should be performed at minimum before, during, and after providing care to someone; before, during, and after eating or preparing foods; after using the bathroom; and in any instance where your hands are visibly dirty. Hand hygiene should be performed by everyone and should be completed for a minimum of 20 seconds each time.
- **Respiratory hygiene:** Respiratory hygiene includes practices such as covering your cough or sneeze with a disposable tissue and performing hand hygiene after coughing or sneezing. A mask can also be used to cover your cough or sneeze.
- **Cleaning and disinfection:** Frequently touched surfaces should be cleaned routinely using any cleaner labeled as a disinfectant. Disposable gloves should be worn to clean and disinfect areas. Hand hygiene should be performed after cleaning and disinfecting areas.
- **Personal protective equipment:** You should expect Mountain Valley Hospice staff to wear personal protective equipment (PPE). Some items that are considered PPE include gloves, gowns, masks, or eye protection. The type of PPE needed for each individual patient situation is determined by the care team dependent upon the specific situation. The use of PPE helps protect you and your family, as well as our staff and other patients.
- **Communicable diseases:** Communicable diseases are required to be reported to the local health department upon diagnosis. Mountain Valley Hospice follows this requirement and will report communicable diseases as soon as possible after diagnosis.

## Oxygen Safety Training

Although oxygen is nonflammable it greatly accelerates the rate of combustion. Safe use of oxygen demands that all flammable materials and potential ignition sources be removed from the area. Not following these safety precautions could cause imminent death. The Hospice Team will not remain in the home if oxygen safety is not followed during visits.

### Safety measures:

- Do not smoke in a home where oxygen is used.
- Hang “No Smoking” signs on doors.
- Keep oxygen source at least 10 feet from open flames, such as a fireplace, candles, matches, lighters, stoves, or any sources of heat.
- No petroleum products on or near patient– Vaseline, lip balm, etc.
- Maintain a working fire extinguisher.
- Change batteries in your smoke detector every six months or as needed
- Use oxygen in well ventilated spaces.
- Do not store oxygen in closets.
- Keep cylinders secured safely in an upright position – away from heat or sunlight.
- Turn oxygen off when not in use.
- Do not use smokeless cigarettes (electronic/vaping)

### Cleaning and care for your oxygen equipment

Do all cleaning and disinfecting in a clean environment. Avoid doing it after vacuuming, under an open window, or in dusty, dirty, smoky areas. You should:

- Wipe oxygen equipment with a damp cloth to keep clean and dust free.
- Clean the mask or cannula with a damp cloth - daily.
- Replace the mask or nasal cannula – monthly or as needed.
- Replace the tubing – every three months.
- Clean the external filter every week by:
  - Removing the filter.
  - Rinse the filter thoroughly with warm water.
  - Squeeze water from the filter and pat dry with a clean towel.
  - Reattach the filter.
- If using a humidifier bottle:
  - Turn off the oxygen concentrator before removing
  - Wash your hands before cleaning and refilling
  - Wash bottle with warm soap and water
  - Use distilled water
  - Only fill to max line as indicated. Overfilling may result in extra water in the tubing
  - Screw back onto oxygen concentrator. If cross-threading occurs, oxygen will escapethrough the lid and the concentrator will beep in warning.
  - Turn on oxygen concentrator

## Disposal of Medications

We are required to educate patients and families about medication tracking and disposal policies. When your loved one is receiving services from Mountain Valley, we will monitor all medications for appropriate use. Our agency has provided you with a copy of our policy and federal guidelines for disposal of medications.

Although we monitor and track all medications, we are concerned about those medications that are labeled as “controlled substances”. These are drugs that are regulated by state and federal laws that aim to control the danger of addiction, abuse, physical and mental harm, the trafficking by illegal means, and the dangers from actions of those who have used the substances.

At the time of your loved one’s death, a nurse will visit and review disposal of unused medications. Federal guidelines require that all controlled substances are wasted. **Federal law prohibits the transfer of prescription drugs to any person other than the patient for whom it was prescribed.** Never use medications that are prescribed for someone else. All medications are prescribed based on specific symptoms and medical history. Your loved ones’ medications may be dangerous for someone else.

Most drugs can be thrown in the household trash, but you should take certain precautions before tossing them out. A few drugs should be flushed down the toilet. Any Mountain Valley nurse that visits at the time of death, can instruct you on how to dispose of medications. Mountain Valley staff cannot dispose of the medications or remove any medications from the home.

### Guidelines for disposal of unwanted medications in the home

- Follow any specific disposal instructions on the drug label. Do not flush prescription drugs down the toilet unless this information specifically instructs you to.
- If no instructions are given on the drug label and no take-back program is available in your area, throw the drugs in the household trash, but first:
  - Take them out of their original containers and mix them with an undesirable substance, such as used coffee grounds or kitty litter. The medication will be less appealing to children and pets, and unrecognizable to people who may intentionally go through your trash.
  - Put them in a sealable bag, empty can, or other container to prevent the medication from leaking or breaking out of a garbage bag. Mark through any identifying information on the prescription bottle before throwing away.

### Other resources for disposal and donation of prescription medication

Like you, we are conscious of preserving our resources and not wasting medication that could be used. We have included information about some of the places to donate or recycle medications.

There are limited resources for the disposal of controlled substances. Your local Police Department can also assist with collection and disposal of these medications. Take advantage of community drug take-back programs that allow the public to bring unused drugs to a central location for proper disposal. The Drug Enforcement Administration is sponsoring National Prescription Drug Take Back Days ([www.deadiversion.usdoj.gov](http://www.deadiversion.usdoj.gov)) throughout the United States.

There are also free clinics throughout the state that can use prescription medications that are not expired. They cannot use controlled substances. You can visit the following websites to learn more about clinics that can use these medications:

[www.ncfreeclinics.org](http://www.ncfreeclinics.org) or [www.AWARE Rx.org](http://www.AWARE Rx.org) or [www.projectlazarus.org](http://www.projectlazarus.org)

Policy Number: PC.M70

**MEDICATIONS – USE AND DISPOSAL OF CONTROLLED  
AND OTHER MEDICATIONS**

Page 1 of 2

**Regulatory Citation(s):**42 CFR 418.106(e)(2)(i); 418.106(e)(2)(A); 418.106(e)(2)(B);  
418.106(e)(2)(C)(i-ii); 21 CFR Parts 1300, 1301, 1304; 12VAC5-391-460**L-Tag(s):**

L694, L695, L696, L697, L698

**ACHC:**

HSP7-6B; HSP7-6C

**POLICY:**

MVHPC instructs patients/caregivers in the safe use and disposal of controlled substances and all other medications in accordance with State and Federal regulations.

**DEFINITION:*****Controlled substances** - drugs or other materials that, because of their potential for abuse, are closely regulated by the Federal government and are classified according to Schedules I-V.***PROCEDURES:**

1. At the time when controlled substances are first ordered, the hospice nurse:
  - a. Provides a copy of written policies and procedures on the management and disposal of controlled drugs and other medications to the patient or patient representative and family. Written information is contained in the Training Guide.
  - b. Discusses the hospice's policies and procedures for managing the safe use and disposal of controlled drugs with the patient or representative and the family in a language and manner that they understand to ensure that these parties are educated regarding the safe use and disposal of controlled drugs; and
  - c. Documents in the patient's record that written policies and procedures for managing controlled drugs were provided and discussed with patient and family.
2. The RN Case Manager or designee will monitor and track all medications.
3. The RN Case Manager or designee identifies and documents any misuse or diversion of controlled substances and notifies the attending or hospice physician, the pharmacist, and the Director of Patient & Family Services of further intervention.
4. An incident report is completed for suspected or actual diversion of controlled substances and the IDG, in consultation with the hospice physician, the patient's attending physician (if there is one) and the pharmacist determines the appropriate course of action, including reporting the diversion to the appropriate authorities.

***Disposal of Medications***

1. Medications that are no longer needed by the patient are disposed of in compliance with State and Federal regulations.
2. Only the patient, or a member of his/her household is permitted to dispose of the patient's pharmaceutical controlled substances.
3. All disposal instructions and activities are documented in EMR. MVHPC staff may not dispose or remove any medications from the home. Disposal of IV infusion medications is documented on flow sheet record and in EMR.
4. A hospice nurse will instruct caregiver and/or family member on how to dispose of medications.

**Policy Number: PC.M70, Page 2 of 2**

5. A hospice nurse will notify every pharmacy that has dispensed partial quantities of a Schedule II controlled substance within 48 hours of the patient's death.

***Disposal of Medications – IPU***

1. Medications are disposed of in accordance with state and federal requirement.
2. Accurate records are maintained on the receipt and disposition of all controlled drugs.
3. The N.C. DHHS Department of Controlled Substance inspector will make annual visit (or as needed) for purpose of reconciling and destroying controlled medications.
4. All controlled medications that require disposal are secured in a designated locked cabinet in the medication room and behind a locked door.

*Revised 10/21/21*



## Disaster Planning

**Mountain Valley Hospice & Palliative Care** has a responsibility to our patients, staff, and community to be well prepared in the event of a disaster. A disaster can occur as a result of a naturally occurring incident or a manmade incident.

It is important that we be prepared for disastrous situations before they occur. Your team will work with you on your disaster plan to help guide you during an emergency. Everyone should prepare and plan for disasters. The following information and suggestions will help you to plan ahead and be better prepared.

1. Keep an emergency kit in your home. Include the following items:
  - Candles or kerosene lamp
  - Cigarette lighter (matches are often unreliable)
  - Flashlight and batteries
  - Portable radio with batteries
  - Bottled water
  - First aid kit
2. If a storm is approaching the area, listen to weather updates frequently.
3. Do not let medications fall below a three day supply before refilling.
4. If a disaster situation occurs, our agency will attempt to contact you. If you have left your home and are at a different location, please call our agency and inform the staff of your location. If the agency is unable to contact you due to loss of telephone service, we will be attempting to make the local EMS aware of any of our patients who may need immediate attention. If telephone service is interrupted, you should try to tune in to a local radio station for possible information updates related to the disaster.
5. Keep mobile devices charged.
6. As long as telephone lines are intact, we ask that you contact our agency for any medical needs, so that we may assure that you receive the assistance you need. Attached you will find a listing of emergency telephone numbers.

Emergency Telephone Numbers for North Carolina				
Agency/Service				
MVHPC Hospice Offices	1-888-789-2922			
Aerocare	336-786-1410	336-527-4302	336-786-1410	336-903-0111 or 336-659-0090
Lincare	336-786-2596	336-838-7515 or 336-786-2596		
Duke Energy	1-800-769-3766			
Energy United	1-800-522-3793			
Surry Yadkin Electric	1-800-552-0077			
Red Cross	336-786-4183	336-679-5512	336-679-7225	
Emergency Management Services (EMS)	336-783-9000	336-835-6113	336-783-9000	336-679-4232
Fire/Police	911	911	911	911

Emergency Telephone Numbers for Virginia		
Agency/Service		
<b>MVHPC Hospice Offices</b>	1- 888-789-2922	
<b>Aerocare</b>	276-228-4702	336-659-0090
<b>Horizon Healthcare Management</b>	1-800-220-9292	
<b>Lincare</b>	276-238-8880	276-647-7536
<b>Medi-Home Care Martinsville</b>		276-666-9800
<b>Appalachian Electricity &amp; Power</b>	1-800-956-4237	
<b>Emergency Management Services</b>	276-728-4141 or 276-730-1395	
<b>Red Cross</b>	276-236-2891	
<b>Fire/Police</b>	<b>911</b>	<b>911</b>

# COMPLIANCE





## Compliance

Mountain Valley Hospice & Palliative Care is committed to doing the right thing in every situation, every time. This dedication is important not only because we serve the community but also because a significant portion of our services are reimbursed through governmental programs which require complete integrity.

We want you to notify us if you become aware of any violation of hospice policies or any problems with your care. All persons making a report are assured that the report is confidential. In order to promote anonymous reporting of perceived violations of compliance policies, a hotline has also been established. Only the compliance officer will have access to this information. Thank you for notifying us of any problems with your care.

Kayla Atkins

**Director of Compliance and Education**

1427 Edgewood Drive, Suite 101 Mount Airy, NC 27030

1-336-789-2922 or Toll Free: 1-888-789-2922

katkins@mtnvalleyhospice.org

**Compliance Hotline: 1-888-765-7408**

### Complaint and Appeals Process-North Carolina

You have the right to register any complaint or dissatisfaction with the Hospice services we offer and provide. You may do so without fear of reprisal or termination of services. To register a complaint, please contact:

Jenna Campbell, Chief Clinical Operations Officer 1427 Edgewood Drive, Suite 101

Mount Airy, NC 27030

336-789-2922 or Toll Free: 1-888-789-2922

jcampbell@mtnvalleyhospice.org

You may present your complaint orally or in writing. We promise that you will receive prompt attention. If you are not satisfied with our response, you may contact the following offices, which regulate Hospice services in the areas we serve:

North Carolina Department of Health  
& Human Services

Mail Complaints to:  
2711 Mail Service Center  
Raleigh, NC 27699  
1-800-624-3004 or 919-855-4500

Accreditation Commission for Health Care  
139 Weston Oaks Ct.

Cary, NC 27513  
Toll Free: 855-937-2242  
Local: 919-785-1214 Fax: 919-785-3011  
customerservice@achc.org

For Medicare beneficiaries, reports about quality of care for services covered by Medicare can be reported to Kepro, the Quality Improvement Organization (Toll-Free 1-888-317-0751, TTY 855-843-4776). Kepro will determine if additional action is warranted.

## Complaint and Appeals Process-Virginia

Mountain Valley Hospice & Palliative Care strives to provide exceptional care to individuals with a limited life expectancy and their families. Each employee has been trained and not only meets standards within their profession, but standards that our organization feels important for our employees to have.

However, there are always circumstances which are unforeseen and maybe you feel that an incident needs reporting. Mountain Valley Hospice & Palliative Care has written policies and procedures for addressing complaints. You have the right to lodge complaints without fear of discrimination, reprisal or interruption of care, treatment and services. All complaints are held in strict confidence.

At any time, an individual wishes to express a complaint; they may do so by phone or in writing. Once the complaint is received, it is reported to a supervisor and a complaint log, and complaint record will be completed. The complaint will be reviewed with the appropriate supervisor and an investigation will begin. Contact may be initiated to the complainant for details related to the complaint lodged. We will make at least 3 attempts to reach you by phone to gather information and resolve the complaint. Then a proposed written resolution will be sent to the complainant within 30 days of receipt of the complaint.

All actions taken and follow-up will be documented and recorded. If at any time you are dissatisfied with the resolution, please utilize the agency appeal process. The appeals process is to contact by phone:

First

1. Chief Clinical Operations Officer  
Jenna Campbell, MSN, RN, CHPN  
Direct 336-789-2922  
Toll Free 1-888-789-2922

Next

2. Chief Executive Officer  
Tracey Dobson, RN, MSN  
Direct 336-789-2922  
Toll Free 1-888-789-2922

Next, in writing:

3. The Board of Members  
1477 Carrollton Pike  
Hillsville, VA 24343

You may submit a Virginia Consumer Complaint form in writing or online. To access the form online, you may visit: <https://www.oag.state.va.us/consumercomplaintform/form/start>

In the event the appeals process did not meet your satisfaction, please know you may also contact the Office of Licensure and Certification. This is the state agency which helps regulate Hospices within the Commonwealth of Virginia. They accept complaints in writing, by telephone, fax, email, in person, or anonymously. You may visit them on the web at:

<https://www.vdh.virginia.gov/epidemiology/licensure-and-certification/>

Their contact information is:

Complaint Intake  
Office of Licensure and Certification  
Virginia Department of Health  
9960 Maryland Drive, Suite 401  
Henrico, VA 23233-1463

Metro Richmond Area: 1-804-367-2106  
Fax 1-804-527-4503  
Complaint Hotline 1-800-955-1819

The contact information for our state ombudsman is:

Office of the State Long-Term Care Ombudsman  
Virginia Department for Aging and Rehabilitative  
Services 8004 Franklin Farms Dr.  
Richmond, VA 23229

Phone: 1-804-565-1600 Fax: 1-804-662-7663

Toll free: 1-800-552-3402

State Ombudsman: Joani Latimer

joani.latimer@dars.virginia.gov

Assistant State Ombudsman: Gail Thompson

gail.thompson@dars.virginia.gov

CCC Advocate Manager: Susan Johnson

susan.johnson@dars.virginia.gov

Or: Accreditation Commission for Health Care 139 Weston Oaks Ct.

Cary, NC 27513

Toll Free: 1-855-937-2242 Fax: 919-785-3011

Hours of Operation: 8:00 a.m.-5:00 p.m.

customerservice@achc.org

The Office of Licensure and Certification investigates complaints lodged against medical facilities in the Commonwealth of Virginia that are either licensed by the state or are Medicare/Medicaid certified. This includes, but is not limited to, nursing homes, hospitals, home health agencies, end-stage renal dialysis facilities, outpatient surgical hospitals, hospices and clinical laboratories.

The use of the complaint form will assist the Center in determining if your complaint is within the Center's regulatory jurisdiction. If it is, the Center will conduct an investigation of your complaint and notify you of the results of our findings. If the complaint allegations do not fall within the Office of Licensure and Certification's jurisdiction, your complaint will be referred to the appropriate agency so that it might assist you and we will notify you of that action.

There are some issues, fees for example; that our agency does not regulate. We do regulate the quality of patient care, as governed by state and federal regulations, for licensed medical facilities and federal Medicare/Medicaid facilities.

Please be as thorough as possible when completing the complaint form. The Center reviews evidence that may exist in regard to an individual's allegations, therefore, the earlier you report an incident, the better the opportunity for our office to address your concerns with the appropriate facility staff and review information pertinent to your complaint.

Whenever possible, we encourage patients to directly address their concerns with the facility's administrator. Most medical facilities want to be informed if patients are dissatisfied with the care they have received. Do not hesitate, however, to immediately contact our office, using the toll free number, for complaints that may seriously jeopardize patient health and safety.

At the conclusion of the investigation, we will notify you if the complaint allegations were substantiated and if the facility was directed to take corrective actions.

Medical facilities are governed by federal and/or state regulations: some facilities participate in private, non-governmental accreditation organizations. There may be times that we find your allegations may be proven, however, no federal or state regulatory violation has occurred. In this instance, you have the option of informing the accreditation agency of your concerns or pursuit of other avenues available to health care consumers.

If you have any questions regarding your complaint or this process, please feel free to contact our offices. A copy of the complaint form has been provided for you in your hospice folder.

For Medicare beneficiaries, reports about quality of care for services covered by Medicare can be reported to Livanta, the Quality Improvement Organization

Helpline: 1-888-396-4646

TTY: 1-888-985-2660

Fax: 1-855-236-2423. Livanta will determine if additional action is warranted.



## NOTICE OF NONDISCRIMINATION

Mountain Valley Hospice & Palliative Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Mountain Valley Hospice & Palliative Care does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, or sexual orientation.

### **Mountain Valley Hospice & Palliative Care:**

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages
- 

If you need these services, contact Mountain Valley Hospice & Palliative Care at 1-800-789-2922

If you believe that Mountain Valley Hospice & Palliative Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, or sexual orientation, you can file a grievance with:

Kristie Byrd  
Diversity, Equity, and Inclusion Officer  
1427 Edgewood Drive, Suite 101  
Mount Airy, NC, 27030  
1-888-789-2922  
Fax: 1-336-789-0856  
kbyrd@mtnvalleyhospice.org

You can file a grievance in person by mail, fax, or email. If you need help filing a grievance, Kristie Byrd is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
HHH Building, Room 509F  
Washington, D.C. 20201 800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>

ATTENTION: If you speak English, Language Assistance Services, free of charge, are available to you. Call 1-888-789-2922. (TTY: 711).

### **Spanish - Español**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-789-2922 (TTY: 711).

### **Vietnamese - Tiếng Việt**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-789-2922 (TTY: 711).

### **Chinese - 繁體中文**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-888-789-2922 (TTY : 711)

### **Korean - 한국어**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-789-2922 (TTY: 711) 번으로 전화해 주십시오.

### **French - Français**

ATTENTION: Si vous parlez français, des services d'aide linguistique-vous sont proposés gratuitement. Appelez le 1-888-789-2922 (ATS : 711).

### **Arabic – العربية**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-789-2922 (رقم هاتف الصم والبكم: 711)

### **Gujarati - ગુજરાતી**

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-789-2922 (TTY: 711).

### **Hmong - Hmoob**

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-789-2922 (TTY: 711).

### **Russian - Русский**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-789-2922 (телетайп: 711).

### **German – Deutsch**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-789-2922 (TTY: 711).

### **Tagalog - Tagalog – Filipino**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-789-2922 (TTY: 711).

### **Mon-Khmer, Cambodian - ខ្មែរ**

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-888-789-2922 (TTY: 711)។

## Japanese - 日本語

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-789-2922 (TTY: 711) まで、お電話にてご連絡ください。

## Hindi - हिंदी

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-789-2922 (TTY: 711) पर कॉल करें।

## Laotian - ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-789-2922 (TTY: 711).

## Persian (Farsi) - فارسی

با. باشد می اهم فر (TTY: 711) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما. بگیریید تماس

## Amharic - አማርኛ

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገኙዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-888-789-2922 (መስመሩ ለተሳናቸው: 711).

## Urdu - اُردُو

ک (TTY: 711) خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال 1-888-789-2922

## Bengali - বাংলা

লক্ষ্য করনঃ যিদি আপনি বাংলা, কথা বলেত পারেেন, তাহেল িনঃখরচায় ভাষা সহায়তা পিরেষবা উপল আছ। েফান করন ১1-888-789-2922 (TTY: ১-711)

## Kru (Bassa) – Bàsɔ́-ù-wùdù-po-nyò

Dè dɛ nìà kɛ dyédé gbo: ɔ jũ ké m̀ [Bàsɔ́ ò -wùdù-po-nyò ] jũ ní, nìí, à wuɖu kà kò dò po-poò bɛ̀ in m̀ gbo kpáa. Ðá 1-888-789-2922 (TTY: 711)

## Ibo – Igbo asusu

Ntị: Ọ bụrụ na asụ Ibo, asụsụ aka ọasụ n'efu, defu, aka. Call 1-888-789-2922 (TTY: 711).

## Yoruba - èdè Yorùbá

AKIYESI: Bi o ba nsọ èdè Yorùbú ọfẹ ni iranlọwọ lori èdè wa fun yin o. Ẹ pe ọrọ-ibanisọrọ yi 1-888-789-2922 (TTY: 711).



## NOTICE OF PRIVACY PRACTICES

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.**

***PLEASE REVIEW IT CAREFULLY***

### **OUR RESPONSIBILITIES**

Mountain Valley Hospice & Palliative Care (MVHPC) is required by law to protect the privacy of your health information. We are required to provide you with this Notice of Privacy Practices to describe our legal duties and your rights with respect to your protected health information. We are also required to abide by the terms of this Notice which is currently in effect, and to notify you in the event of a breach of your unsecured health information.

### **HOW WE MAY USE AND DISCLOSURE YOUR HEALTH INFORMATION**

The following describes the ways we may use and disclose your health information for treatment, payment and health care operations.

**Treatment:** MVHPC may use and disclose your health information to coordinate care within the hospice and with others involved in your care, such as your attending physician, members of the hospice's interdisciplinary team and other health care professionals who have agreed to assist us in coordinating your care. For example, we may disclose your health information to a physician involved in your care who needs information about your symptoms to prescribe appropriate medications.

**Payment:** MVHPC may use and disclose your health information so that we or others may bill and receive payment for the care you receive from us. For example, we may be required by your health insurer to provide information regarding your health care status, your need for care and the care that MVHPC intends to provide to you so that the insurer will reimburse you or the hospice for services provided and received.

**Health Care Operations:** MVHPC may use and disclose health information for its own operations to facilitate the functioning of the hospice and as necessary to provide quality care to all of our patients. Health care operations may include such activities as:

- Quality assessment and improvement activities.
- Activities designed to improve health or reduce health care costs.
- Protocol development, case management and care coordination.
- Contacting health care providers and patients with information about treatment alternatives and other related functions that do not include treatment.
- Professional review and performance evaluation.
- Training programs, including those in which students, trainees or practitioners in health care learn under supervision.
- Training of non-health care professionals.
- Accreditation, certification, licensing or credentialing activities.
- Review and auditing, including compliance reviews, medical reviews, legal services and compliance programs.
- Business planning and development, including cost management and planning related analyses and formulary development.
- Business management and general administrative activities of the Hospice.

For example MVHPC may use your health information to evaluate its performance, combine your health information with other patients in evaluating how to more effectively serve all hospice patients, or disclose your health information to members of the hospice's workforce for training purposes.

## **ADDITIONAL PERMITTED USES AND DISCLOSURES OF HEALTH INFORMATION**

**As Required by Law** - We will disclose your health information when we are required to do so by any Federal, State or local law.

**Public Health Risks** - We may disclose your health information for public activities and purposes in order to:

- Prevent or control disease, injury or disability, report disease, injury, vital events such as birth or death and the conduct of public health surveillance, investigations and interventions.
- Report adverse events, product defects, to track products or enable product recalls, repairs and replacements and to conduct post-marketing surveillance and compliance with requirements of the Food and Drug Administration.
- Notify a person who has been exposed to a communicable disease or who may be at risk of contracting or spreading a disease.
- Notify an employer about an individual who is a member of the employer's workforce in certain limited situations, as authorized by law.

**Abuse, Neglect Or Domestic Violence** - We are allowed to notify government authorities if we believe a patient is the victim of abuse, neglect or domestic violence. We will make this disclosure only when specifically required or authorized by law or when the patient agrees to the disclosure.

**Health Oversight Activities** - We may disclose your health information to a health oversight agency for activities including audits, civil administrative or criminal investigations, inspections, licensure or disciplinary action. However, we may not disclose your health information if you are the subject of an investigation and your health information is not directly related to your receipt of health care or public benefits.

**Judicial And Administrative Proceedings** - We may disclose your health information in the course of any judicial or administrative proceeding in response to an order of a court or administrative tribunal as expressly authorized by such order or in response to a subpoena, discovery request or other lawful process, but only when we make reasonable efforts to either notify you about the request or to obtain an order protecting your health information.

**Law Enforcement** - As permitted or required by State law, we may disclose your health information to a law enforcement official for certain law enforcement purposes as follows:

- As required by law for reporting of certain types of wounds or other physical injuries pursuant to the court order, warrant, subpoena or summons or similar process.
- For the purpose of identifying or locating a suspect, fugitive, material witness or missing person.
- Under certain limited circumstances, when you are the victim of a crime.
- To a law enforcement official if we have a suspicion that your death was the result of criminal conduct, including criminal conduct at the hospice.
- In an emergency in order to report a crime.

**Coroners And Medical Examiners** - We may disclose your health information to coroners and medical examiners for purposes of determining your cause of death or for other duties, as authorized by law.

**Funeral Directors** - We may disclose your health information to funeral directors consistent with applicable law and, if necessary, to carry out their duties with respect to your funeral arrangements. If necessary to carry out their duties, we may disclose your health information prior to and in reasonable anticipation of your death.

**Organ, Eye Or Tissue Donation** - We may use or disclose your health information to organ procurement organizations or other entities engaged in the procurement, banking or transplantation of organs, eyes or tissue for the purpose of facilitating the donation and transplantation.

**Research Purposes** - We may, under certain circumstances, use and disclose your health information for research purposes. Before we disclose any of your health information for research purposes, the project will be subject to an extensive approval process. This process includes evaluating a proposed research project and its use of health information and trying to balance the research needs with your need for privacy. Before we use or disclose health information for research, the project will have been approved through this research approval process. Additionally, when it is necessary for research purposes and so long as the health information does not leave our organization, it may disclose your health information to researchers preparing to conduct a research project, for example, to help the researchers look for individuals with specific health needs. Lastly, if certain criteria are met, we may disclose your health information to researchers after your death when it is necessary for research purposes.

**Limited Data Set** - We may use or disclose a limited data set of your health information, that is, a subset of your health information for which all identifying information has been removed, for purposes of research, public health, or health care operations. Prior to our release, any recipient of that limited data set must agree to appropriately safeguard your health information.

**Serious Threat To Health Or Safety** - We may, consistent with applicable law and ethical standards of conduct, disclose your health information if, in good faith, we believe that such disclosure is necessary to prevent or lessen a serious and imminent threat to your health or safety or to the health and safety of the public.

**Specified Government Functions** - In certain circumstances, the Federal regulations authorize us to use or disclose your health information to facilitate specified government functions relating to military and veterans, national security and intelligence activities, protective services for the President and others, medical suitability determinations and inmates and law enforcement custody.

**Worker's Compensation** - We may release your health information for worker's compensation or similar programs.

## **OTHER USES AND DISCLOSURES OF YOUR HEALTH INFORMATION TO WHICH YOU MAY AGREE OR OBJECT**

**Facility Directory:** When you are in our hospice facility, we may disclose certain information about you, including your name, your general health status, your religious affiliation and the patient suite you are in at the facility. We may disclose this information to people who ask for you by name. Please inform us if you want to restrict or prohibit some or all of the information that may be provided.

**Persons Involved in Your Care:** When appropriate, we may share your health information with a family member, other relative or any other person you identify if that person is involved in your care and the information is relevant to your care or the payment of your care. We also may notify your family about your location or general condition or disclose such information to an entity assisting in a disaster relief effort.

You may ask us at any time not to disclose your health information to any person(s) involved in your care. We will agree to your request unless circumstances constitute an emergency or if the patient is a minor.

**Fundraising Activities:** MVHPC, our hospice foundation, or our business associate may use information about you, including your name, address, telephone number and the dates you received care, in order to contact you for fundraising purposes. You have the right to opt-out of receiving these communications from us. If you do not want us to contact you for fundraising purposes, notify: *Sara Tavery, Senior Director of Philanthropy 1-888-789-2922* and indicate that you do not wish to receive fundraising communications.

## **AUTHORIZATIONS TO USE OR DISCLOSE HEALTH INFORMATION**

Other than the permitted uses and disclosures described above, MVHPC will not use or disclose your health information without an authorization signed by you or your personal representative. If you or your representative sign a written authorization allowing us to use or disclose your health information, you may cancel the authorization (in writing) at any time. If you cancel your authorization, we will follow your instructions except to the extent that we have already relied upon your authorization and taken action.

The following uses and disclosures of your health information will only be made with your signed authorization:

1. Uses and disclosures for marketing purposes;
2. Uses and disclosures that constitute a sale of health information;
3. Most uses and disclosures of psychotherapy notes, if we maintain psychotherapy notes; and
4. Any other uses and disclosures not described in this Notice.

## **YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION**

You have the following rights regarding your health information:

- **Right to request restrictions** - You have the right to request restrictions on uses and disclosures of your health information for treatment, payment and health care operations. You have the right to request a limit on the disclosure of your health information to someone who is involved in your care or the payment of your care. We are not required to agree to your request, unless your request is for a restriction on a disclosure to a health plan for purposes of payment or health care operations (and is not for purposes of treatment) and the medical information you are requesting to be restricted from disclosure pertains solely to a health care item or service for which you have paid out-of-pocket in full. If you wish to make a request for restrictions, please contact the Privacy Officer – *Anita Smith, Compliance Specialist, 1427 Edgewood Drive, Suite 101, Mount Airy, NC, 27030 or Toll Free at 1-888-789-2922.*
- **Right to receive confidential communications** - You have the right to request that we communicate with you in a certain way. For example, you may ask that the hospice only conduct communications pertaining to your health information with you privately with no other family members present. If you wish to receive confidential communications, please contact the Privacy Officer – *Anita Smith, Compliance Specialist, 1427 Edgewood Drive, Suite 101, Mount Airy, NC, 27030 or Toll Free at 1-888-789-2922.* We will not request that you provide any reasons for your request and will attempt to honor any reasonable requests for confidential communications.



- **Right of access to inspect and copy your health information** - You have the right to inspect and copy your health information, including billing records. A request to inspect and copy records containing your health information may be made to the Privacy Officer – *Anita Smith, Compliance Specialist, 1427 Edgewood Drive, Suite 101, Mount Airy, NC, 27030 or Toll Free at 1-888-789-2922*. If you request a copy of your health information, we may charge a reasonable fee for copying and assembling costs associated with your request.  
You have the right to request that we provide you, an entity or a designated individual with an electronic copy of your electronic health record containing your health information, if we use or maintain electronic health records containing patient health information. We may require you to pay the labor costs incurred in responding to your request.
- **Right to amend health care information** - You or your representative have the right to request that we amend your records, if you believe that your health information is incorrect or incomplete. That request may be made as long as the information is maintained by us. A request for an amendment of records must be made in writing to Privacy Officer – *Anita Smith, Compliance Specialist, 1427 Edgewood Drive, Suite 101, Mount Airy, NC, 27030 or Toll Free at 1-888-789-2922*. MVHPC may deny the request if it is not in writing or does not include a reason for the amendment. The request also may be denied if your health information records were not created by us, if the records you are requesting are not part of our records, if the health information you wish to amend is not part of the health information you or your representative are permitted to inspect and copy or if, in our opinion, the records containing your health information are accurate and complete.
- **Right to an accounting** - You or your representative have the right to receive an accounting of disclosures of your health information made by MVHPC for the previous six (6) years. The accounting will not include disclosures made for treatment, payment or health care operations unless we maintain your health information in an Electronic Health Record (EHR). The request for an accounting must be made in writing to the Privacy Officer – *Anita Smith, Compliance Specialist, 1427 Edgewood Drive, Suite 101, Mount Airy, NC, 27030 or Toll Free at 1-888-789-2922*. The request should specify the time period for the accounting starting on or after April 14, 2003. We would provide the first accounting you request during any 12-month period without charge. Subsequent accounting requests may be subject to a reasonable cost-based fee.
- **Right to opt-out of fundraising** - You or your representative have the right to opt-out of receiving fundraising communications. Instructions for how to opt-out are included in each fundraising solicitation you receive.
- **Right to receive notification of a breach** - You or your representative have the right to receive notification of a breach of your unsecured health information. If you have questions regarding what constitutes a breach or your rights with respect to breach notification, please contact the Privacy Officer – *Anita Smith, Compliance Specialist, 1427 Edgewood Drive, Suite 101, Mount Airy, NC, 27030 or Toll Free at 1-888-789-2922*.
- **Right to a paper copy of this notice** - You or your representative have a right to a separate paper copy of this Notice at any time, even if you or your representative have received this Notice previously. To obtain a separate paper copy, please contact the Privacy Officer – *Anita Smith, Compliance Specialist, 1427 Edgewood Drive, Suite 101, Mount Airy, NC, 27030 or Toll Free at 1-888-789-2922*.

## **CHANGES TO THIS NOTICE**

MVHPC reserves the right to change this Notice. We reserve the right to make the revised Notice effective for health information we already have about you, as well as any health information we receive in the future. We will post a copy of the current Notice in a clear and prominent location to which you have access. The Notice also is available to you upon request. The Notice contains, at the end of this document, the effective date. In addition, if we revise the Notice, we will offer you a copy of the current Notice in effect.

## **IF YOU HAVE ANY QUESTIONS REGARDING THIS NOTICE**

MVHPC has designated the Privacy Officer – *Anita Smith, Compliance Specialist* as its contact person for all issues regarding patient privacy and your rights under the Federal privacy standards. You may contact this person at: *1427 Edgewood Drive, Suite 101, Mount Airy, NC, 27030* or Toll free at: *1-888-789-2922*.

## **COMPLAINTS**

You or your personal representative has the right to express complaints to the hospice and to the Secretary of the U.S. Department of Health and Human Services if you or your representative believe that your privacy rights have been violated. Any complaints to the hospice should be made in writing to the Compliance Officer – *Kayla Atkins, Director of Compliance and Education, 1427 Edgewood Drive, Suite 101, Mount Airy, NC, 27030*. We encourage you to express any concerns you may have regarding the privacy of your information. You will not be penalized in any way for filing a complaint.

## **EFFECTIVE DATE**

**This Notice is effective September 23, 2013.**

## **Surveys**

Mountain Valley Hospice & Palliative Care is committed to providing the best experience for those we serve. We care about you and your loved one. Not only do we provide support for physical symptoms but emotional and spiritual support too. After your loved one dies, you will receive a survey about the services you received from your hospice team. We actively use feedback to constantly improve our delivery of our services and provide the best possible service. Participation in any survey is voluntary and will not affect the services you receive, including bereavement services.

While receiving hospice care, please reach out to your hospice team if you have any concerns. You do not have to wait until you receive a survey for us to listen to your concerns. As soon as we know of a concern, your hospice team will develop a plan to make sure you and your loved one receive the care you deserve.

# **Woltz Hospice Home & SECU Hospice Care Center of Yadkin**

**and**

**General Inpatient  
Hospital Admissions  
(Hospice)**



## **Woltz Hospice Home and SECU Hospice Care Center of Yadkin**

### **WELCOME!**

The Board of Members, staff, and volunteers of Mountain Valley Hospice and Palliative Care welcome you to the Joan and Howard Woltz Hospice Home and the SECU Hospice Care Center of Yadkin. We are honored to spend this special time with you, your family and loved ones. We will partner with you to ensure that your needs are met. Our multidisciplinary care team will partner with you to identify your goals and wishes and will work towards helping to achieve your goals and honor your wishes. We hope that you will find the following information useful. Please feel free to ask a member of our staff if you have any questions.

Joan and Howard Woltz were pioneers of Hospice Care in Surry County, beginning with planning and training of hospice volunteers in 1982. Hospice of Surry County began serving patients in 1983.

Mountain Valley Hospice and Palliative Care is a community not-for-profit corporation, formed in 2005 with the merging of Northern Hospice and Hospice of Surry County Inc. We currently serve patients in Alleghany, Davidson, Davie, Forsyth, Iredell, Stokes, Surry, Wilkes and Yadkin counties in North Carolina; and Carroll, Floyd, Franklin, Grayson, Henry, Patrick, Pittsylvania, Pulaski and Wythe counties in Virginia. Construction of the Hospice Home began in 2007 after a local fundraising campaign capped by a donation from the Joan and Howard Woltz Family and we began hosting patients in March of 2009.

Our goal is to provide every patient with the highest standard of comfort care and symptom control possible. We strive to achieve this through the hiring, training, and continuous educating of staff dedicated to improving the quality of life for patients with life-limiting illnesses. We believe this is best achieved with a multidisciplinary team approach to patient care. Our staff members are specially trained in the management of advanced disease, end of life care, Palliative Care, and grief support.

We are honored to share in this special time with you and your family. Our staff will make visits based on a schedule that is established with you and your family. The frequency of these scheduled visits will depend upon your specific needs. If you have any questions or comments, please feel free to ask a member of our staff.

## **Joan & Howard Woltz Hospice Home**

The Joan & Howard Woltz Hospice Home is located at 945 Zephyr Road, Dobson, NC 27017. This facility features a lovely view of the Blue Ridge Mountains in the middle of peaceful farmland. Since 2009, it has served residents of Surry County and surrounding areas. The 22,000-square-foot facility features:

- 20 patient suites with outdoor patios
- Two family rooms
- Chapel
- Kitchen with dining area
- Children's playroom
- Volunteer room
- Meditation garden
- On-site camper hookups

## **SECU Hospice Care Center of Yadkin**

The SECU Hospice Care Center of Yadkin is located at 243 North Lee Avenue, Yadkinville, NC 27055. This facility opened on August 1, 2017. It features a beautiful courtyard with a peaceful surrounding. The 10,000 square foot facility features:

- Six patient suites with outdoor patios
- Family room
- Chapel
- Kitchen with dining area
- Children's playroom
- Teen room
- Community meeting room with a covered patio
- Sunroom

**To take a virtual tour of our facilities, visit: [mtnvalleyhospice.org/services/care-centers/](https://mtnvalleyhospice.org/services/care-centers/)**

## **Your Additional Hospice Team while at Facility**

In addition to the team found on page 6, our facilities staff includes:

### **Dietary Staff**

Our dietary staff will provide you or your loved one with nutritious meals and snacks. Please let your nurse know of any food preferences or allergies. All dietary staff are ServSafe certified.

### **Housekeeping Staff**

Our housekeeping staff are trained in CDC guidelines for effective cleaning/disinfecting and will keep your room safe, clean and fresh.

### **Clerical Staff**

Team Desk Secretaries will keep the lines of communication open and our records up to date.

## **VISITORS AND GUESTS**

Visitors of all ages are welcome at our facilities. Visitors are asked to sign in and out of the facility in the guest book. Please use the main entrance doors when entering or leaving the facility. Guest must wear shoes and appropriate attire at all times.

In addition to spending time in patient rooms and porches, there are several public spaces intended for your use. There are family rooms with a full kitchen where families can help themselves to snacks or meals graciously provided by individuals, volunteers, area churches, families, and groups. You may store foods in the refrigerator. Containers must be labeled with name and date. Health regulations require our staff to dispose of any food left in the refrigerator for more than 72 hours. Guests are asked to clean up after themselves. Staff will dispose of any unlabeled and undated open items.

Our Children's Room has a television and toys for our younger guests. We do ask that children are supervised at all times and request your help with our goal to provide a quiet peaceful environment for our patients. The playroom hours are from 10:00 am until 8:00 pm. Our outdoor playground is available, weather permitting and with adult supervision.

We want families to be available to support their loved one. We do not have set visiting hours. We do, however provide quiet time for our patients from 10:00 pm to 8:00 am and ask your help in preserving this.

Additional seating is available for patient rooms upon request. Please do not move furniture from other rooms to accommodate visitors. If extra seating is needed, please ask a staff member.

Twin pull out sofas are available in all rooms and cots are available upon request for a family member to spend the night. However, many patients find they feel more comfortable and can rest better when they know their family members are going home at night and taking care of themselves.

At the Joan and Howard Woltz Hospice Home, we offer two hookups on campus for RVs for the convenience of visiting family members. For more information, check with our staff. A sheltered picnic area is located adjacent to the RV hookups. This shelter is not a smoking area.

## **ENVIRONMENT**

Our facilities are a peaceful, comfortable and family friendly environment for our patients and their guests. Profanity, loud or aggressive behaviors will not be tolerated.

We are proud of our facilities. The outside grounds and private areas are for our patients and families to enjoy. Please be respectful of others. Do not allow your children to play in the ponds or fountains. Please place all trash in receptacles located outside of the building.

## **PERSONAL PROPERTY**

Patients and families are encouraged to bring personal items to help them more feel comfortable and at home. Any electrical item will have to be approved by our maintenance staff before being plugged in. We do not assume responsibility for any items or valuables kept in rooms. Valuables may be locked at the nurses' workstation. If the patient elects to keep valuables in his or her room, an inventory will be offered upon discharge/transfer in addition to the admission inventory. All personal items must be removed from the facility upon discharge. Family will be notified of any items that need to be picked up. Items left longer than 2 weeks will be discarded or donated to charity. Fresh cut holiday trees and other cut/dried decorations may not be brought into the facility.

## **LINENS AND LAUNDRY**

Linens are changed as necessary to maintain a comfortable and clean environment. Facility linens are professionally laundered. There is a laundry room for family use, or you may elect to take loved ones personal items home for laundering. Due to possible risk of infection, all personal clothing laundered in the facility must be washed on the HOT setting with the laundry products provided by the facility. Please ask a staff member for additional linen. Do not remove linens from the linen carts. Please limit family use of linens to just what is needed for the individual who is staying overnight.

## **TELEPHONES**

Every patient room has a telephone for local calls. Use of personal cell phones is encouraged for personal long-distance calling. Other long-distance calls are limited to collect and credit card calling and must be made from the nurses' workstation. There is a *Do Not Disturb* feature on the phones which allows for recorded voicemail messages that can be returned at a later time. To place phone on *Do Not Disturb*, press 401. To release *Do Not Disturb*, press 400. To retrieve messages, press the flashing message button, then enter the password ('0' + patient's room number).

## **FRAGRANT FLOWERS**

Flowers are always thoughtful gifts. Avoid sending highly fragrant flowers. They affect patients, families and staff that may be sensitive or allergic to fragrances. Choose arrangements that are fragrance free and easy to maintain.



## **SAFETY**

Our facilities have specific policies in place for a variety of situations and emergencies. A generator ensures uninterrupted electrical power.

The building has been equipped with fire alarms and a sprinkler system. Periodic fire drills and disaster drills are conducted. Staff will provide you with instructions on what to do during these drills. In the event of true emergency, our staff will notify the local emergency services and provide information, direction and assistance as necessary. Signs are posted throughout the building indicating evacuation routes.

In order to comply with local and state fire safety regulations, silk or artificial floral arrangements or wreaths are not permitted in patient areas or hallways. Cut/dried holiday decorations are not permitted.

Visitors are asked to use the front door and sign in and out of the guest book. Vendors are asked to use service entrance when possible and appropriate. Vendors and outside service providers are asked to wear a visitor tag when entering the building.

Patio doors are locked from the outside. Please do not prop doors open as safety alarms may be deactivated. For your safety, we ask that you keep the outside room doors closed and windows locked. For the protection of our patients and visitors, individual patio doors will alarm when opened at any time of day or night. Patio door alarm can be momentarily silenced on request, by the staff at the nurses' workstation.

All main exterior doors are locked from dusk to 6:00 AM. Visitors must enter through the main entrance after hours by ringing the doorbell. The building is equipped with a surveillance video monitoring system and staff makes routine safety/security checks 24 hours per day. Law enforcement is notified for threats, aggressive behavior or any suspicious activity. Doors may be locked at any time there is a threat to safety. Visitors will be asked to ring doorbells for access.

## **SMOKING**

There is no smoking allowed anywhere in the facility or anywhere on the grounds, including the parking lot. Please leave the property completely if you wish to smoke. Patients who smoke may request a nicotine patch in order to help them with cravings.

## **ILLEGAL DRUGS & ALCOHOL**

No illegal drugs are permitted on our facilities.

If prescribed by a physician and included in the patient's plan of care, an occasional alcoholic beverage can be enjoyed by our patients. These beverages will be provided by the patient or family and kept in the nutrition station to be offered at specified times. Family members and other guests may not consume alcoholic beverages in the facilities or on the grounds.

## **WEAPONS**

Patients and visitors may not bring guns, knives or weapons of any kind onto the facilities. Aggressive, violent behavior will not be tolerated by any person on the premises. Law enforcement make routine checks and will be summoned by staff for any aggressive, threatening or violent behavior by anyone in the facility or on the facility property.

## **PREVENTING INFECTION**

For the well-being of our patients, visitors and staff, we ask that you delay visiting if you are experiencing symptoms of cold, flu or other potentially contagious illness.

Hand Sanitizers, facial tissues and masks are available at stations located throughout the building. For your safety and the safety of others, please wear shoes outside of patient rooms.

We follow standard precautions. You can be confident that good hand washing, and use of proper protective equipment will be used by any of our staff members when caring for your loved one.

## **PETS**

Recognizing that pets may be valued member of the family, we do allow patient's small pets to be brought into the facilities to visit their owners; provided that they have proof of immunization and are kept on a leash or in a crate and under control at all times. Before bringing a pet, we require that you discuss the type and disposition of the animal with your nurse, and provide us with written proof of immunization from your vet. Family members are expected to care for and clean up after animals.

Certified pet therapy will be provided to interested patients and families on an intermittent basis. Pets can be protective of sick owners, any pets exhibiting aggressive behavior must be removed from the premises immediately.

## **RESTRAINT FREE FACILITY**

Our patients have the right to have their symptoms managed effectively. Every effort will be made to ensure comfort, dignity and safety. It is the policy of Mountain Valley Hospice NOT to utilize restraints in the facility.

Distressing symptoms that place patients at risk for injury will be addressed with aggressive symptom management that begins with thorough medical, nursing and interdisciplinary assessment and interventions. Bed alarms may be utilized, the use of patient assist rails and keeping the bed in lowest position are some of the non-medical interventions used to keep patients safe. Patients who are at risk for injury are monitored more frequently by the interdisciplinary team members and volunteers. In some cases, family members or friends may be asked to stay with their loved one until his or her symptoms have been relieved.

**General Inpatient Hospital Admissions (Hospice)**

Please review the following information about your General Inpatient Hospital Admission (Hospice):

- Your Hospice Team.....6-16
- Patient/Family Rights and Responsibilities.....17
- Compliance.....57
- Notice of Nondiscrimination.....61
- Notice of Privacy Practices.....65

Please contact us at 1-888-789-2922 for any questions or additional assistance.

## Medicare/Medicaid Hospice Election Statement

I, \_\_\_\_\_ (Beneficiary Name), choose to elect the Medicare/Medicaid hospice benefit and receive Hospice services from **Mountain Valley Hospice & Palliative Care (MVHPC)**.

### Hospice Philosophy

I acknowledge that I have been given a full explanation and understand the purpose of hospice care. Hospice care is to relieve pain and other symptoms related to my terminal illness and related conditions and such care will not be directed toward cure. The focus of hospice care is to provide comfort and support to both me and my family/caregiver.

### Effects of a Medicare/Medicaid Hospice Election

I understand that by electing hospice care under the Medicare/Medicaid Hospice Benefit, I am waiving all rights to Medicare/Medicaid payments for services related to my terminal illness and related conditions. I understand that while this election is in force, Medicare/Medicaid will make payments for care related to my terminal illness and related conditions only to **MVHPC** hospice and the designated attending physician that I have selected. I understand that services not related to my terminal illness or related conditions will continue to be eligible for coverage by Medicare/Medicaid.

I understand that items, services, and drug unrelated to my terminal illness and related conditions are exceptional and unusual and, in general, the hospice will be providing virtually all of my items, services, and drugs while I am under a hospice election. The items, services, and drugs determined to be unrelated to my terminal illness and conditions continue to be eligible for coverage by Medicare under separate benefits.

Medicaid recipients under the age of 21 do not have to waive rights to curative treatment in order to enroll in the hospice benefit.

### Right to Choose an Attending Physician

I understand that I have a right to choose my attending physician to oversee my care. My attending physician will work in collaboration with **MVHPC** to provide care related to my terminal illness and related conditions. An attending physician is the physician identified as having the most significant role in the determination and delivery of my care.

- ☐ I do not wish to choose an attending physician and understand that the hospice medical director or designee will provide any physician services required by my plan of care.

I acknowledge that my choice for an attending physician is: \_\_\_\_\_

Physician Full Name—First, MI, Last/Title)

\_\_\_\_\_ (NPI# if known)

Office Address: \_\_\_\_\_

### Right to Request “Patient Notification of Hospice Non-Covered Items, Services, and Drugs (Medicare Only)”

- As a Medicare beneficiary who elects to receive hospice care, you have the right to request at any time, in writing, the **“Patient Notification of Hospice Non-Covered Items, Services, and Drugs”** addendum that lists conditions, items, services, and drugs that the hospice has determined to be unrelated to your terminal illness and related conditions, and that will not be covered by the hospice.
- The hospice must furnish this notification within 5 days, if you request this form on the start of care date, and within 72 hours (or 3 days) if you request this form during the course of hospice care.

### Right to Immediate Advocacy with BFCC-QIO (Medicare Only)

- As a Medicare beneficiary, you have the right to contact the Beneficiary and Family-Centered Care Quality Organization (BFCC-QIO) to request immediate advocacy if you disagree with any of the Hospice’s determinations. The BFCC QIO that services your area is:
  - North Carolina: KEPRO Contact Information: 888-317-0751 (toll-free); 855-843-4776 (TTY); [www.keproqio.com](http://www.keproqio.com)
  - Virginia: Livanta Contact Information: 888-396-4646 (toll-free); 888-985-2660 (TTY); [www.livantaqio.com](http://www.livantaqio.com)

I acknowledge and understand the above, and authorize Medicare/Medicaid hospice coverage to be provided by MVHPC to begin on \_\_\_\_\_ (Effective Date of Election)

**Note:** Effective date of election, which may be the first day of hospice care or a later date; but may be no earlier than the date of the election statement. An individual may not designate an effective date that is retroactive.



## Patient Consent for Care and Service Agreement

### Hospice Overview

1. The goal of hospice is to maintain quality of life through the management of pain and other symptoms when no further curative measures are planned. **Mountain Valley Hospice & Palliative Care (MVHPC)** staff will also provide emotional and spiritual support (when requested) to me and my family and/or primary caregiver.
2. \_\_\_\_\_ will be considered the person most involved in my care/primary caregiver. This means he/she will be the person assisting in coordination of my care. Hospice does not take the place of the caregiver, but rather provides support to my caregiver.
3. Care will be provided by all team members per agreed upon schedule and as needed visits. On-call services are always available 24 hours/day, by calling **MVHPC** at 1-888-789-2922.

**Acknowledgement of Information:** I acknowledge that I have been given a verbal explanation of the topics below and that additional information is in the written Reference Guide I received.

Advance Directives

Basic Home Safety

Drug Disposal

Patient Rights/Responsibilities

Infection Control

Notice of Privacy Practices

Financial Responsibility

Emergency Preparedness

Notice of Non-Discrimination

### Financial Agreement

#### Liability for Payment

I certify that all the information given by me to the organization is correct for requesting and applying for payment under Title XVIII (Medicare), Title XIX (Medicaid) of the Social Security Act, and/or from any third-party payer that I have now or may obtain in the future. I understand and agree to pay deductibles, co-payments, spend downs and any amount due after payment of benefits on my behalf by any and all third-party payers. I understand that services provided to me by **MVHPC** will be billed as follows:

- ☐ Medicare/Medicaid Hospice Benefit pays 100% of all care related to the hospice diagnosis and related conditions.
- ☐ Medicaid (Project 100% coverage after meeting spend down and/or other requirements)
- ☐ Insurance (Coverage varies with individual policy). The patient's anticipated payment amounts per day will be provided in writing when the insurance company informs **MVHPC** of the patient's financial liability. Refer to Fee Schedule information in the Reference Guide. **When known at time of Admission:** Project \_\_\_\_\_% of charges to be covered after deductible met. (Specify amounts \_\_\_\_\_)
- ☐ Self-Pay (No coverage). Complete Sliding Fee Application. Patient/family are required to pursue Medicare/Medicaid eligibility and provide supporting documentation related to income and ability to pay.
- ☐ Room and Board in our Inpatient Facilities must be privately paid by the patient or their financial representative and is not reimbursed by Medicare, Medicaid or Commercial insurance or Long Term Care Insurance.

#### Assignment of Benefits

I request that payment of authorized benefits be made on my behalf directly to **MVHPC**.

#### Authorization for Release of Information

I hereby consent to and authorize the organization to release and receive information for the purposes of treatment, payment, and health care operations. The exchange of information may occur between, but is not limited to, physicians, third party payers, other health care providers, and regulatory and/or accrediting reviewers. I understand that I have the right to object in writing to the release of my medical records.

### Advance Directives

I understand that the Federal Patient Self-Determination Act of 1990 requires that I be made aware of my right to make healthcare decisions for myself. I understand that I may express my wishes in a document called an Advance Directive so that my wishes may be known when I am unable to speak for myself.

☐ I do not have an Advance Directive

☐ I have an Advance Directive *(Mark all that apply) Please provide a copy to MVHPC*

☐ Living Will

☐ Health Care Power of Attorney

☐ General Power of Attorney

☐ POST Form *(Please provide a copy to the agency)*

☐ Do Not Resuscitate (DNR) Order

☐ MOST Form *(Please provide a copy to the agency)*

### Primary Caregiver and Legal Representative

Most Involved Person (Primary Caregiver)	Legal Representative (Guardian, HCPOA, Next of Kin)
Name:	Name:
Phone Number:	Phone Number:
Relationship to Patient:	Relationship to Patient:
Mailing Address:	Mailing Address:
Email Address:	Email Address:

**This Agreement** is applicable to this admission to **MVHPC**. I understand what I have read and what was explained to me and agree to the terms and conditions as above. Additionally, I understand that either party may terminate this agreement for any reason and/or at any time.

Signature of Patient: \_\_\_\_\_ Date: \_\_\_\_\_

Patient's Legal Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Relationship to Patient: \_\_\_\_\_

Reason Patient Unable to Sign: \_\_\_\_\_

MVHPC Representative: \_\_\_\_\_ Date: \_\_\_\_\_

## NOTES

[illegible]

[illegible]



## **Mountain Valley Hospice & Palliative Care**

**Office Locations    Phone: 1-888-789-2922**

### **Elkin**

968 North Bridge Street  
Elkin, NC 28621  
336.526.2650

### **Hillsville**

1477 Carrollton Pike  
Hillsville, VA 24343  
276.728.1030

### **Martinsville**

240 Commonwealth Blvd. West  
Unit 602B  
Martinsville, VA 24112  
276.403.4764

### **Mount Airy**

1427 Edgewood Drive  
Suite 101  
Mount Airy, NC 27030  
336.789.2922

### **Pilot Mountain**

129 Veterans Drive  
Pilot Mountain, NC 27041  
336.368.1260

### **Yadkinville**

243 North Lee Avenue  
Yadkinville, NC 27055  
336.679.2466

### **Joan & Howard Woltz**

#### **Hospice Home**

945 Zephyr Road  
Dobson, NC 27017  
Phone: 336-356-5000

### **SECU Hospice Care Center of Yadkin**

243 North Lee Avenue  
Yadkinville, NC 27055  
Phone: 336-677-1692



ACCREDITED

**Mountain Valley Hospice & Palliative Care is certified by the Centers for Medicare and Medicaid Services and is accredited by Accreditation Commission for Health Care.**





Creating **The** best  
experience for those  
facing serious illness...

**Every** Patient,  
**Every** Family,  
**Every** Time.

