

Patient and family

TRAINING GUIDE



Help when you need it

When you need help or have a question, it is important that you are able to contact your Mountain Valley hospice care team.

Your assigned hospice care team will visit on a schedule that is established with you and your family. Your team is available to provide the support you need to be comfortable. Services are available 24 hours a day, seven days a week. We have a dedicated team of professionals who work after regular business hours to help meet your needs.

Your hospice care team is available any time you have a need or question. Those needs or questions may include:

- o When your loved one is having pain
- o When your loved one is having trouble breathing
- o When your loved one has fallen or is injured
- o When you have questions about pain medicine
- o When you have questions about side effects of medicines
- o If you have questions about your loved one's condition
- o If you need emotional support
- o If you need religious or spiritual support
- o When your loved one passes away

In an emergency, call 911.

Office Locations

Mount Airy, NC

1427 Edgewood Drive
Suite 101
Mount Airy, NC 27030
(336) 789-2922

Elkin, NC

968 North Bridge Street
Elkin, NC 28621
(336) 526-2650

Hillsville, VA

1477 Carrollton Pike
Hillsville, VA 24343
(276) 728-1030

Martinsville, VA

240 Commonwealth Blvd
West, Unit 602B
Martinsville, VA 24112
(276) 403-4764

Pilot Mountain, NC

129 Veterans Drive
Pilot Mountain, NC 27041
(336) 368-1260

Yadkinville, NC

243 North Lee Avenue
Yadkinville, NC 27055
(336) 679-2466

Inpatient Unit Locations

**Joan & Howard Woltz
Hospice Home, Dobson, NC**
945 Zephyr Road
Dobson, NC 27017
(336) 356-5000

**SECU Hospice Care Center
of Yadkin, Yadkinville, NC**
243 North Lee Avenue
Yadkinville, NC 27055
(336) 677-1692

In the unlikely event you are ever unable to speak directly to someone at one of the office location phone numbers listed above, please call the Joan & Howard Woltz Hospice Home.



For 40 years, Mountain Valley has been honored to offer compassionate, caring service to members of our communities. On behalf of everyone at Mountain Valley, I want to thank you for choosing us to assist with the care of your loved one.

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 training 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.

Mountain Valley's team approach to hospice care includes the patient, loved ones, providers, nurses, social workers, personal care aides, spiritual care coordinators and volunteers. A nurse visits regularly to help manage individual needs. The nurse and certified nursing assistant teach you how to perform simple caregiver tasks. In addition to providing emotional support, your social worker can provide information about legal issues and lead you to community resources that may be helpful in your situation.

The staff and volunteers of Mountain Valley can teach you many skills. These skills, combined with your love and commitment, ensure the very best care. Because every moment matters, we strive to meet the physical, emotional, and spiritual needs of your loved one, enabling you to do and say the things that mean the most and fulfill important wishes.

We want you to know we are here for you. If you have any questions or need additional information, please feel free to ask your team members or call the telephone number at the front of this guide. It is very important to us that you feel confident that support and care are available to you anytime, day and night.

We are honored and privileged to serve you, your loved ones and family.

Tracey S. Dobson, RN, MSN
President and Chief Executive Officer

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.



Every
moment
matters

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Getting Started with Mountain Valley

Referrals may come from a doctor, nurse, social worker, family/friend, patient or clergy.

Care is provided in a private home, group home, nursing facility, hospital or one of our hospice care centers; The Joan & Howard Woltz Hospice Home or SECU Hospice Care Center of Yadkin.

Can patients keep their own doctor?

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

What happens if the patient 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?

Patients always have the choice to discontinue services by signing a revocation form. If a patient's condition stabilizes, your Mountain Valley team will discuss discharge with the patient and family. If you notice changes in the patient'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.

What to do when your loved one is experiencing end of life changes

Contact your hospice team if your loved one:

- feels cool, use a warm blanket.
- is feverish, use a cool washcloth to the forehead or use a fan in the room.
- is sleeping, let them sleep. Play soft music if you feel this would provide comfort.
- becomes withdrawn or difficult to arouse, you may want to plan visits and activities for times of day your loved one is most alert.
- becomes confused about the time, place or names of people, identify yourself or any visitors. Remind your loved one of your presence.
- becomes restless, contact your hospice team. Try to hold your loved one's hand, play soft music, and provide reassurance.
- has visions of others who have already passed away, affirm the experience, as it can be a source of comfort.
- loses bowel or bladder control, check your loved one frequently to ensure they are dry and comfortable.
- stops eating or drinking, this is normal. Follow your loved one's cues. Provide mouth care to keep mouth and lips moist.
- becomes congested or there is a change in their breathing, contact your hospice team. Elevating the head of the bed and turning your loved one on their side may help with their comfort.

When your loved one passes away

- Contact your hospice team
- Breathing and heartbeat will stop
- There will be no response to your voice or touch
- Their eyes may be partially open
- The jaw will relax and the mouth may open
- There may be a loss of bowel and bladder control

Your hospice team

Caregiver (Also known as primary caregiver)

The primary caregiver of a hospice patient may be a family member, friend, or hired caregiver. Several people may work together to provide care for the patient, although one person needs to be designated as the "primary" person. The primary caregiver is responsible for overseeing the care of the patient in the home, particularly when the patient is no longer able to care for himself/herself. You now have the help of members of a trained hospice team who visit regularly, while you remain in charge of your loved one's care.

The services of the hospice team are not meant to take the place of the primary caregiver, but to supplement the care the patient already receives in their home or residential facility.

Caregiver role

- Assist your hospice team in developing the plan of care. Your hospice team meets every two weeks to discuss patient needs, concerns and the plan of care. If you would like to attend a meeting, please contact your hospice nurse.
- Provide personal care to the patient.
- Assist with medications, pick up prescriptions at the pharmacy and give medication as directed.
- Assist with medical care such as cleaning and changing bandages or emptying drainage bags.
- Assist with medical equipment.
- Be a support for your loved one. Hold their hand, cry and laugh together, celebrate special days, or simply ask what your loved one needs or wants.
- Take care of yourself by resting when you are able, accept help from others, pay attention to your own needs, and practice techniques you find relaxing.

Providers maintain oversight of patient care and offer support to the hospice team with assistance of establishing a plan of care.

Your Provider is: _____

Hospice nurses are one of the cornerstone members of your team. You will be assigned to a team of nurses to oversee the direction and coordination of the patient's care.

Your team of Nurses include: _____

Your Social Worker will provide emotional support to help you have a peaceful experience filled with dignity and respect. The social worker assists with obtaining access to community resources and advance directive planning.

Your Social Worker is: _____

Hospice Aides are the eyes, ears and hands of the hospice team, assisting with providing personal care and companionship.

Your Hospice Aide is: _____

Spiritual Care Coordinators do not seek to convert patients or bring them into the fold of a specific religion, but instead support the patient regarding their spiritual beliefs and help to discover renewed meaning and spiritual peace.

Your Spiritual Care Coordinator is: _____

Your hospice volunteer is available to provide companionship and a brief break for the caregiver to run errands, nap, shower, etc.

Your Volunteer is: _____

Bereavement Coordinators are here to support you during this difficult time of change and loss.

Your Bereavement Coordinator is: _____

The disciplines outlined above work collaboratively to comprise your interdisciplinary group.

Your Interdisciplinary Group meets every:

_____ at _____

Symptom management TRAINING



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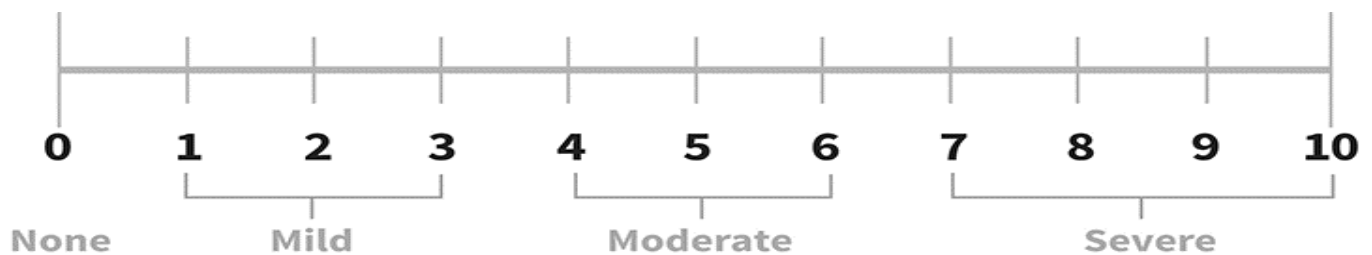
Symptom Management Training

When faced with a serious illness, patients are accustomed to seeking out a specialist for care. Mountain Valley is the comfort care specialist you need to control pain and other end-of-life symptoms.

Pain Management Training

We will pay careful attention to your pain, should you have any, and help you to feel as comfortable as possible. Not all patients experience pain at end of life but recognizing it and treating it effectively is essential. Your hospice care team will help you evaluate your pain on every visit using pain rating scales and the expertise of the clinician.

0-10 Numeric Intensity Scale



Signs and Symptoms of Pain

Signs and symptoms in pain to keep an eye out for those who cannot communicate their pain.

- Increased breathing rate
- Tightly closed eyes or rapid blinking
- An increase in the patient'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:

Administer pain medication as ordered. If patient does not have pain medication or it is not helping, call your hospice team, remain calm and reassure patient.

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
- Feelings of anxiety

What to do:

- Remain calm and reassure the patient
- Contact your hospice team and ask to speak with a nurse
- Sit or prop patient in an upright position, using pillows for support
- Make sure that the patient is using oxygen if available in the home
- Turn a fan on and position it to blow toward the patient
- Keep the room cool
- Give breathing treatment, use an inhaler, or give medication as prescribed by the physician
- Encourage the patient 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 hospice 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 may have constipation and you will need to contact your hospice nurse. Pay special attention when medication is changed as constipation may be a side effect.

The hospice care team will assess a patient's bowel routines with a focus on ensuring comfort.

Causes can include, but are not limited to:

- Long-term use of or change in pain medications
- Decreased appetite and fluid intake
- Reduced mobility
- The terminal illness

Some signs & symptoms to look for:

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

Treatment:

- Drink plenty of fluids
- Drink warm or hot liquids such as coffee, tea and soups
- Eat high fiber foods such as whole grain breads, cereals, dried fruits, and cooked dried beans or peas
- Stool softeners
- Laxatives
- Enema

Anxiety, Agitation and Restlessness Training

While someone with an illness may be depressed, irritable, or sullen, terminal restlessness can be more difficult to manage. Even mild-mannered individuals 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 terminal restlessness. Patients at this stage in their illness may be unable to communicate their pain, so caregivers should speak to their hospice 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 shutdown at end of life.
- Decreased oxygen to the brain, brain tumors, or brain swelling
- Constipation, fecal impaction, or urinary retention
- Emotional turmoil
- Sleep disturbances such as insomnia/inability to fall/stay asleep or get quality sleep

Some signs and symptoms to look for include the following:

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

What to do:

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

Nausea, Vomiting, and Diarrhea Training

Tips to help with nausea and vomiting

- Encourage your loved one 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 patient 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 patient lying 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 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

Nutritional Training

Avoid the food struggle

Your loved one may or may not want to eat. Depending on their terminal diagnosis, food might even cause more discomfort. The important thing to remember is to let the patient be the guide and to not force food on the patient.

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 loved one 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 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 hospice team, the social worker or chaplain 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
- 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
- Patients 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 hospice 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”

Comprehensive Cardiac Support Teaching Sheet

Heart disease is the leading cause of death for which hospice is rarely used. At Mountain Valley, we seek to increase access to care for heart failure patients, in an effort to help them achieve greater quality of life and minimize the need for repeated visits to the hospital or emergency room.

Hospice patients who meet specified criteria will be managed with comprehensive cardiac support. This means that many of our heart failure patients, upon admission, will be able to receive an extra layer of support. Patients who may qualify for this extra layer of support will have a history of being symptomatic (such as swelling in the legs or feeling very short of breath) despite treatment with water pills and medications.

Upon admission your nurse will identify if you qualify for this specific level of support.

Cardiac Assessment

Your nurse will offer a detailed Advance Care Planning Assessment and Clinical Assessment specific to your disease process and progression of heart failure. Key areas of focus include vital signs/weight (we may ask you to weigh yourself daily at the same time if possible), fluid and breathing status, medication review, and psychosocial support. Both assessments help to direct potential interventions, and help to guide documentation and communication among staff and providers.

Cardiac Symptoms

To help you have access to the medications you may quickly need to ease heart failure related symptoms such as chest pain, shortness of breath, anxiety, swollen legs, etc. we will provide you, as part of the admission process, with medication. These medications may include:

- Metolazone 2.5 mg tablets
- Furosemide 10mg/ml injection
- Lorazepam 0.5mg tablets
- Morphine Concentrate 20 mg/ml, 30 ml solution
- Nitroglycerin 0.4 mg sublingual tab

Other Benefits:

- Another level of support and supervision
- Collaboration and co-management with cardiology team
- Expert symptom management which is not limited to morphine
- Looking for and addressing potentially reversible conditions/medication side effects
- There is always something to do even when standard cardiology interventions have been exhausted
- Ongoing goals of care discussions
- Multidisciplinary support of you and your family
- Improved satisfaction with care

Symptom Management Plan

Patients Name:			DOB:	
This plan will be initiated when you begin your Mountain Valley Hospice services and continue through your time with us. This plan should be reviewed by your nurse weekly and as needed so that it reflects your needs.				
Symptom	Medication Class	Medication you are already taking	New medication to be ordered	
Pain Unpleasant feeling that is unique to each person				
Trouble Breathing Also called dyspnea, shortness of breath, smothering				
Anxiety Feeling uneasy, hypersensitive, shaky, unable to settle, nervous, nerves				
Nausea and/or Vomiting Feeling sick to stomach, throwing up, emesis				
Restlessness/Agitation Confusion, hallucinations, anger/paranoia, acting unusual, loss of reality				
Fever Abnormally high body temperature- usually over 100.4F				
Cardiac Patients Chest pain, trouble breathing, congestion				
Constipation Difficulty emptying bowels, straining, feeling of fullness				

○ A Mountain Valley representative has provided training for me regarding symptom management and my personalized plan to treat discomfort that I may be experiencing. This included training on medication and potential side effects.

Signature: _____ Date: _____

Medication Administration Log – for tracking your as needed medications

Patient's Name: _____ DOB: _____

Date/Time	Medication Name	Why I took the medicine:	Did the medicine work?	Notes: (Example: my pain went from 8/10 to 3/10)

Medication Administration Log – for tracking your as needed medications

Patient's Name: _____ DOB: _____

Date/Time	Medication Name	Why I took the medicine:	Did the medicine work?	Notes: (Example: my pain went from 8/10 to 3/10)

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Medication Administration Log – for tracking your as needed medications

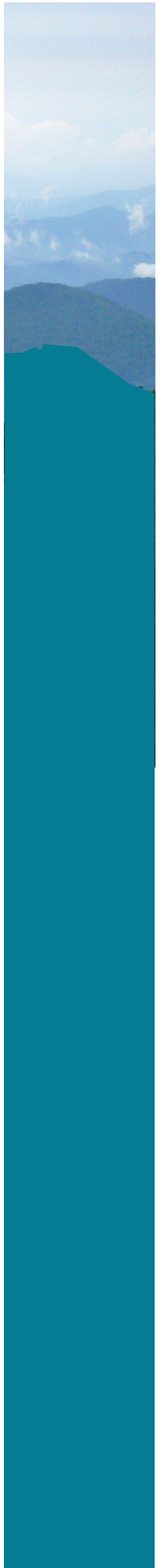
Patient's Name: _____ DOB: _____

Date/Time	Medication Name	Why I took the medicine:	Did the medicine work?	Notes: (Example: my pain went from 8/10 to 3/10)

Patient rights & RESPONSIBILITIES



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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:
- a. remain under a physician's care while receiving services
 - b. notify the agency first when any medical problems arise
 - c. provide the agency with a complete and accurate medical history
 - d. provide the agency with accurate insurance and financial information
 - e. sign required consents and releases for information
 - f. participate in the care provided by asking questions and expressing concerns
 - g. provide a safe home environment in which care can be provided
 - h. cooperate with the healthcare provider, the agency, and other care providers
 - i. treat agency personnel with dignity and respect
 - j. abide by agency policies that restrict duties the agency may perform
 - k. advise the agency administration of any dissatisfaction or problems with your care

February 2023

Mountain Valley 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.

Hospice care is available for Individuals with a diagnosis of advanced illness with a prognosis of six months or less who are seeking comfort care. Hospice care addresses physical, emotional, psychosocial and spiritual needs of the patient and family.

Levels of Care

Routine - Routine level of care is provided in any setting that a patient calls home.

Respite - Often caregivers experience exhaustion, have an illness or may need to be away from the home. In those situations, the patient can be admitted to the hospice care center or contracted facility for a respite stay, for up to five consecutive days. At the end of the five days, the patient transitions back 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 the interdisciplinary group determines a patient's symptoms cannot be managed in the home, a short stay, typically 24-72 hours, at the hospice care center is an excellent option. Patients receive daily provider visits to monitor symptoms and to ensure the treatment plan is helping with patient comfort. Patients also receive around the clock nursing and hospice aide care. Once the reason for the stay is managed, the patient transitions back to care at home. Payment for general inpatient level of care is covered 100% by Medicare, Medicaid, and most commercial insurances.

Continuous Care - The interdisciplinary group may choose to initiate continuous care in the home when a patient's condition requires.

Hospice Care Centers

Mountain Valley 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 patient meets the criteria for General Inpatient or Respite level of care. Our care centers offer amenities such as private patient rooms, children's playroom, family room, patient whirlpool tub and much more.

Regardless of the level of care, discharge planning will begin, once a patient arrives at one of the care centers. Most often, the discharge plan is for the patient to return home. At that time, the home care team from Mountain Valley 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. To take a virtual tour go to: mtnvalleyhospice.org/services/carecenters.

Advance Care Planning

What is an advance directive?

An advance directive is a set of directions you give about the medical and mental health care you want if you ever lose the ability to make decisions for yourself. North Carolina has three ways for you to make a formal advance directive. These include 1) a *living will*, 2) a *health care power of attorney*, and 3) an *advance instruction for mental health treatment*.

Do I have to have an advance directive, and what happens if I don't?

Making an *advance directive* is your choice. If you become unable to make your own decisions and you have no advance directive, your physician or mental health care provider will consult with someone close to you about your care. Discussing your wishes for medical and mental health treatment with your family and friends now is strongly encouraged since this will help ensure that you get the level of treatment you want when you can no longer tell your physician or other health care or mental health providers what you want.

Living Will

A *living will* is a legal document that tells others you want to die a natural death if you 1) become incurably sick with an irreversible condition that will result in your death within a short period of time, 2) are unconscious and your physician determines that it is highly unlikely you will regain consciousness, or 3) have advanced dementia or a similar condition that results in a substantial cognitive loss and it is highly unlikely the condition can be reversed. In a living will, you can direct your physician not to use certain life-prolonging treatments such as a breathing machine (*respirator* or *ventilator*) or to stop giving you food and water through a tube (*artificial nutrition* or *hydration* via feeding tubes and IVs).

A *living will* goes into effect only when your physician and one other physician determine that you meet one of the conditions specified in the living will. Discussing your wishes with family, friends, and your physician now is strongly encouraged so that they can help make sure that you get the level of care you want at the end of your life.

Healthcare Power of Attorney

A *health care power of attorney* is a legal document in which you can name a person(s) as your health care agent(s) to make medical and mental health care decisions for you if you become unable to decide for yourself. You can say what medical or mental health treatments you would want and not want. You should choose an adult you trust to be your health care agent. Discuss your wishes with that person(s) before you put them in writing. Again, it is always helpful to discuss your wishes with your family, friends, and your physician or eligible psychologist. A *health care power of attorney* will go into effect when a physician states in writing that you are not able to make or communicate your health care choices. If, due to moral or religious beliefs, you do not want a physician to make this determination, the law provides a process for a non-physician to do it.

Advance Instruction for Mental Health Treatment

An *advance instruction for mental health treatment* is a legal document that tells physicians and mental health providers what mental health treatments you would want and what treatments you would not want, should you later become unable to decide for yourself. You also can name a person to make your mental health decisions at that time. Your *advance instruction for mental health treatment* can be a separate document or combined with a *health care power of attorney* or a *general power of attorney*. An *advance instruction for mental health* may be followed by a physician or mental health provider when your physician or an eligible psychologist determines in writing that you are no longer able to make or communicate mental health care decisions.

Other questions

Who decides about my medical care or treatment?

If you are 18 or older and are able to make and communicate health care decisions, you have the right to make decisions about your medical and mental health treatment. You should talk to your physician or other health care or mental health provider about any treatment or procedure so that you understand what will be done and why. You have the right to say yes or no to treatments recommended by your physician or mental health provider. If you want to control decisions about your medical and mental health care even if you become unable to make decisions or to express them yourself, you should be sure to tell your physician or mental health provider and your family and friends what you want, but you should also have an *advance directive*.

How do I make an advance directive?

You must follow several rules when you make a formal *living will*, *health care power of attorney*, or an *advance instruction for mental health treatment*. These rules are to protect you and to ensure that your wishes are clear to the physician or mental health provider who may be asked to carry them out. A *living will*, a *health care power of attorney*, and an *advance instruction for mental health treatment* must be 1) written, 2) signed by you while you are still able to make and communicate health care decisions, 3) witnessed by two qualified adults, and 4) notarized.

Who is a qualified witness?

A *qualified witness* is a competent adult who sees you sign, is not a relative, and will not inherit anything from you upon your death. The witness cannot be your physician, a licensed employee of your physician or mental health providers, or any paid employee of a health care facility where you live or that is treating you.

Are there forms I can use to make an advance directive?

Yes. Forms for a *living will*, a *health care power of attorney*, and an *advance instruction for mental health treatment* may be obtained from the North Carolina Secretary of State website at www.secretary.state.nc.us/ahcdr. These forms meet all the rules for a formal advance directive. For more information, visit the website, call (919) 814-5363, or write to Advance Health Care Directive Registry, Department of the Secretary of State, PO Box 29622, Raleigh, NC 27626-0622.

What happens if I change my mind?

- You can cancel your *living will* any time by communicating your intent to cancel it in any way. You should inform your physician and those closest to you about your decision. It is also a good idea to destroy copies of it.
- You can cancel or change your *health care power of attorney* while you are able to make and communicate your decisions. You can do this by executing another one and telling your physician and each health care agent you named of your intent to cancel the previous one and make a new one, or by communicating your intent to cancel it to the named health care agents and the attending physician or eligible psychologist.
- You can cancel your *advance instruction for mental health treatment* while you are able to make and communicate your decisions by telling your physician or mental health provider that you want to cancel it.

Who should I talk to about an advance directive?

You should talk to those closest to you about an *advance directive* and your feelings about the health care you would like to receive. Your physician or health care provider can answer medical questions. A lawyer can answer questions about the law. A trusted advisor or clergy member may be able to help with more personal questions.

Where should I keep my advance directive?

Keep a copy in a safe place where your family members can get to it. Give copies to your family, your physician or mental health providers, your health care agent(s), and any family members or close friends who might be asked about your care should you become unable to make decisions. Always remember to take a copy of your *advance directive* with you for hospital admissions, emergency room visits, clinic visits for cardiac procedures, etc. so it can be put into your chart. Also consider registering your advance directives with the North Carolina Advance Health Care Directive Registry at www.secretary.state.nc.us/ahcdr.

What if I have an advance directive from another state?

A *living will* or health care *power of attorney* created outside of North Carolina is valid in North Carolina if it appears to have been executed in accordance with the applicable requirements of the place where it was created or of this State. You may also choose to make an advance directive in North Carolina or have your lawyer review the advance directive from the other state as well.

Where can I get more information?

For more information about advance care planning, please contact your medical social worker. You may also contact an attorney or visit the North Carolina Department of the Secretary of State Advance Health Care Directive Registry website at www.secretary.state.nc.us/ahcdr.

What if I am interested in Organ Donation?

Organ and tissue donations for transplantation can be specified in a living will and/or part of your hospice plan of care. If your organs are to be removed for donation, you will be kept on life-sustaining treatment temporarily until the procedure is complete. If you have a living will, be specific about the need for temporary life-support.

Donating your body for scientific study also can be specified as part of your hospice plan of care. If you have not set up body donation, your hospice social worker is able to provide assistance.

Are other forms available that will help ensure my health care decisions are known and followed?

Other forms that you may want to be aware of include the following:

- An **Authorization to Consent to Health Care for a Minor** is a legal document that allows parents with sole or joint legal custody of a minor (under 18) to authorize another adult to make certain health care decisions for their child or children in their absence.
- An **Organ Donor Card** is a document that allows you to donate your organs. You can become an organ donor by expressing your desire to donate in your will, by authorizing the NC Division of Motor Vehicles to put an organ donor symbol on your driver's license or identification card, by completing an organ donor card or other document, or by authorizing that a statement or symbol be included on the NC Organ Donor Registry.
- A **Portable Do Not Resuscitate (DNR) Order** is a medical order that can be followed by emergency medical responders or other health care providers that tells them not to attempt cardiopulmonary resuscitation (CPR) if your heart and breathing stop (cardiopulmonary arrest). Since it is portable, it can be followed in different settings (for example, in your home, in a nursing home, or in a hospital).
- A **Medical Order for Scope of Treatment**, called a **MOST** form, is a medical order that can be followed in different settings, such as in the home, nursing home, hospital, etc. A MOST form contains instructions for CPR and also addresses other end-of-life treatments that you may or may not want to receive. For example, a MOST can tell emergency medical responders and other health care providers what level of treatment you would like to receive, whether you would like to receive antibiotics, and what your wishes are regarding artificial nutrition and hydration.
- For Virginia: A **Physician Order for Scope of Treatment**, called a **POST** form, is a physician-signed order form which communicates and puts into action treatment preferences for patients who are nearing the end of their lives. POST is based on the ethical principle of respect and patient autonomy and the legal principle of patient self-determination. All competent adults have the right to make their own healthcare decisions. POST is designed to help healthcare professionals know and honor the treatment wishes of their patients.

**This information on advance directives was developed by the North Carolina Division of Medical Assistance in cooperation with the Department of Human Resources Advisory Panel on Advanced Directives 1991. Revised 1999. Revised 2009.*

Cardiopulmonary Resuscitation (CPR)

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

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 covers the following services when authorized by hospice:

- Nursing services.
- Personal care by a hospice 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 hospice physician or your physician, whichever is overseeing your care. Prior authorization is required for all medications.
- Psychosocial, spiritual, and bereavement counseling services (patient 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 such as transportation to the hospital for acute inpatient or to a facility for 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

Hospice is required to follow the guidelines established by Medicare/Medicaid for patients 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

Hospice 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 the 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 may resume hospice services if you 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, Mountain Valley is able to bill Medicare, Medicaid, and some commercial insurance carriers. For patients without insurance, Mountain Valley will provide services regardless of ability to pay. However, patients and families are required to:

- Written verification of all sources of income for all members of the household
- 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. The Medicare/Medicaid hospice benefit continues as long as there is physician certification of the terminal illness. Patients 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

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 patients 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.

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

Self-Pay

Patients 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.

Sliding Fee Scale

Mountain Valley has established billing and reimbursement procedures. Patients and/or their families will be financially responsible for hospice services. A patient 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. Your hospice social worker will assist in completing the Sliding Fee Application.

Fee Schedule for Hospice Services:

Routine care days 1- 60:	\$211.34	Per Day
Routine care days 60+:	\$167.00	Per Day
Respite care:	\$492.10	Per Day
General in-patient care:	\$1,110.76	Per Day
Continuous care:	\$63.42	Per Hour
Routine Room & Board at Inpatient Units : \$325.00 Per Day		

Correction of Billing Errors and Refund Policy

The Patient Financial Services 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. Mountain Valley 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 Patient Financial Specialist at (888) 789-2922.

Hospitals contracted with Mountain Valley

North Carolina

Alleghany Memorial Hospital
Ashe Memorial Hospital
Atrium Health Wake Forest Baptist
Atrium Health Wake Forest Baptist - Davie
Atrium Health Wake Forest Baptist - Wilkes
Novant Health Clemmons Medical Center
Novant Health Forsyth Medical Center
Novant Health Kernersville Medical Center
Hugh Chatham Health
Iredell Health System
LifeBrite Community Hospital of Stokes
Moses Cone Health System
Northern Regional Hospital
UNC Rockingham Health Care

Virginia

Carilion Franklin Memorial Hospital
Carilion New River Valley Medical Center
LewisGale Hospital Pulaski
Sovah Health Danville
Sovah Health Martinsville
Twin County Regional Healthcare

Visits to hospitals other than those contracted with Mountain Valley while under hospice care, will result in patient responsibility for cost.

Compliance

Mountain Valley 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. Compliance concerns or problems with your care can be reported by utilizing the contact information below.

Kayla Atkins
Director of Compliance and Education
1427 Edgewood Drive, Ste 101
Mount Airy, NC 27030
(336) 789-2922 or Toll Free: (888) 789-2922
katkins@mtnvalleyhospice.org

Anonymous Compliance Hotline: (888) 765-7408

Surveys

Mountain Valley 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.

Complaint and Appeals Process

Mountain Valley strives to provide exceptional care to individuals with a limited life expectancy and their families. If a situation arises and an individual wishes to express a complaint or dissatisfaction with the services we provide, this can be reported by phone or in writing. You have the right to register a complaint or dissatisfaction without fear of discrimination, reprisal or disruption of services. To register a complaint or dissatisfaction, please contact:

Jenna Campbell
Chief Clinical Operations Officer
1427 Edgewood Drive, Suite 101
Mount Airy, NC 27030
(336) 789-2922 or Toll Free: (888) 789-2922
jcampbell@mtnvalleyhospice.org

You will receive prompt attention from a supervisor following the lodging of a complaint. We will make multiple attempts to reach you by phone to gather information regarding the complaint. If at any time you are dissatisfied with the complaint resolution, please utilize the agency appeal process as outlined below:

First

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

Next

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

Next, in writing:

3. The Board of Members
1427 Edgewood Drive
Suite 101
Mount Airy, NC 27030

If you are dissatisfied with the complaint resolution at the agency level, the following offices, which regulate Hospice services are available:

State Complaint Contacts		
North Carolina Department of Health and Human Services	2711 Mail Service Center, Raleigh, NC 27699	1-800-624-3004 919-855-4500
Virginia Department of Health: Office of Licensure and Certification	9960 Maryland Drive, Suite 401, Henrico, VA 23233-1463	1-804-367-2106 1-800-955-1819
Virginia Consumer Complaint	https://www.oag.state.va.us/consumercomplaintform/form/start	
Accreditation Complaint Contact		
Accreditation Commission for Health Care	139 Weston Oaks Court, Cary, NC 27513 customerservice@achc.org	1-855-937-2242 919-785-1214
Quality Improvement Organization: Medicare Beneficiaries Only		
North Carolina: Kepro		1-888-317-0751 TTY 855-843-4776
Virginia: Livanta		1-888-396-4646 TTY 1-888-985-2660
State Ombudsman Contacts		
North Carolina: Alleghany Co & Wilkes Co	Stevie John	828-265-5434 ext. 126
North Carolina: Davidson Co	Ashley Marcolivio	336-904-0300 ext. 2016
North Carolina: Davie Co	Karin Kiser	336-904-0300 ext. 2018
North Carolina: Forsyth Co	LaTonya Smith	336-904-0300 ext. 2021
North Carolina: Iredell Co	Patricia Cowan	704-688-6503
North Carolina: Stokes Co & Yadkin Co	Christina Peoples	336-904-0300 ext. 2017
North Carolina: Surry Co	Tracy Warner	336-904-0300 ext. 2007
North Carolina Ombudsman Website	https://www.ncdhhs.gov/divisions/aging-and-adult-services/long-term-care-ombudsman-advocacy-residents-long-term-care-facilities	
Virginia: Carroll Co, Grayson Co, Wythe Co & Galax City	Karen Doss	276-783-8157 1-800-541-0933
Virginia: Floyd Co & Pulaski Co	Janet Brennend	540-980-7720 1-866-260-4417
Virginia: Patrick Co, Henry Co, Franklin Co, Pittsylvania Co, Martinsville City & Danville City	Jan Bellard and Amanda Joyce	276-632-6442 1-800-468-4571
Virginia Ombudsman Website	https://www.elderrights.virginia.gov/default.htm	

Notice of Nondiscrimination

Mountain Valley 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 does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, or sexual orientation.

Mountain Valley:

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 at (888) 789-2922. If you believe that Mountain Valley 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, Ste 101
Mount Airy, NC, 27030
(888)789-2922
kbyrd@mtnvalleyhospice.org

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, or TDD (800) 537-7697

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

ATTENTION: If you do not speak English, Language Assistance Services, free of charge, are available to you, call (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 គឺអាចមានសំរាប់បម្រើអ្នក។ ចូរទូរស័ព្ទ 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, ແມ່ນມີຮ່າງໃຫ້ທ່ານ. 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 ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-888-789-2922 (መስማት ለተሳናቸው: 711).

Urdu - اُردُو

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

Bengali – বাংলা

লক্ষ্য করনঃ যিদ আপিন বাংলা, কথা বলেত পারে, তাহেল িনঃখরচায় ভাষা সহায়তা পিরেষবা উপল আছ। েফান করন ১-888-789-2922 (TTY: ১-711)

Kru (Bassa) – Bàsɔ́-̀wùdù-po-nyò

Dè dɛ nìà kɛ dyédé gbo: ɔ jũ ké n̄ [Bàsɔ́ ̀ -wùdù-po-nyò] jũ ní, n̄í, à wuɖu kà kò dò po-poò bé ìn n̄ gbo kpáa. Dá 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. E 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 (MV) 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 disclose your health information

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

Treatment: MV 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: MV 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 MV intends to provide to you so that the insurer will reimburse you or the hospice for services provided and received.

Health Care Operations: MV 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 Mountain Valley 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 in 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: Mountain Valley, 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, Vice President of Philanthropy (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, MV 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 (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 (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 (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 (888) 789-2922.* Mountain Valley 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 Mountain Valley 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 (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 (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 (888) 789-2922.**

Changes to this notice

Mountain Valley 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

Mountain Valley 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: (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 or Toll free at: (888) 789-2922.** 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.

Environmental Safety

For your safety, we ask our staff and volunteers to schedule their visits so you will be expecting them. Staff 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.

It is important that your home is safe to maintain an environment for optimal health. Safety checks reduce the risk of accidents and give you and your family members peace of mind.

- **Fire Safety:** 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. 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. 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. 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 bath mat 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.
- **Bedroom:** A light switch or lamp that is easily accessible should be near the bed. 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. 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.

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 serious injury or death.

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.
- Electronic cigarettes/vaping are included in this policy.

Cleaning and care for your oxygen equipment:

- 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 – every 2-4 weeks or as needed.
- Replace the tubing – every two months.
 - Clean the external filter every week by removing the filter, rinsing thoroughly with warm water, squeezing and patting 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 escape through the lid and the concentrator will beep in warning.
 - Turn on oxygen concentrator

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.
- **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 a 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 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. 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 follows this requirement and will report communicable diseases as soon as possible after diagnosis.

Disposal of Medications

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 have greater concern for those medications that are labeled as “controlled substances”. These medicines 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 your loved one passes away, a nurse will visit and review disposal of unused medications. Federal guidelines require that all controlled substances be wasted. Federal law prohibits the transfer of prescription medicines to any person other than the patient for whom it was prescribed. Never use medications that are prescribed for someone else. Your loved ones’ medications may be dangerous for someone else.

Most medicines can be thrown in the household trash, but you should take certain precautions before tossing them out.

Guidelines for disposal of medications in the home

- Follow any specific disposal instructions on the medicine label. Do not flush prescription medications down the toilet unless this information specifically instructs you to.
- Your local Police Department may offer medication collection or disposal events. Take advantage of these community events for proper disposal.
- If no instructions are given on the medicine label and no take-back program is available in your area, throw the medicines 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.

There are free clinics throughout the state that can use prescription medications that are not expired. They cannot use controlled substances. Visit the following website to learn more about clinics that can use these medications: www.projectlazarus.org/ncdi

The FDA’s Web page on Disposal of Unused Medicines is:

<https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>

PC.M70	Medications – Use and Disposal of Controlled and Other Medications
<p>Regulatory Citations:</p> <p>L-Tags:</p> <p>ACHC:</p> <p>Policy:</p> <p>Definition:</p>	<p>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 Part 1317; Controlled Substances Act 822 G (5); Article 5 90-86-113; 12VAC5-391-460</p> <p>L694, L695, L696, L697, L698</p> <p>HSP7-6B</p> <p>MV instructs and assists patients/caregivers in the safe use and disposal of controlled substances and all other medications in accordance with State and Federal regulations.</p> <p>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.</p>
<p>Procedures:</p>	<ol style="list-style-type: none"> At the time when controlled substances are first ordered, the hospice nurse: <ol style="list-style-type: none"> 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. 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. Documents in the patient's record that written policies and procedures for managing controlled drugs were provided and discussed with patient and family. The Hospice Nurse will monitor and track all medications. The Hospice Nurse 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 for further intervention. 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. <p>Disposal of Medications</p> <ol style="list-style-type: none"> Medications that are no longer needed by the patient are disposed of in compliance with State and Federal regulations. The patient or the patient's caregiver is permitted to dispose of the patient's controlled medications. A Mountain Valley nurse or provider may assist with the disposal of patient's controlled medications when a patient passes away or when the controlled medication expires. Mountain Valley staff may not remove medications from the home. A Mountain Valley provider may assist with the disposal of patient's controlled medications when the medication is discontinued. All disposal instructions and activities are documented on the Medication Disposal Record.

Revised 10/21/21
Revised 3/3/23

Emergency Preparedness and Disaster Planning

Mountain Valley 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. The following information and suggestions will help you 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. If the we are unable to contact you, we will attempt to make local EMS aware of patients who may need immediate attention. If telephone service is interrupted, attempt to tune in to a local radio station for information 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.

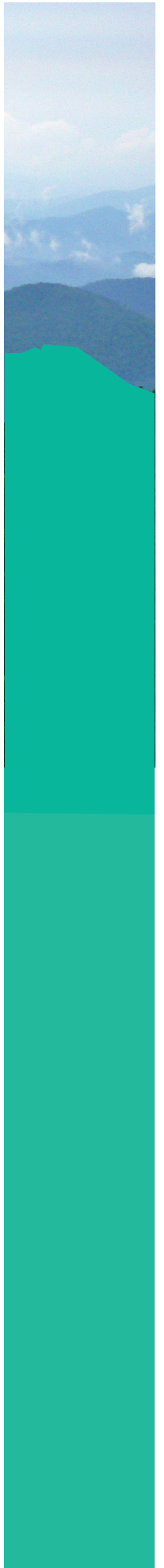
Emergency Telephone Numbers for North Carolina			
Mountain Valley Offices	(888) 789-2922		
Aerocare	(336) 786-1410	(336) 527-4302	(336) 903-0111 (336) 659-0090
Duke Energy	(800) 769-3766		
Energy United	(800) 522-3793		
Surry Yadkin Electric	(800) 552-0077		
Red Cross	(336) 786-4183	(336) 679-5512	(336)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

Emergency Telephone Numbers for Virginia		
Mountain Valley Offices	(888) 789-2922	
Aerocare	(276) 228-4702	(336) 659-0090
Horizon Healthcare Management	(800) 220-9292	
Lincare	(276) 238-8880	(276) 647-7536
Medi-Home Care Martinsville	(276) 666-9800	
Appalachian Electricity & Power	(800) 956-4237	
Emergency Management Services (EMS)	(276) 728-4141	(276) 730-1395
Red Cross	(276) 236-2891	
Fire/Police	911	

Opportunities & PROGRAMS



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Ways to Give

As a 501(c)(3) community-based nonprofit hospice, Mountain Valley is committed to providing compassionate, high-quality hospice and serious illness care. To meet our mission, we rely upon the kindness of the communities we serve. Because of generous donor and volunteer support, we are able to offer special programs such as:

- Hospice Care
- Serious Illness Services (Palliative Care)
- Joan & Howard Woltz Hospice Home
- SECU Hospice Care Center
- Grief Support
- We Honor Veterans
- Kids Path
- Pet Peace of Mind
- Community Education

Donations

Every gift makes a difference in the life of a patient and their family. Our tax-ID number is 56-1346589. To make your gift:

- By mail: mail your check to Mountain Valley, Attn: Finance, 1427 Edgewood Drive, Suite 101, Mount Airy, NC 27030
- Online: give safely and securely at mtnvalleyhospice.org
- By phone: call (888) 789-2922 and a Development representative will process your credit card gift

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." 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.

Tribute Items

Mountain Valley offers an array of tribute items and naming options, such as the Wall of Faith, Rose Garden, bricks lining the pathways, a donor wall, benches, and bird feeders. These tribute items are meaningful ways to honor a loved one.

Grateful Friends and Family

We know that hospice care at home benefits not only the patient but also the entire family. 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 the care they received, feel free to call the Development Department.

Wall of Faith

Our Wall of Faith is a giving program through which the faith-based community may support patients and families served at the Woltz Hospice Home and SECU Hospice Care Center. For program participants, we will display a framed photograph of your house of worship at our hospice home and gift one for your congregation to enjoy.

Thrift Shops

Mountain Valley operates two nonprofit thrift shops – The Humble Hare, with locations in Mount Airy, NC and Sparta, NC. Our shops carry quality pre-loved furniture, home decor, and clothing. 100% of the proceeds from the shops support hospice care and related services for uninsured and underinsured patients who lack the financial resources to pay for their care.

Fundraising Events

Lucky Days in May: Our annual raffle, formerly known as the Big Hospice Raffle, is a fun way for the community to help raise funds to support patients and their families in need. During the entire month of May, we hold daily drawings for exciting prizes generously donated by businesses throughout our service area.

Barbeque Chicken Fundraisers: Every summer, we host two barbeque chicken fundraisers – one in Yadkinville, NC and one in Mount Airy, NC. Sponsored by local businesses, both events feature delicious chicken from Statesville’s highly popular “Port-A-Pit BBQ”.

Host a Fundraising Event: Many individuals, groups, clubs, and businesses host their own fundraising events benefiting Mountain Valley. These events range from motorcycle rides to bake sales.

Volunteer

Volunteers often find their own lives enriched knowing their efforts have made a positive impact for patients on their end-of-life journeys. We offer an array of volunteer roles to match a volunteer’s interest, experience level, and time availability including:

- Sew or crochet comfort items such as lap blankets or prayer shawls for patients
- Greet visitors and answer phones at our inpatient units
- Stay with a patient while a family member runs errands
- Read or play music at the patient’s bedside
- Prepare mailings and newsletters
- Help at our fundraising events
- Volunteer at our thrift shops

Programs

Pet Peace of Mind

Keeping pets and families together during hospice care. This groundbreaking national program enables hospice patients to keep their pets at home with them throughout their hospice journey. For many in hospice home care, changes in their physical condition may lead to decrease of previously enjoyed social opportunities and relationships. Their pets offer unconditional love, acceptance, comfort and companionship when it's needed most. Through the Pet Peace of Mind program, caring volunteers help patients with pet care needs.

We Honor Veterans

Mountain Valley appreciates the service and sacrifices of military veterans and recognizes that these men and women often carry experiences from their military service that present unique healthcare challenges. Through our We Honor Veterans partnership with the National Hospice and Palliative Care Organization, Mountain Valley staff and volunteers learn about the unique needs of veterans and their families and educate their communities about caring for veterans with serious illnesses.

As a We Honor Veterans partner, Mountain Valley helps veterans and their families to enroll in and access VA benefits and receive extra support from other veterans. Additionally, we recognize veterans and their families with special ceremonies, events, and gifts to honor their service. To learn more about the We Honor Veterans program, ask a staff member for more information or visit www.WeHonorVeterans.org.

Serious Illness (Palliative) Care

Mountain Valley offers Palliative Care consultative services for patients who are not yet appropriate for Hospice services, but who could benefit from the support of palliative medical care. To learn more about this service, or the difference between our Hospice services and our Palliative Care services, please ask your Mountain Valley team or you may call our office and we will be happy to offer further explanation and support.

Pediatric Care – Kids Path®

Mountain Valley 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.

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.

Understanding the unique needs of children, Mountain Valley'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 spiritual care coordinator, volunteer and bereavement coordinator. Kids Path was founded in Greensboro, North Carolina and offers programs in several cities spanning the Carolinas and Virginia.

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 to work diligently to meet their goals.

Kids Path Grief 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.

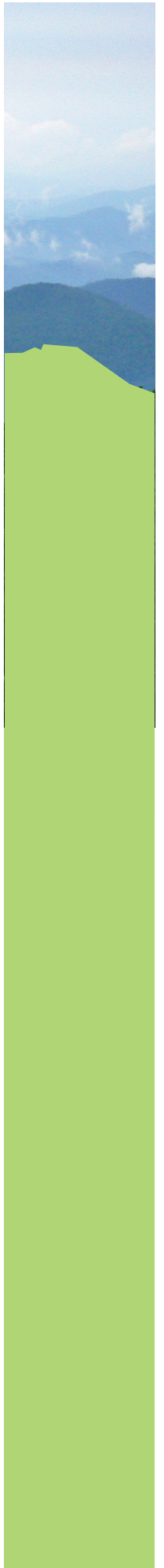
Kids Path Camp

A one or two day camp is offered throughout the areas served by Mountain Valley. 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.

Woltz Hospice Home & SECU Hospice Care Center of Yadkin



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Woltz Hospice Home & SECU Hospice Care Center

The Board of Members, staff, and volunteers of Mountain Valley 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 work towards helping 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 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.

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 education of staff who are 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.

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 in 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
- Sunroom

To take a virtual tour of our facilities, visit: mtnvalleyhospice.org/services/care-centers/

Your Additional Hospice Team while at Facility

In addition to the team found on page 8, 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.

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 your loved one's 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.

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.

In addition to spending time in patient rooms and porches, there are several public spaces. 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.

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.

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.

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. 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.

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.

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. 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.

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.

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.

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 to make routine safety checks. 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.

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.

Illegal drugs and alcohol

No illegal drugs are permitted on our facilities. Alcohol may not be consumed by guests in the facility or on the grounds.

Weapons

Patients and visitors may not bring guns, knives or weapons of any kind onto the grounds. 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.

We follow standard precautions. You can be confident that good hand washing, and use of proper protective equipment will be used by 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; pets must have proof of immunization and be 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 owners, any pet 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. Mountain Valley does not utilize physical restraints on patients.

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, 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. In some cases, family members or friends may be asked to stay with their loved one until his or her symptoms have been relieved.

Notes

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Notes

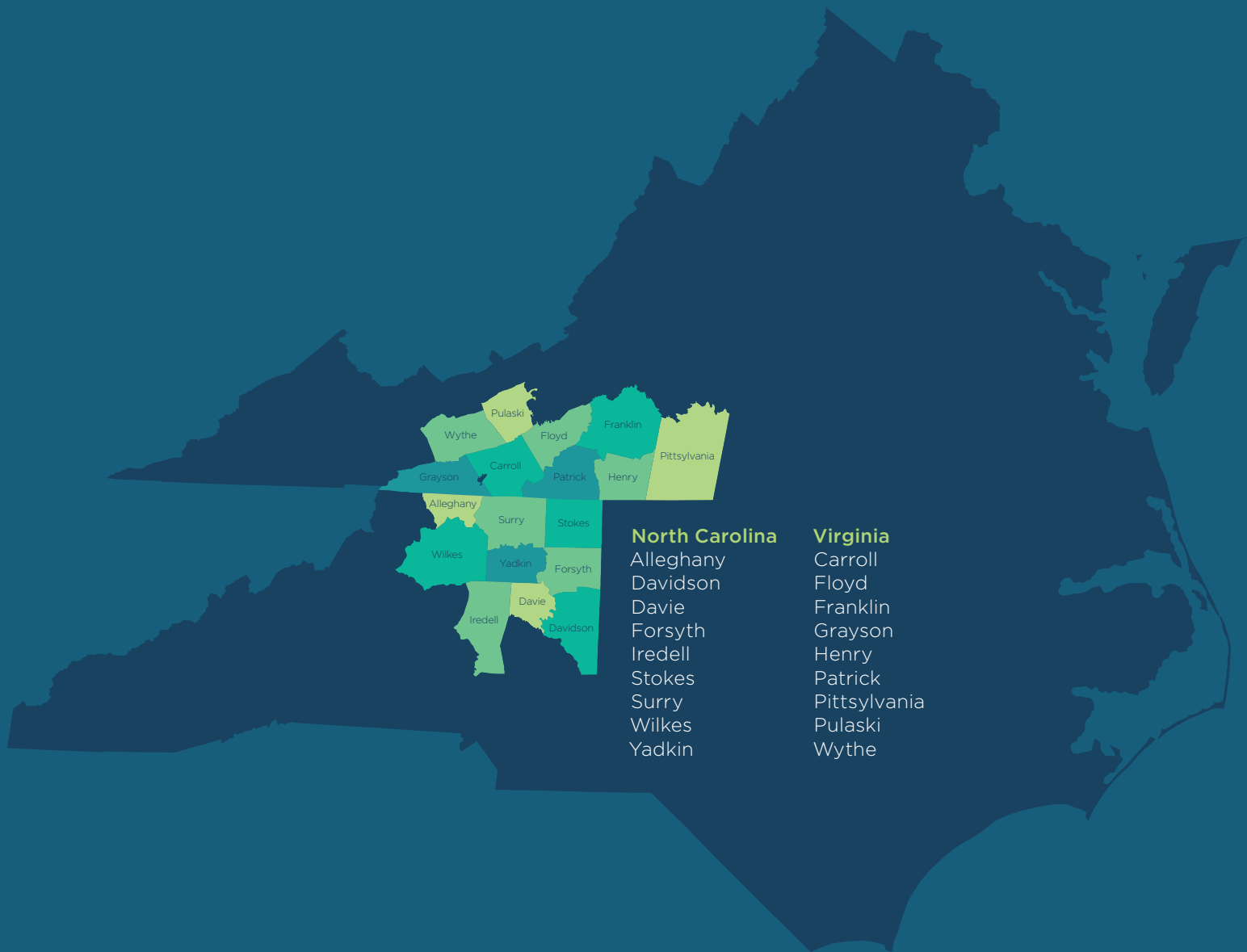
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March 2023



North Carolina

Alleghany
Davidson
Davie
Forsyth
Iredell
Stokes
Surry
Wilkes
Yadkin

Virginia

Carroll
Floyd
Franklin
Grayson
Henry
Patrick
Pittsylvania
Pulaski
Wythe



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