

- ❖ **Volunteers** – If I need a volunteer to stay with me or help with errands, how is that match made? What training do volunteers have?
If an Issue comes up between my family and a volunteer, who helps resolve it?
- ❖ **Chaplain** – What does the chaplain do? If I have my own minister, how does the chaplain coordinate services?
- ❖ **Bereavement Services** – What services are offered to my family after my death and for how long? Will hospice contact my family, or must family members request this service?
- ❖ **Services and Burial** – Does the hospice staff have information offered by the Funeral Consumers Association concerning final arrangements and alternatives to traditional choices?

(From a brochure designed by FCA of VA Blue Ridge.)

Area Hospices

Gentiva Health Care (formerly Odyssey),
2055 Gateway Pl., Ste 600
San Jose. CA 95110 (408) 441-0223

Heartland Hospice, 2005 de la Cruz Blvd.,
Ste 271, Santa Clara, CA 95050
www.hcr-manorcare.com (408) 450-7850

Hospice of the Valley, 4850 Union Ave., San
Jose, CA 95124 (408) 559-5600
www.hospicevalley.org

Kaiser Hospice, 10080 N. Wolfe Rd., SW 3-
160, Cupertino, 95014 (408) 342-6699

Kaiser Hospice, 1011 Sneath Lane, 2nd flr,
San Bruno, 94066 (650) 742-2661

Kaiser Hospice, 4131 Geary Blvd., 2nd flr, San
Francisco, 94118 (415) 833-3655

Kaiser Hospice, 900 Veterans Blvd.,
Redwood City, 94063 (650) 299-3971

ManorCare Health Svc., 1150 Tilton Dr.
Sunnyvale, 94087; (408) 614-0727;
manorcare.com

Mission Hospice, 1670 Amphlett Blvd., Ste
300, San Mateo, 94402 (650) 554-1000
www.missionhospice.org

Pathways Home Health & Hospice, 585 N.
Mary Ave., Sunnyvale, 94085
(408) 755-7855 www.pathwayshealth.org

Pro Health Home Care, Inc., 2700 Zanker
Rd., San Jose, CA 95134 (408) 451-9055
www.prohealthhomecare.com/

Seasons Hospice & Palliative Care,
www.seasons.org, 866-244-2197

Sutter Care At Home, 700 S. Claremont, Ste
220, San Mateo, 94402 (650) 685-2830

Veterans' Admin. Hospice, 3801 Miranda,
Palo Alto, CA 94304 (650) 849-0550

Vitas Hospice, 670 N. McCarthy Blvd., Ste.
220, Milpitas, CA 95035 (510) 438-9602
www.vitas.com



Finding the Hospice That Is Right for You



BAY AREA FUNERAL CONSUMERS ASSOCIATION
PO Box 60448, 3921 E Bayshore Rd. Ste. 203
Palo Alto, CA 94303
Ph 650-321-2109 · Fax 650-561-8518
www.bafca.org · office@bafca.org

What Is Hospice?

Hospice is a service that provides medical, spiritual, and social work services to individuals and families when a doctor has declared an individual to be within six months of death. The medical team evaluates the patient and talks with the physician; the social worker talks to the patient and to the family about the issues that situation creates for them. If the family wishes, a pastor meets with them and provides spiritual counseling. After the paperwork is completed, the team including nurse, social worker, and pastor develop a plan and meet with the family on an “as-needed” basis. An aide or volunteer also may be assigned to assist with bathing or other personal care wherever the patient is.

Access to Hospice

When my doctor or friends say it is time to explore hospice services, how do I know if I’m ready? I need to have stopped curative care. If I still need or want blood transfusions or other comfort measures, I can get help from

- ❖ Doctors
- ❖ Hospice nurse, social worker, or intake person
- ❖ Others who have had hospice services

Who Pays for Hospice?

Private Insurance – I need to determine the fullest benefits available with my type of health insurance.

I need to discuss with hospice staff what happens if I outlive the six months that the benefits allow and who will pay for medications and physical therapy if I need them.

Medicare/Medicaid – There are federal and state regulations concerning the services I can receive under this insurance, including the insurance coverage for continuous care and hospice health aide visits if I need more than six months’ care.

Choosing a Hospice

Here are some questions to ask about hospices when making a choice about which one is best for me and my family.

- ❖ **Hospice Organization** – When and who founded this hospice? What is their philosophy of care? Is there a religious orientation? Is the hospice “for profit” or “non-profit”?
- ❖ **Services** – How do I determine their strongest and weakest services? Is training available for the family caregiver when I become a hospice patient? Who can best help my family deal

with my impending death? Who can comfort me and my family when I no longer can? Who helps cover medication, equipment, and supply costs?

- ❖ **Help with Problem Solving** – How does hospice help families cope with fears and make decisions about services needed as death approaches? When is my right make decisions transferred to another?
- ❖ **Availability** – Is nursing coverage available during evening/night and weekend hours? How big an area does hospice’s after-hours nurse cover? Is there back-up coverage if the nurse is busy with another family? What happens if I run out of pain medication?
- ❖ **Staff Organization** – Who is the medical director and how long has the director been there? How often do the medical director and hospice team review my plan of care? Who interacts with my physician, and what happens when my physician cannot be reached?
- ❖ **Social Worker Involvement** – Does the social worker assist with financial concerns? What other resources can they help with? Will they assist in talking to out-of-town family members?