

## What is included in hospice care?

Services may vary based on the provider. Typically, the following is included:

- Scheduled services and support for you and your loved ones
- Emergency services 24 hours a day, 7 days a week, as needs arise
- Education to help make informed decisions
- Nursing aides for personal care, such as feeding, bathing or exercise
- Social work and counseling
- Spiritual support
- Medical equipment, drugs and supplies to meet your needs
- Respite services, for when loved ones need a break
- Bereavement services for loved ones, for a minimum of one year after a death

## How do I choose a palliative care or hospice provider?

- Talk to your doctor, family, friends or spiritual counselors
- Look for palliative care and hospice providers in the phone book or online
- Contact a few national hospice organizations

## Resources

Medicare  
800-MEDICARE (800-633-4227)  
[www.Medicare.gov](http://www.Medicare.gov)

National Hospice & Palliative Care Organization  
800-658-8898  
[www.nhpco.org](http://www.nhpco.org)

Caring Connections  
800-658-8898  
[www.CaringInfo.org](http://www.CaringInfo.org)

Optum™ Palliative and Hospice Care, formerly known as Evercare™ Hospice & Palliative Care, is a national, CHAP-accredited palliative and hospice care provider. Optum helps patients and families live life to the fullest during serious illness.

To talk about care options or find local care, ask your doctor or contact Optum Palliative and Hospice Care:

**(877) 765-4445**  
**[optumhospice.com](http://optumhospice.com)**



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## Care options during serious illness



## Frequently asked questions to help you understand palliative and hospice care

## What should I do when diagnosed with a serious illness?

When a serious illness is diagnosed, you may feel overwhelmed. The doctor is giving you bad news, often with lots of details. This can be a difficult time for you and your loved ones. Here are some helpful questions you may want to ask:

1. What does this mean?
2. How serious is this?
3. What are my options?
4. When do I have to decide?
5. What if I have more questions?
6. When can I schedule an advance care planning meeting?

## What is advance care planning?

Advance care planning are meetings where you can talk with a doctor about what is important to you. Tell your doctor about your goals of care. Share your values and wishes.

Your advance care plan also lets you choose a trusted person(s) to speak for you about your care and wishes. Be sure to ask someone who you trust and then inform your doctor of your choice. You can always make changes to this plan should your needs change.

# Palliative care

## What is palliative care?

Palliative care is an additional layer of care focused on overall quality of life for people living with a serious illness. It can be offered anytime during an illness or treatments, and can help people live with comfort and dignity.

The goals of palliative care are to:

- Help you and your loved ones know about your illness and what to expect through advance care planning talks.
- Manage pain and symptoms to help improve your quality of life.
- Update your care plan to match your goals, wishes and needs.
- Work with your other doctors and specialists to make sure the care you get is the care you want.

## Who provides palliative care?

A specialized team of doctors and nurse practitioners provide this care. Your attending doctor or specialists are also part of the team. Your palliative care doctor or nurse practitioner works with you and your attending doctor to help define your goals of care along with your pain and symptom management plan.

Palliative care programs do vary, so be sure to talk with the palliative care provider to understand the care and support you will receive.

## How do I get palliative care?

Palliative care is usually suggested by your attending doctor. If you are interested in receiving palliative care services, talk to your doctor.

# Hospice care

## What is hospice care?

This service is offered when life expectancy may be six months or less. Hospice care is an option when curative treatments are no longer helpful. Hospice care can help you live with comfort and dignity, and offers care wherever you live, such as your home, hospital room or nursing home.

The goals of hospice care are to:

- Help you learn about your illness and what to expect.
- Manage pain and symptoms to help improve your quality of life.
- Provide supportive services to match your values and goals of care.
- Offer support to your family and loved ones, during care and for one year after your passing.

## When to consider hospice care?

- Your health continues to decline
- Doctors say there is nothing else they can do
- Symptoms are affecting your quality of life
- You can't manage daily tasks or live alone
- You need more support from loved ones

## Who provides hospice care?

A specialized team of doctors, nurses, nursing aides, social workers, trained volunteers, chaplains and bereavement coordinators provide this care. Your regular doctor is also part of the team. If needed, therapists or other specialists may join the team.

## How do I get hospice care?

Ask your doctor if you are eligible for hospice care. Medicare and some Medicaid, as well as most commercial insurance companies, will cover hospice services. The services are provided wherever you live.

