



Hospice Family Guide

There when you need us the most.

ST. CROIX[®]
HOSPICE



Your Trusted Local Hospice

Whether you're considering hospice for yourself or a loved one, making that decision comes with many questions. How is eligibility determined? What does hospice actually mean? Where do I begin?

St. Croix Hospice is here to help. Uncertainty, anxiety and even fear are normal emotions to experience when considering hospice. When you choose St. Croix Hospice, you'll receive the education, resources and support you need, right from the start.

Hospice Myths & Truths

Myth: Hospice is only for patients with days or weeks to live

Truth: Anyone with a life expectancy of six months or less may qualify

Myth: Hospice is only for cancer patients

Truth: Patients with any terminal diagnosis can benefit

Myth: Hospice is expensive

Truth: Hospice is covered by Medicare, Medicaid and most private insurers

Myth: Hospice only provides physical care

Truth: Hospice includes social, emotional and physical support

Myth: Hospice means “giving up”

Truth: Hospice shifts focus to quality of life

Myth: Patients must be hospitalized

Truth: Care can be provided anywhere a patient calls home

Myth: Patients can't see their primary care doctor

Truth: Hospice works in partnership with your doctor



Hospice Basics

You may be wondering if you or your loved one qualifies for hospice care and if so, how you'll pay for it. Important things to know include:

- Anyone with a life expectancy of six months or less is eligible and re-enrollment after six months is possible
- The benefits of hospice—including physical, emotional and spiritual support—are greatest when services are begun early
- Hospice is covered by Medicare, Medicaid and most private insurers
- Patients can receive hospice services wherever they call home, including a private residence, assisted living facility or nursing home

What Hospice Is (and Isn't)

Hospice care, palliative care and home care: It's easy to confuse the three and sometimes they overlap, but there are key distinctions.

| Hospice Care | Palliative Care | Home Care |
|--|--|--|
| Goals: Comfort, quality of life Curative treatment ends For people with limited life expectancy For patients and their families | Goals: Comfort, quality of life Curative treatment may continue For people with chronic illness For patients only | Goals: Assistance with daily activities, light housework & personal care Non-clinical support May be used in conjunction with hospice For anyone needing at-home help |

Our Focus Is You

At St. Croix Hospice, care is centered around our patients' personal values and wishes.



"I can't say enough good things about St. Croix Hospice. They were so helpful. My family and I couldn't have asked for a more loving team."

— Jerry

Signs It May Be Time for Hospice

If you have a loved one who is showing noticeable health declines or significant ongoing pain, and curative treatment is no longer an option, it might be time to talk about hospice. You may have noticed one or more of the following within the past year:

- Increased hospitalizations or ER visits
- Progressive weight loss
- Change in comprehension (confusion, disorientation)
- More needed assistance with activities of daily living, e.g. personal care
- Increased incontinence, edema (swelling), weakness and/or shortness of breath
- Falls causing injury
- Withdrawal from family and friends
- Decrease in appetite
- Taking nine or more daily medications
- Increased number of infections or wounds

Support for Patients & Loved Ones

ST. CROIX[®] HOSPICE North Star Dementia Program

Proactively manages the symptoms of Alzheimer's disease and dementia-related disorders to provide a safe environment and improved quality of life for patients, families and caregivers.

ST. CROIX[®] HOSPICE Voyage Vigil Program

Increased bedside presence to support patients and their loved ones in the final days of life.

"The wonderful staff at St. Croix Hospice took great care of not only my mom, but my whole family. They were superheroes!" – Christine



SAFE + CARE *promise*

Because you deserve the confidence of hospice care delivered safely.

Our commitment to practicing important safety precautions to prevent the spread of COVID-19 and other contagious illnesses.



We Make House Calls

St. Croix Hospice cares for patients wherever they call home including a private residence, assisted living facility or nursing home.

My Loved One May Be Ready for Hospice. What Now?

STEP 1: REFERRAL

You can request a hospice referral from your loved one's primary doctor, but a doctor's referral is not required. Anyone, including a family member, may make a hospice referral by calling St. Croix Hospice 24/7 at 855-278-2764.

STEP 2: FREE CONSULT

We'll meet with you in person or by phone to help you determine if it's time for an assessment.

STEP 3: ASSESSMENT

Our RN Case Manager will meet with you and your loved one for a virtual or in-person assessment. They'll gather information such as recent health declines and concerning symptoms (see page 6). They'll also educate you and your loved one about the hospice benefit.

STEP 4: ADMISSION

A St. Croix Hospice physician will review the assessment for a formal admission as a St. Croix Hospice patient.

The St. Croix Hospice Difference

Not all hospice services are the same. St. Croix Hospice offers experienced and compassionate hospice care to help patients and their families make the most of their time together. We work to understand the unique wishes of each individual, respecting personal choices while providing comfort, care and dignity. St. Croix Hospice is there when you need us the most.

Visit our website to learn more about:

- Advance Care Planning (stcroixhospice.com/planning)
- How to Talk to Your Doctor About Hospice (stcroixhospice.com/family)
- Bereavement Services (stcroixhospice.com/bereavement)

“Our mother and grandma had a much easier journey thanks to your clinical expertise, compassion and empathy. The kindness you demonstrated was beyond our expectations.”
– The Tillman Family

"St. Croix Hospice was amazing. I literally don't know what I would've done without them. My only regret is not reaching out for hospice help sooner. Every staff member, from nurses to aides to chaplain, treated my mother with care and respect during her final days. And everyone seemed to really care about me as well, and make sure I was able to take a break myself sometimes. I would recommend St. Croix Hospice to anyone."

-Family of Beth F.

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HOSPICE

24/7 availability including nights,
weekends and holidays

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855-278-2764 • stcroixhospice.com