



North Country Home  
Health & Hospice Agency

*Home is Where the Heart Is*

## Hospice Care Services



**What is hospice care?** Hospice care is provided by a team of professionals who help the patient, their family members and caregivers cope with the unique demands at the end of life, specifically symptom management and pain control. Our caregiving team includes providers (MD/APRN/PA), certified clinical staff, social workers, homemakers, spiritual counselors and volunteers, trained in hospice and palliative care.

Hospice care is provided wherever the patient calls home. Most insurances have a hospice benefit that covers hospice care at no cost to the patient, including medications, medical equipment, supplies and regular visits from the hospice team.

**nchha.org | 603.444.5317**

536 COTTAGE STREET, LITTLETON, NH 03561

**Office Hours** Monday–Friday | 8:00am–4:30pm

**24/7 ON-CALL NURSING SUPPORT**

## WHEN IS IT TIME FOR HOSPICE?

It can be difficult to determine the timeline of a patient's illness and many of our patients tell us they wish they knew about us sooner. To help you decide whether it's time to consider hospice care, see the questions below. If the answer is "yes" to two or more, it might be time to discuss options. In consultation with your physician, we can help you think through what's best for you and your family.

### **Have you or a loved one...**

- ...been hospitalized several times in the last six months?
- ...used medication more frequently for pain symptoms?
- ...needed help with at least two of the following:
  - bathing, dressing, eating, walking, getting out of bed?
- ...had unexplained weight loss in the last year?
- ...had shortness of breath while resting?
- ...been diagnosed with a serious illness by a doctor and told that life expectancy is limited?

## FREQUENTLY ASKED QUESTIONS

### **What kind of care is included in the program?**

Our clinical staff offers home visits for symptom management, prescription adjustments/modifications, and 24/7 availability for any care needs or questions, as well as daily caregiving tasks. Our social workers/spiritual counselors will help you focus on quality of life and meeting important goals. Our homemakers and volunteers offer homemaking and respite assistance.

### **Will I need to change my primary care provider (PCP)?**

No, we work alongside all PCPs in the area and involve them in our plan of care. If you prefer, we do have providers on staff who can become your PCP.

### **Will I still be able to go to the hospital if I need care?**

Yes. There are times when a patient on hospice may want or need to go to the hospital and that is still an option while on the program.

### **How long are patients generally on hospice for?**

Although this can vary greatly, many of our patients are on our program for several months to years.

NORTH COUNTRY HOME HEALTH & HOSPICE AGENCY is a Medicare certified, non-profit organization and a member agency of the Home Care Association of NH.

To report concerns about home care, call the Medicare Hotline at 800.633.4227.