How Coastal Hospice Helps

Finding comfort, dignity and peace at the end of life

Coastal Hospice & Palliative Care
Hospice makes a difference

Hospice is about living. Hospice care is the help patients and their families need to make the most of the time they have.

Coastal Hospice offers compassion, comfort and care. Our patients live with dignity and on their own terms. We offer treatment and support, not only to patients, but also to those who love and care for them.

When you are facing a life-limiting condition, you don't have to be alone. The Coastal Hospice team can help. We work with you and your physician to bring you comfort and peace of mind.

You may be reluctant to call Coastal Hospice. That's understandable. But we hear over and over again that patients and their families wish they'd called us sooner.

The future may be uncertain, but the end of life can also be deeply meaningful and full of love. At Coastal Hospice, we put you at the center of care. We strive each day to help you feel in control again.

How the hospice team helps

Coastal Hospice team members visit you often. We provide care in your home or in an assisted living or nursing facility or at Coastal Hospice at the Lake, our inpatient hospice center.

Your doctor remains an important member of the hospice team. Coastal Hospice has physicians who focus on palliative care (comfort care) and consult with your physician to develop the best plan of care.
When should I call hospice?

The earlier you call us, the more time you’ll have to benefit from our team of professionals who provide comfort, care and support. Families often tell us, “I wish we had called hospice sooner.”

If you are facing a life-limiting condition, call us when:

- You need help with daily activities, such as bathing, dressing, eating and getting around.
- You are feeling overwhelmed and don’t know where to turn for help.
- You need care at home, including equipment, supplies and medications.
- You need comfort from pain or suffering.
- You are not feeling better despite treatments and hospitalizations.
- Your loved ones want emotional support and guidance.
- You desire to spend more time enjoying life.

“When the nurse came in for our intake interview and said, ‘This isn’t about dying; this is about living,’ that got me right here. Nobody else said that.”

~ Clyde Adams, former patient, with wife Tina
Coastal Hospice team members provide these services covered by the Medicare Hospice Benefit and most commercial insurances:

- Our doctors work with your own doctor or specialist to manage care and make house calls, as needed.
- Registered nurses skillfully gauge how you’re doing, coordinate your care with your doctor and the hospice team and teach your loved ones how to care for you.
- Certified hospice aides help you with bathing, dressing, light housekeeping and other necessities.
- Social workers provide family counseling, advanced care planning and connection to other resources.
- Hospice chaplains provide nondenominational spiritual guidance and emotional support for the whole family.
- Trained volunteers offer friendship and comfort.
- Music and pet therapists provide fun and relaxation.
- Physical and occupational therapists help you maintain strength and find ways to engage in life.
- Medications are supplied to provide symptom control and pain relief.
- Medical equipment, oxygen and supplies are delivered right to your door.
- We are available 24 hours a day, 7 days a week to address your concerns and symptoms.

“Every Sunday, I’m able to go to church and out to lunch. Without hospice, I wouldn’t be able to go out of the house.”

— Judy Waring, former patient
The four levels of hospice care

As defined by Medicare, there are four levels of care:

ROUTINE HOME HOSPICE CARE
Most hospice patients are managed under this level of care. Hospice team members visit often, as determined by your unique needs. We visit patients in their home, assisted living or nursing facility.

GENERAL INPATIENT CARE
This is also referred to as symptom management. When pain and symptom management require intense and/or complex medical care, we provide the inpatient level of care. We contract with area hospitals, but most patients come to Coastal Hospice at the Lake for short-term symptom management.

CRISIS CARE
(ALSO CALLED CONTINUOUS CARE)
Patients may need more intense care during periods of crisis to remain at home. A period of crisis is a time when a higher level of nursing care is required to manage symptoms. In this case, the patient does not want to transfer to an inpatient setting. Hospice nurses and aides are scheduled for a number of hours to provide care in the patient’s home. Routine home care resumes once the patient is comfortable.

RESPITE INPATIENT CARE
This helps when a caregiver needs a break from the demands of home care or needs to leave the home for a period of time. We can provide respite care for up to five days. Respite care can be given at a number of nursing facilities and Coastal Hospice at the Lake.
Paying for hospice

Services are covered by Medicare, Medicaid, and most private insurance policies. If you don't have medical insurance, Coastal Hospice offers a sliding scale, based on financial need.

As a nonprofit organization, Coastal Hospice receives donations from the community that help cover the cost of caring for patients who lack financial resources. No one is ever turned away, regardless of their ability to pay.

“At age 93, my husband had been in the hospital too many times and wanted to be at home. At first, our children were reluctant to call in hospice. But the Coastal Hospice nurse explained hospice didn’t mean the end is near, that hospice is about living. Hospice was such a help to us.”

- Jean Todd, wife of a former patient
Facts about hospice care

- Most Coastal Hospice patients are cared for in their own homes.
- Hospice cares for any patient with a life-limiting illness (not just cancer).
- Hospice care is covered by Medicare, Medicaid and private insurance. Grants and community donations provide for those without insurance.
- Each patient has a team of caregivers, including the family doctor.
- Hospice care includes medications and supplies.
- Doctors and families tell us their only regret is not calling Coastal Hospice sooner.

About Coastal Hospice

Founded in 1980, Coastal Hospice is a private non-profit community program that provides traditional hospice services, palliative care, bereavement support, education and training to residents in Wicomico, Worcester, Dorchester and Somerset Counties on Maryland’s Lower Eastern Shore.

More than 100 people are employed by Coastal Hospice and more than 250 individuals volunteer.

Coastal Hospice is accredited by The Joint Commission and supported by the United Way.

“The patient is given priority, it seems, in everything.”

—Ada Creamer, former patient
Call us. We’ll come to you.
410-742-8732
tollfree 800-780-7886

SERVING THE LOWER SHORE
Dorchester, Somerset,
Wicomico and Worcester counties

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of the Lower Eastern Shore

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