

Frequently Asked Questions

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Referral hotlines

Monday - Friday 8 am-5 pm 410-742-7878
After hours, weekends, holidays 877-839-0497



Coastal Hospice
& *Palliative Care*

Frequently Asked Questions

What does Coastal Hospice do?

- Coastal Hospice doctors work with the patient's own doctor or specialist to manage care and make house calls as needed.
- Registered nurses provide 24-hour personal care and medications and teach procedures to the family.
- Certified hospice aides help with bathing, dressing, light housekeeping and other necessities.
- Social workers provide family counseling, advanced care planning, and connection to other resources.
- 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 patients maintain strength and find ways to engage in life.
- Medications provide symptom control and pain relief.
- Medical equipment is delivered right to the patient.

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When should you call in Coastal Hospice?

The earlier you call Coastal Hospice, the more time your patient will have to benefit from the comfort, care and support hospice offers. Some key reasons to refer your patient to hospice are:

- The patient's illness no longer responds to treatment.
- The patient desires to spend more time enjoying life.
- The patient wants freedom to make decisions about his or her own care.
- The patient needs comfort from pain and suffering.
- The patient's loved ones want emotional support and guidance.
- The patient needs help with daily activities, such as bathing, dressing, eating and getting around.
- The patient is making frequent visits to the emergency room or hospital.
- The patient and/or family are feeling overwhelmed and need home support.

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What are the four levels of hospice care?*

■ Routine home hospice care

Most hospice patients are managed under this level of care. Hospice team members visit often, as determined by the patient's needs. The staff visits patients in their home, assisted living facility or nursing home.

■ General in-patient care

This is also referred to as short-term "symptom management." When pain and symptom management require intense and/or complex medical care, hospice provides in-patient level of care. Coastal Hospice contracts with area hospitals, but most patients go to Coastal Hospice at the Lake where the hospice doctor does daily rounds, and nurses, chaplains and social workers are available 24/7.

■ Continuous care

Patients may need continuous 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 move to an in-patient setting. Care does not have to be "continuous," but usually totals more than eight hours in a day. Routine home care resumes once the patient is comfortable.

■ Respite in-patient 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. Coastal Hospice 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.

* As defined by Medicare

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Where does Coastal Hospice offer care?

- In Dorchester, Somerset, Wicomico and Worcester counties
- In the patient's own home
- In nursing homes or assisted living facilities
- At Coastal Hospice at the Lake

Who pays for hospice care?

- Services are covered by Medicare, Medicaid and most private insurance policies.
- Coastal Hospice offers a sliding scale, based on financial need, for patients without medical insurance.
- No one is ever turned away from Coastal Hospice because of their inability to pay.

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What is Coastal Hospice at the Lake?

Coastal Hospice at the Lake is an in-patient facility located in the 2N wing of Deer's Head Hospital in Salisbury designed for short-term care. Capabilities include:

- **Short-term care** when a patient needs temporary medically complex care for uncontrolled symptoms with a daily visit from a hospice physician.
- **Quality, personalized care** by the Coastal Hospice interdisciplinary team to improve the well-being of the patient and family.
- **24-hour-a-day care** by an experienced and professional medical staff.
- **14 patient rooms** ~ six private, eight semi-private with unlimited visiting hours.
- **Gathering spaces** in the family room, garden room and stocked kitchen.

When is a stay there appropriate?

Coastal Hospice at the Lake gives short-term care when these services are required:

- **Pain and symptom management** to assess and treat severe symptoms (such as pain, breathing difficulty or anxiety) that cannot be managed at home.
- **Respite care** to give caregivers the opportunity to get the rest they need. Most insurances will cover up to five days.
- **Transitional care** when a patient is leaving the hospital and needs medication adjustment. Coastal Hospice staff will modify the medication plan and teach family members what they will need to know at home.

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