

# Our Pledge to Veterans

Hospice care tailored  
to veterans' needs



VITAS® Healthcare deeply appreciates and honors US veterans and their service to our country.

- We pledge to provide high-quality clinical, spiritual, and psychosocial care for veteran patients with service-related illnesses, injuries, and other disorders.
- We pledge support to our veteran patients, their family members, and loved ones.
- We pledge to work closely with the Department of Veterans Affairs (VA) to ensure that veterans can access all eligible benefits.
- We pledge to take into account individual military history as part of our care planning process.

Timely referrals, in the last 6-months of life, to hospice care can greatly improve the quality of life for veterans. VITAS provides specialized medical care, spiritual and emotional support, and other services tailored to veterans' needs.

## How we honor our pledge

- VITAS staff members are specially trained to care for veteran patients and honor the unique needs of the veteran, including service-related injuries, moral/soul injuries, illness (from infectious disease or biological/chemical exposures), post traumatic stress disorder (PTSD), depression, financial concerns, and the impact of drug and alcohol abuse on the end-of-life process.
- To ensure veterans receive specialized care tailored to their individual needs in their setting of choice, VITAS team members identify veteran patients upon admission and develop care plans that address clinical, psychosocial, and spiritual concerns.
- VITAS offers support groups and bereavement programs for veterans and their families.



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- VITAS honors veterans through personalized bedside salutes, pinning ceremonies, Veterans Honor Walls at care facilities, and community events.
- VITAS employees and volunteers with a wide range of military experience connect with veteran patients and can interface with the Department of Veterans to help families access important benefits and replace lost medals.
- To honor a veteran's/family's final requests, VITAS can assist in planning military memorials.

### Veterans benefits assistance

To carry out our commitment, VITAS staff members help veterans and families identify and access VA benefits for which they are eligible, including:

- Military separation papers, DD-214
- VA pensions, including aid and attendance
- Service-connected compensation benefits
- Survivors' benefits for spouses and dependents
- Dependency Indemnity Compensation (DIC)
- Burial benefits

### Who pays for VITAS services?

Hospice is a covered benefit for all enrolled veterans. VITAS accepts VA, Medicare, Medicaid, Medi-Cal, and Tri-Care up to 100% payment for hospice services. Veterans generally have no out-of-pocket expenses for hospice-related services.

### The VITAS Advantage

Important advantages enhance our hospice care for veterans.

- Rapid response to referrals, admissions, and care, and 24/7 patient/family access to VITAS Telecare clinicians who can triage symptoms by phone or dispatch a team member to the bedside to manage crises, when medically necessary.
- Four levels of care: routine home care, inpatient care, respite care for caregivers, and Intensive Comfort Care®, allows patients to remain at home or in their preferred setting with temporary shifts of bedside care, per Medicare guidelines.

**Experts agree that hospice care is most beneficial when it is provided for months, rather than weeks or days. Call VITAS at 866.791.2229.**



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