

In Crisis, We Are Constant

VITAS® Healthcare remains a committed provider and partner during the COVID-19 pandemic. We are educated and ready to leverage our mobility-first platform, including telehealth support through FaceTime, to ensure we continue to provide high-quality end-of-life care for at-home patients, their families, and your practice.

24/7/365 Care Coordination | Spiritual/Psychosocial Support | Intensive Bereavement Services | Physician/Nurse EOL Expertise

Your practice may be relying more heavily on telehealth to provide care to patients with advanced illness and their families. They may be understandably apprehensive to allow visitors in their home.

Here's how VITAS can support your patient's care and prevent unnecessary ED visits and hospital admissions via telehealth...

- VITAS coordinates remotely with your practice to provide guidance and support for end-of-life symptom management, ensuring your patient remains comfortable, at home, and that their goals of care (GOC), wishes, and values are honored.
- VITAS delivers medications, home medical equipment, and supplies directly to your patient's home in an effort to support and manage disease-related symptoms.
- VITAS is available for your patients 24/7/365. VITAS clinicians triage and treat by phone. If necessary, they can initiate a video visit with a VITAS physician or nurse.
- VITAS conducts GOC conversations via telehealth with your patients and their families (e.g. do-not-resuscitate [DNR] discussion).
- Via telehealth or electronically, VITAS proactively provides disease-related educational resources to the patient and family to ease uncertainty and anxiety by helping them understand signs of disease progression and associated symptoms.
- The VITAS chaplain and social worker support the family through telehealth consultations, helping them cope with anxiety and anticipatory grief associated with the COVID-19 crisis and the disease process.
- Your patient's family will have access to community resources, VITAS support groups (telephone and video), and bereavement services for 13+ months.
- The VITAS clinical care teams meet regularly to assess your patient's plan of care, ensure their symptoms continue to be managed, and ensure that their goals of care, wishes, and values are respected. VITAS will keep you updated on the plan of care for your patients.

The need for hospice is constant. Our services are constant, too. Trust VITAS, the nation's leading provider of end-of-life care.

You receive a call from Rebecca, the daughter of CJ, your 75-year-old patient with advanced lung disease.

Oxygen-dependent with poor response to bronchodilators at home, CJ is experiencing shortness of breath with minimal exertion, progressive functional decline due to disease progression, and unintentional weight loss.

Rebecca fears taking CJ back to the ED because of COVID-19 and is struggling to cope with CJ's condition. Concerned about having visitors in her home, she prefers to communicate via FaceTime or telephone.



Our Team Is Here to Connect Your Practice, Families and Patients During COVID-19.

VITAS can support your staff and ensure uninterrupted care for your at-home patients.



24/7/365 Care Coordination Physician/Nurse EOL Expertise

- Coordinates remotely with your practice staff, CJ and daughter to provide a proactive, clinical care plan that enhances CJ's quality of life, manages his symptoms, and honors CJ's wishes to remain at home.
- Provides 24/7 telehealth access to our clinical experts who triage and treat acute symptom exacerbations (e.g., dyspnea, anxiety) by phone, and if appropriate, can initiate a video visit with a VITAS physician or nurse.
- Conducts a GOC conversation with CJ and Rebecca to identify his end-of-life care goals, wishes, and DNR preferences.
- The VITAS team's 24/7/365 availability eases Rebecca's concerns. A VITAS clinician is available at all times to assist with changes in CJ's condition or symptom exacerbations that otherwise would lead them to call your office or go to the ED.
- VITAS delivers medications to the home to address CJ's lung disease for maximum comfort and symptom relief.
- VITAS delivers home medical equipment and supplies to ensure CJ's safety, energy conservation, and dignity.
- Hospice training resources are provided to Rebecca and CJ to help them better understand signs of disease progression and associated symptoms in an effort to ease uncertainty and anxiety.



Spiritual/Psychosocial Support

- Reads portions from the Torah to CJ and his daughter over the phone and prays with him to ease anxiety and dyspnea. (VITAS chaplain)
- Schedules a FaceTime call with Rebecca to help her cope with anxiety and anticipatory grief. (VITAS social worker)
- Helps CJ manage anxiety through several scheduled video calls that cover meditation techniques, emotional management, and disease acceptance. (VITAS social worker and chaplain)



Intensive Bereavement Services

- Rebecca is contacted by the VITAS nurse and chaplain via phone for condolences and assistance with funeral planning.
- CJ's family members have access to community resources, VITAS support groups, and bereavement services for 13+ months.
- Rebecca receives extensive bereavement support via phone to address an augmented grieving process.
- VITAS social worker works with Rebecca on a memory project to honor CJ and help her find closure.