

The right care *starts* with an informed choice

 Choosing a hospice organization is one of the most important decisions a patient or family will ever make. While the weight of that responsibility can feel overwhelming, knowing the right questions to ask can make all the difference.

HOSPICE NAME:			VITAS
Care settings: Does the hospice provide care in...			
Private homes, assisted living communities and skilled nursing facilities?			
Hospitals and inpatient hospice units, when needed, to stabilize symptoms?			
Services: Does the hospice provide...			
Pain and symptom management?			
Delivery and maintenance of all medical equipment, supplies and medications?			
Around-the-clock support, including a 24/7 hotline staffed by a hospice nurse?			
Shifts of bedside continuous care, when clinically appropriate, to prevent hospitalizations?			
Complementary services, such as massage therapy or music therapy?			
Guidance regarding advance directives, living wills and other end-of-life plans?			
Care team: Does the hospice care team...			
Include hospice-trained physicians, nurses, aides, social workers, chaplains, bereavement specialists and volunteers who visit regularly?			
Include the patient, family and family doctor/primary care physician in care plan decisions?			
Adjust the care plan as the patient's needs and preferences change?			
Cultural considerations: Does the hospice offer...			
Care that honors the traditions, cultures and beliefs of diverse communities (e.g., veterans, Jewish, African American, Hispanic, Haitian, Asian, LGBTQ+)?			
Staff who speak languages other than English or access to interpreters?			
Support for patients who are non-religious or who belong to minority faith traditions?			
Reputation and history: Does the hospice have...			
A care model backed by nearly 50 years of experience?			
Differentiators like the American Heart Association Certified Care for patients with heart failure at end of life?			