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 centers, when needed, to stabilize symptoms?			✓
Services: Does the hospice provide…			
Pain and symptom management?			✓
Delivery and maintenance of 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?			✓