



PHYSICIANS' FREQUENTLY ASKED QUESTIONS

HOW CAN MISSION HOSPICE SUPPORT MY PATIENTS?

We provide a continuum of care for those with life-limiting illnesses, including palliative care, transitional care, and hospice. Our interdisciplinary teams include MD/NPs for home visits, RN case managers, LCSW/MSWs, HHAs, spiritual counselors, bereavement specialists, and trained volunteers.

Our patients receive care in their own homes, in assisted living and other facilities, and in our hospice house, a peaceful, homelike option for those at the very end of life whose symptoms cannot be managed at home.

WHAT IS HOSPICE CARE?

Hospice care is compassionate, team-based care for people with a terminal diagnosis of six months or less who wish to focus on quality of life. Hospice takes

a holistic approach to expert medical care, pain and symptom management, and emotional and spiritual support expressly tailored to the patient's needs and wishes.

"You matter to the last moment of your life, and we will do all we can, not only to help you die peacefully, but also to live until you do."

- Dame Cicely Saunders,
founder of modern hospice

Hospice also supports the patient's loved ones. At the center of hospice and palliative care is the belief that each of us has the right to die pain-free and with dignity, and that our families will receive

the emotional and practical support they need. **Entering hospice care is not giving up - it is an opportunity for patients to truly live the last months of their lives.**

WHAT IS PALLIATIVE CARE?

Palliative care offers people with serious illness an extra level of support to improve quality of life. This kind of care includes pain and symptom management, spiritual and emotional support, education, and referral to community resources. Our palliative care team works collaboratively with you, as the patient's primary care physician, to support your patient, their family, and their caregivers.

HOW CAN I REFER PATIENTS TO MISSION HOSPICE?

Physicians, hospital staff, caregivers, and family members all refer patients to us. Our clinical staff make free informational visits to patients and families in their homes, hospitals, nursing homes, and assisted living facilities.

Fax your referral to 650.554.1018 with patient demographics, contact info, insurance, and H&P/current office notes. You can also call us at 650.554.1000 or 408.554.2434 and ask for intake.

WHAT MAKES MISSION HOSPICE DIFFERENT?

We are known for our personalized compassionate care. We tailor a care plan especially for each patient, with sensitivities to cultural, spiritual, and individual preferences. We can provide same-day service, and have a multilingual staff to serve our diverse community.

Mission Hospice is dedicated to respecting patients' rights, needs, and choices, including those offered by the End of Life Option Act. We encourage everyone to start advance care planning early, and we support our patients' education, discussions, and decisions.

Our continuum of care model allows us to provide patients with quality care throughout their final months. It also allows our patients (and, importantly, their families) to remain with the same support team throughout their journey. We see every day that our compassionate care gives patients and their loved ones the opportunity to cherish their time together.

"Every patient is unique, and every illness progresses differently. Our continuum of care model allows us to provide patients the same support network and high quality care regardless of how Medicare classifies them during that last stage of life."

- Karri Kaiser, Medical Social Worker

WHO PAYS FOR THIS CARE?

Hospice care is covered by the Medicare hospice benefit and most private insurance. Palliative care coverage, copays, and deductible vary by insurance. Thanks to donors in our community, there is **no cost for our Transitions program**, which provides care management and supportive services for patients who are not yet physically or emotionally ready for hospice.

Donations from the community support our exceptional care and educational programs, and **help us serve people regardless of their medical coverage or ability to pay.**

IS MISSION HOSPICE A LOCAL ORGANIZATION?

Founded in 1979 by a handful of visionary community leaders, Mission Hospice was one of the region's first hospices, and is a **trusted, local, independent nonprofit.** We

"As a volunteer with Mission Hospice, I have the opportunity to help each individual accept and possibly embrace what is happening. I'm there to help them know they are not alone."

- Paul Smith, volunteer

have served thousands of patients and their families in the Peninsula and South Bay with physical, emotional, and spiritual support throughout the journey from a life-threatening diagnosis through death and bereavement.

Mission Hospice is led by a dedicated volunteer board of directors and a highly-trained professional staff, with support from volunteers and donors who share our commitment to our community.

We are local residents who believe that **every member of our community should have access to compassionate palliative and hospice care.**



Mission Hospice & Home Care
www.MissionHospice.org

PENINSULA OFFICE

66 Bovet Road, Suite 100
San Mateo, CA 94402
650.554.1000

SOUTH BAY OFFICE

1688 Willow Street, Suite A-2
San Jose, CA 95125
408.554.2434