

## Myths & Facts About Hospice

### MYTH

*Hospice means giving up hope.*

### FACT

Hospice does not mean giving up hope. We focus on maximizing quality of life based on individual choice, so that you may live life as fully as possible for as long as possible.

*Hospice provides around-the-clock care.*

We are available 24/7 to answer questions and address concerns. The frequency of our visits is determined by each patient's individual needs.

*Hospice is expensive.*

Medicare, Medi-Cal and some private insurers cover most, if not all, costs of hospice services. In general, hospice is less expensive than hospitals and nursing homes. Hospice by the Bay turns no one away based on inability to pay.

*I have to give up my own doctor.*

Our medical directors and nurses work with your own doctor in developing your individual care plan. Our nurses keep your personal physician up-to-date throughout your time in hospice.

*All hospices are the same.*

All licensed hospices must provide certain basic services, but additional services vary. The nonprofit Hospice by the Bay offers a range of caring programs, including community grief counseling, palliative care consults and pediatric care. We also meet the rigorous standards of excellence from the Community Health Accreditation Program, a national independent accreditation organization.

**Founded in 1975** as Hospice of Marin, the nonprofit Hospice by the Bay is the second oldest hospice in the U.S. We have long been committed to providing the highest level of care to our patients and their families, and support for our communities.

We are thankful for the generous charitable support we receive from community members. Tax-deductible donations ensure that everyone who needs us has access to compassionate hospice care. Community volunteers are also essential to our work, whether they help out at a fundraising event, work at our thrift stores or provide companionship to our patients.

**Hospice by the Bay** is a non-profit, 501(c)(3), caring for patients, families and the community in Marin, San Francisco, N. San Mateo and Sonoma counties and the City of Napa. Licensed by the State of California, Hospice by the Bay is certified by Medicare and Medi-Cal, and accredited by the Community Health Accreditation Program, Inc., for achieving the CHAP standards of excellence. ([www.chapinc.org](http://www.chapinc.org)).

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(888) 204.4081 Fax

#### **San Francisco &**

**N. San Mateo Counties**  
180 Redwood Street, Suite 350  
San Francisco, CA 94102  
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#### **Sonoma County & the City of Napa**

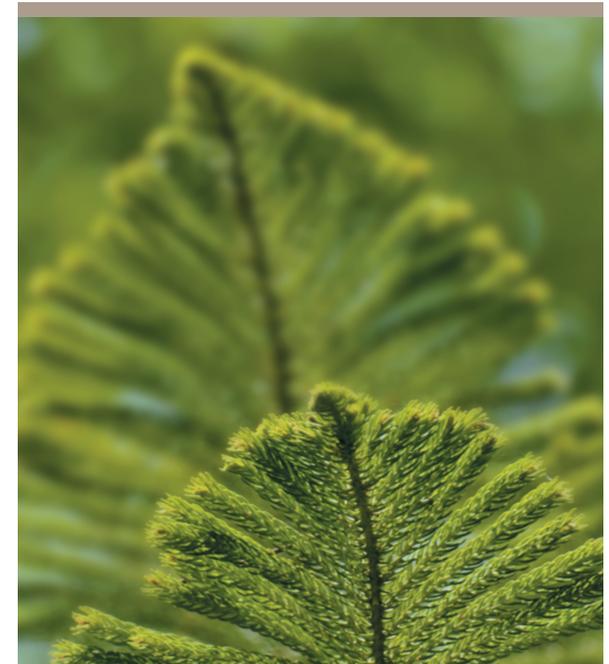
190 West Napa Street  
Sonoma, CA 95476  
(707) 935.7504  
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#### **Admissions**

(888) 720.2111  
(888) 767.1919 Fax

[www.hospicebythebay.org](http://www.hospicebythebay.org)

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*Expert Care  
Compassionate Support*



SERVING MARIN, SAN FRANCISCO,  
N. SAN MATEO & SONOMA COUNTIES  
& THE CITY OF NAPA

# Quality hospice, palliative and pediatric care and grief counseling

*This may be a difficult time for you and your family — coping with a terminal illness can be confusing and overwhelming.*

It is important to know that you are not alone. We will help you live as fully and comfortably as possible, while providing support for your loved ones.

Hospice care focuses on dignity, comfort and quality of life. As the second oldest hospice in the U.S., Hospice by the Bay has the knowledge and expertise to provide the care you need during this time.

Our specially trained team offers you personalized care. We help you and your family prepare and cope physically, emotionally and spiritually with end-of-life needs. Our team provides care during visits to wherever you call home — a family residence, long-term care facility or hospital.

## IS IT TIME FOR HOSPICE?

Our patients and their families often tell us that they wished they had called us sooner. You and your loved ones benefit most when the hospice team begins care earlier in your illness.

Some signs that it's time to consider hospice:

- More frequent hospital or emergency room visits
- An unexplained drop in weight
- Spending most of the day laying down
- Shortness of breath while resting

Starting a conversation about hospice can be difficult, and we can help. We work with you and your physician, so you can make the right choices for yourself and your family.

## Insurance Coverage

Medicare, Medi-Cal and most private insurance cover the cost of hospice, including medications, medical supplies and equipment.

## OUR SERVICES

- Pain and symptom management
- 24/7 nurse consultation
- Practical support and resource information
- Emotional and spiritual support
- Grief counseling

### Palliative Care Consultation

In partnership with select hospitals and care facilities, our team offers pain and symptom management for patients with chronic or life-limiting illnesses.

### Pediatric Palliative Care

Our team provides family-centered care for children and teens with life-limiting illnesses while they continue curative treatments.

## OUR TEAM

### Medical Directors

Our medical directors are specially trained in end-of-life and palliative care. They work with your personal physician and your Hospice by the Bay nurse to create an individually tailored care plan to best meet your needs.

### Nurses

Our nurses oversee patient care in consultation with your other Hospice by the Bay team members. They stay in regular contact with your physician to coordinate your medical needs. They manage your symptoms and medications, and order medical equipment and supplies.

### Social Workers

To help you and your family cope with the practical and emotional impact of illness and end-of-life issues, our licensed social workers offer education and counseling. They also provide guidance and referrals to additional community resources and services.

### Home Health Aides

To help ensure your comfort and safety, our aides provide personal care, such as assistance with bathing, grooming and dressing. They teach family and caregivers the best ways to help with these tasks and make your living area safer.

### Spiritual Support Counselors

Our counselors offer you and your family emotional comfort and spiritual care. They can also assist with funeral and memorial planning.

### Patient and Family Support Volunteers

Trained volunteers provide companionship for patients, relief for caregivers, help with errands, transportation for appointments or short outings, and a support presence for patient and family during a patient's final hours.

### Grief Counselors

Individual and group counseling is available to family members with a loved one in our care. Counseling for community members coping with a loss is available on a sliding-fee scale.