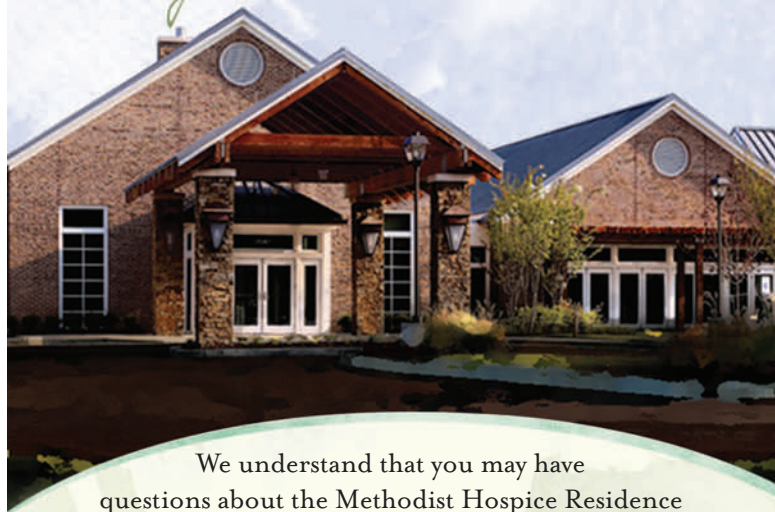


number of family members after 10:00 pm to ensure the patient receives adequate rest.

We welcome children to visit with families, as they add a special joy. Please bring children to the Residence only when they are well. Parental supervision is requested at all times.

Pets are valuable members of the family and can be a special source of happiness for patients. Pet visits should be pre-arranged with the patient's nurse. Health regulations require that handler/owner provide proof of immunization to the nurse, prior to the pet's visit. Dogs must be on a leash when out of the patient's room. At any time, our staff may request that a pet be removed if they show any sign of aggression. You may use the grassy areas around the parking lot to relieve your pets.

*Thank you for
your interest.*



We understand that you may have questions about the Methodist Hospice Residence and if it is the right fit for your loved one.

We've attempted to answer a few of the questions we are frequently asked below. If you have any additional questions, please feel free to contact us at 901.818.2100.

What level of care is available at the Methodist Hospice Residence?

There are three levels of care at the Residence.

1. **General Inpatient Care (GIP):** Patients with GIP status require frequent medical and nursing care, managing complex symptoms such as pain crisis, nausea, extreme agitation, etc. GIP does not take into account the inability to perform activities of daily living, such as the ability to go to the bathroom or feed themselves. Although the patient may need assistance, this alone does not qualify them for GIP status. Room and Board are included.
2. **Respite Care:** Respite is a level of care that is provided under the Medicare Hospice benefit that gives a primary caregiver/family member a restful break while the patient stays up to five days at the facility. Room and Board are included.
3. **Residential Care:** These patients generally are unable to stay at home because they don't have a primary caregiver at home or the caregiver is unable to care for the patient alone and requires additional help. There is a room and board cost associated with this level of care.

The Medical Director or covering physician is the only person authorized to change the level of care of a patient. The assigned level of care of the patient is based only on the clinical assessment and documentation.

Methodist Hospice Residence
6416 Quince Road • Memphis, TN 38119
901.818.2100
www.methodisthealth.org/hospiceresidence

Be treated well.



Who pays for my loved one's medical care at the Methodist Hospice Residence?

Most patients have insurance provided by Medicare, Tenn-Care, or a private insurance company. Methodist Hospice will make every effort to identify a payor source and assist you in meeting the eligibility requirements, if necessary. Methodist Hospice relies on the generous support of our community to meet costs unmet by medical coverage, allowing us to provide services regardless of ability to pay. An individual's Long Term Care policy can help off-set the costs of Room and Board fees.

Private Insurance Patients

Some private insurance policies cover room and board and hospice care for inpatient/residential hospice.

Our case management team verifies a patient's benefit policy on a case-by-case basis to determine if inpatient hospice and general hospice care are covered.

Physician Care

Will their current doctor continue to provide care to my family member while in the residence?

As a specialty care facility, your loved one's primary physician may transfer responsibility to our Hospice medical staff. If you choose, your personal physician may continue to direct the care if they are credentialed with the Methodist hospital system.

How often will a Hospice physician visit my family member?

Physician visits are made at least 3 times per week for GIP Care. A physician may visit more frequently if determined appropriate by your care team. Respite and Residential Care patients will receive a physician visit upon admission, as well as intermittently throughout their stay.

What is the staffing at the Residence?

Our nursing staff consists of Registered Nurses, Licensed Practical Nurses, and Hospice Aides who will partner with you and your family as a team. There is always a registered nurse at the Residence 24 hours a day. A social worker and chaplain are available on site for all patients, and are on-call every night and weekend. Physicians, Chaplains, Housekeepers, Nutrition Services, Volunteers, and Maintenance staff are all part of our Residence team.

How is their length of stay determined?

Length of stay is determined by the patient's medical condition, which is reviewed daily by our medical directors.

Can we personalize the room?

There is a message board in every room for pictures and cards to be attached. Personal items are welcome (framed table top pictures, plants, blankets/comforters, pillows, etc.)

What do we need to bring?

- *Personal Care items:* Patients are encouraged to bring shampoo, shaving cream, toothbrush, etc. from home. These items are also available at the Residence, if needed.
- *Clothing:* Patients are encouraged to wear appropriate personal attire. The Residence offers a home-like environment, so please feel free to bring items that are most comforting to the patient. The Residence can provide patient gowns at any time.
- *Laundry:* The Residence provides sheets, towels and hospital gowns for all patients. The patient and family's personal clothing items can be laundered at the Residence if you desire. If you choose to use our personal laundry facilities, please bring detergent, softener, and dryer sheets, which may be kept in the patient's room.
- *Food:* There is a small refrigerator in every patient's room to place food items. Health regulations require that refrigerated food be discarded after 48 hours, so please keep quantities small. We also request that each container be labeled with the patient's name and the food's arrival date. Snacks, juice, pudding, soups and Jell-O are available to patients at any time, in addition to our regular mealtimes.
- *Money/Valuables:* Patients, family members and loved ones are encouraged to bring personal items to make the patient feel more comfortable and at home while at the Residence. However, Methodist Hospice Residence does not assume responsibility for valuables kept in patient rooms. We strongly discourage patients from keeping money or valuables in their room.

When can I come visit my loved one?

Family and caregivers are always welcome at the Residence 24 hours a day, 7 days a week. All guests are required to sign in and out at the receptionist desk located at the front entrance.

Family members may stay overnight at the Residence with their loved one. However, we request that you limit the