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Hospice and Palliative Care

For many people, death is difficult to talk about. Because of this, many people and their families often put off talking about hospice care or comfort care. While most people would prefer to die in their own homes, the norm is still that terminally ill patients die in a hospital. Their loved ones usually can't see them or spend as much time with them then and often miss sharing the last moments of life.

Some families choose hospice care only for the last few days of life, and later wish they had more time to say goodbye to their loved one. To make sure that your family understands your wishes, it's important for anyone with a life-limiting illness to learn all they can about hospice and comfort care and talk about their feelings with loved ones before a medical crisis happens.

Did you know you can choose the hospice provider that's right for you? Here are some things to think about to help you make the choice that fits your needs.

- All Medicare-approved hospice providers must offer the same basics of care. But hospices differ in the quality of their service and some of the choices they offer. You can interview several hospices before you make this important decision. Consider which hospice provider listens and will follow your wishes about pain relief or other symptoms, works with your family and how they work with your doctor.

Check CareCompare a feature of Medicare.gov www.medicare.gov/care-compare/

- Find information about providers and facilities based on your individual needs
- Get helpful resources to choose your health care providers
- Make more informed decisions about where you get your care

- Hospice is not a "place". Hospice is treating the physical and emotional pain and symptoms at the end of life. Studies have shown that most Americans, if given the choice, would prefer to die at home, in the comfortable space they are used to. Hospice services can go anywhere including private homes, assisted living or nursing

homes. Some providers also offer special “Hospice Houses” where end of life care is offered.

- Some hospice agencies also provide palliative care as a non-hospice service for patients who wish to improve quality of life with a “whole person” approach to severe disease symptom management. Patients enrolled in palliative care may still undergo curative treatments. While Medicare covers hospice care, separate criteria applies to palliative care and must be reviewed on a case-by-case basis. However, most health insurance covers this service, though amount of coverage may vary.
- Hospice does not mean giving up. When medical treatments cannot cure disease, hospice care can help control pain, offer medical, spiritual, and emotional comfort to patients and their families.
- Hospice is not just for cancer patients. Hospice provides care for people with a wide range of life-limiting illnesses, like cancer, heart disease, stroke, lung disease, liver disease, kidney disease, AIDS, MS, etc. Hospice is often used for people living with dementia in the very late stages if certain criteria are met. People of all ages face death, and hospice can be changed to meet personal needs. It’s important to pick a provider who listens to your wishes, then puts the patient in control of making choices about their care.
- Hospice care doesn’t end with the patient’s death. Look for a hospice care team that will work with family members to help them through their grief. Support may include a trained volunteer or counselor visiting your family during the first year, as well as phone calls, letters, and support groups and can refer families to medical or other services if necessary.

** Vendors with ES noted, means they offer services in Spanish.

Accent Care Hospice of Wisconsin

6737 W. Washington St. Suite 2150
Milwaukee, WI 53214

(414) 203-8310 : Main phone
(800) 379-5105 : Alternate phone
(414) 455-4662 : Fax Number

Website: www.accentcare.com/seasons-hospice-palliative-care-announcement/

Intake Procedures: Call referral department

Fees: Medicaid, Medicare and private insurance accepted

Hospice services include; skilled nursing, home health aides, social services, respite, spiritual and bereavement counseling. Also provides palliative care and Music Therapy as part of their program. Offers a Namaste program, which provides specialized care to those with Parkinson's, Dementia or other debilitating cognitive diseases.

Allay Home and Hospice, Inc (ES)

725 Cornerstone Crossing, Suite C
Waterford, WI 53185

(262) 634-6603 : Main phone
(262) 634-6613 : Fax Number

Website: www.allayhh.com/

Intake Procedures: Call for consultation

Fees: Call for details; Accepts Medicare and some private insurance. Call for details. Allay Home and Hospice is a home health and hospice provider, who offer a very personalized, team approach to care. Services are available, 24 hours a day, seven days a week providing care at home, assisted living or skilled nursing facilities.

AseraCare Hospice (ES)

Amedisys Company
West Allis, WI 53186

(262) 785-1356 : Main phone
(262) 785-1389 : Fax Number

Website: www.asercare.com

Intake Procedures: Call for details

Fees: Call for details; Accepts MA and Medicare

Offers full Hospice Care services, including skilled nursing care, home health aide, music therapy, social worker, chaplain and family Hospice support.

Aurora Hospice at Home

Hospice Services
Burlington, WI 53105

(800) 862-2201 : Main phone
(414) 615-5900 : Alternate phone
(262) 414-3858 : Fax Number

Website: www.aurorahealthcare.org/services/home-care/hospice

Intake Procedures: Call for details

Fees: Call for details; Accepts MA and Medicare

Offers a coordinated program of services focused on comfort care including skilled nursing, social services, respite, chaplains, and bereavement counselors. Telehospice service remotely monitors your symptoms each day.

Also has the Aurora Zilber Family Hospice in Wauwatosa, a comfortable inpatient facility where care is offered in a home-like setting.

Compassionate Care Hospice-an Amedisys Company (ES)

16655 W. Bluemound Road, Suite 275 (414) 257-1708 : Main phone
 Brookfield, WI 53005 (414) 257-1787 : Fax Number
 262-785-1358 : Alternate phone

Website: locations.amedisys.com/wi/brookfield/compassionate-care-hospice.html

Intake Procedures: Call for details

Fees: Call for details; Accepts MA and Medicare

A community based organization committed to providing hospice and palliative care to patients, their families, and friends. Provides a wide range of services and specialty programs for terminally ill patients through a multidisciplinary approach. Specialty programs include the Cardiac Connection for Stage D Heart Failure patients, and a "Pulmonary Connections" program.

Compassus Hospice

13200 Globe Drive (833) 380-9583 : Toll-free
 Mt. Pleasant, WI 53177 (844) 887-8728 : Fax Number
 (262) 218-4991 : Main phone

Website: www.compassus.com/services/hospice-care/

Intake Procedures: Call for details

Fees: Accepted forms of payment: Medicaid (T19), Medicare, private insurance, and private pay. Call for details

Provides Hospice and palliative care services. Accepted forms of payment: Medicaid (T19), Medicare, private insurance, and private pay. Call for details

Gentiva Hospice

10150 W. National Ave., Suite 140 (414) 546-3200 : Main phone
 West Allis, WI 53227 (414) 546-3497 : Fax Number
 1 (888) 436-8482 : Alternate phone

Website: www.gentivahs.com/services/hospice-care/gentiva-hospice/

Intake Procedures: Call for details. Note: Expedited admissions, admissions will occur within 3 hours of initial referral. * Also available weekends and holidays.

Fees: Accepts Medicaid and Medicare, Call for details

A Hospice agency providing comfort care for individuals with a terminal illness. Palliative Care program focuses on aggressive pain control and symptom management for people with serious or life-limiting illnesses. Offers CareBeyond programs for COPD patients, Cancer patients, and Alzheimer's and Dementia Patients. Grief support groups available to any individual experiencing grief. Also offers

Horizon Home Care and Hospice

8503 75th Street, Unit B
Pleasant Prairie, WI 53142

(414) 365-8300 : Main phone
(414) 365-8330 : Fax Number

Website: www.horizonhomecareandhospice.org/

Intake Procedures: Call to discuss your situation

Fees: Varies, available upon request, Accepts Medicaid and Medicare, plus other insurance plans, call for details.

Horizon Home Care and Hospice offers a full continuum of services including: Home Health (Nursing, HHA, physical, occupational and speech therapy), Palliative Care, Hospice Care, Supportive Care (CNA and Homemaker Companion), Aging Life Care, Grief Resource Care.

Hospice Alliance

10220 Prairie Ridge Boulevard
Pleasant Prairie, WI 53158

(262) 652-4400 : Main phone
(262) 925-1361 : Fax Number

Website: www.hospicealliance.org

Email: hospice@hospicealliance.org

Intake Procedures: Call for information and referral

Fees: Varies, call for details; Accepts Medicaid and Medicare

Legacy Hospice Cares

4514 Jack Pine Lane
Union Grove, WI 53182

(262) 879-8014 : Main phone

Website: www.legacyhospicecares.com/

Email: erica.olson@legacyhospicecares.com

Intake Procedures: Call 262-879-8014, share your information and we will work together on gathering all additional information needed to determine eligibility.

Fees: Accepts Medicaid (T19), Medicare and Private insurance, call for details.

Provides care to those who meet the requirements for hospice eligibility. We provide a Registered Nurse Case Manager, License Practical Nurse, Social Worker, Spiritual Care Coordinator, Certified Nursing Assistant, Complimentary Therapy Practitioners, Volunteer and Bereavement

St. Croix Hospice

8825 S. Howell Avenue
Oak Creek, WI 53154

(414) 260-8333 : Main phone
(855) 278-2764 : Alternate phone
(414) 246-5005 : Fax Number

Website: www.stcroixhospice.com

Intake Procedures: Call for details

Fees: Medicare and Private insurance

Offers Nursing services, Hospice Aide services, music and massage and emotional and Spiritual support. St. Croix works with all hospice eligible individuals including high acuity patients. Does not offer Palliative care. Admissions are available 24hours, 7 days a week

Vitas Healthcare

331 E. Puetz Road, Suite 107
Oak Creek, WI 53154

(262) 321-3970 : Main phone
(888) 720-1324 : Alternate phone

Website: www.vitas.com

Intake Procedures: Call or fax referrals. Contact is established within 2 hours. Free in-home RN assessment

Fees: Accepts all private insurance payers, Medicare, Medicaid (T19). Serves all members of the local community, regardless of ability to pay, through charitable foundation. Call for full details

Services provided: hospice, palliative care services. Offers an Inpatient Hospice Unit at Ruth Hospice in West Allis, call for full details.

***Disclaimer:**

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You can also contact the Better Business Bureau by phone: 1-800-273-1002 or access their website: www.wisconsin.bbb.org/