



**Q: What is hospice?**

A: Hospice is a specialized, compassionate approach to caring for those with advanced illness so they may live more fully, in comfort and in control, when life expectancy is measured in months, rather than years.

Hospice focuses on caring for the whole patient, with expert pain and symptom management and emotional and spiritual support, along with resources, information and emotional support for your family. Care is provided by a team of physicians, nurses, social workers, spiritual care advisors and trained volunteers, following a plan of care developed in collaboration with you, your family and your personal physician.

**Q: What are the goals of hospice?**

A: The goals of hospice are to:

- Manage pain and symptoms to enhance quality of life
- Provide physical, emotional, social and spiritual support for the patient and family
- Maintain the patient's sense of dignity so he/she can live more fully, in peace and without pain.

**Q: When is the right time for hospice?**

A: It's never too soon to call JourneyCare. At any time during advanced illness, it's appropriate to discuss all of your care options, including hospice. Admission to hospice is based on your doctor certifying a limited life expectancy of six months or less, considering the expected course of the illness.

**Q: What can I expect from JourneyCare?**

A: We begin by listening to your questions and concerns so we understand what matters most to you and your loved ones. From there, your JourneyCare interdisciplinary team, in consultation with your primary physician, develops an individualized plan of care, focused on making each day the best it can be, however you have chosen to define that.

Your care team, which includes registered nurses, certified nursing assistants, social workers, chaplains and trained volunteers, makes sure you get the care you need when you need it.

**Q: How will JourneyCare manage pain and other symptoms?**

A: JourneyCare's doctors and nurses are specially trained in the use of the latest medications for pain and symptom relief. Our goal is to make sure you are as comfortable and alert as possible. We also believe that emotional and spiritual pain is just as real as physical pain. Depending on your plan of care, we have specialists trained in integrative therapies, such as music, art and massage, and various counselors, including social workers and chaplains, available to assist you and your loved ones.

**Q: Are all hospices the same?**

A: No. While all hospices are required to follow Medicare guidelines, the philosophy of care and extent of services may differ. Some hospices are for-profit, while others, like JourneyCare, operate as a not-for-profit organization. JourneyCare is an independent, non-for-profit, community based agency that has served generations of patients and families for over three decades.

**Q: Who pays for hospice?**

A: Coverage for hospice care is available through Medicare Part A, the Medicaid system of Illinois and most private and commercial insurance plans. Private insurance coverage for hospice can vary, so please check with your provider. For those who may have exhausted their insurance benefits or lack coverage, JourneyCare will provide care, regardless of ability to pay.

**Q: Where is hospice care provided?**

A: We provide care wherever you need us...a private residence, a senior living or long-term care community or at the hospital. When pain and symptoms become too difficult to manage in a home setting, around the clock care is provided in our in-patient hospice centers in Barrington and Woodstock.

**Q: Will my personal physician involved in the hospice care?**

A: Of course. When you choose hospice care, your personal physician becomes part of your care team, helping to develop your individualized plan of care, while continuing to oversee your overall care.

**Q: Will JourneyCare provide 24-hour nursing?**

A: No. Members of your care team visit weekly or more frequently depending on your condition. However, if you have questions or concerns, you can contact JourneyCare 24 hours a day, 7 days a week. Additional home visits may be arranged, if necessary.

If your family is financially able, they can privately hire shift nurses to provide around the clock care. This is not covered under the Medicare Hospice Benefit.

**Q: Will I need someone to be with me at all times?**

A: If you begin hospice care soon after your diagnosis, it's usually not necessary for someone to be with you all the time. When your pain and symptoms are managed, you may even be able to enjoy some favorite activities. As your needs change, JourneyCare will work with your family and caregivers to make sure you are not alone.

**Q: What assistance does JourneyCare provide to patients at home?**

A: Your care team includes doctors, nurses, social workers, home health aides, chaplains and volunteers who provide assistance based on their areas of expertise. The team provides education and support for family members and caregivers so they feel comfortable caring for you between our visits. If there are questions and concerns, help is just a phone call away, any time of day or night.

**Q: Does being in hospice mean I'm going to die sooner?**

A: Hospice care does not hasten nor postpone the dying process. In fact, research has shown that hospice's focus on managing pain and symptoms and enhancing quality of life often helps patients to live longer and more comfortably.

**Q: What happens I need help in the middle of the night?**

A: Our hospice care team is on-call 24 hours a day, 7 days a week by phone to answer questions, address pain and symptoms or assist with emergencies. Just call 224-770-2489.