



St. Anthony's Hospice

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St. Anthony's Hospice

Celebrating the Journey

Welcome to the St. Anthony's Hospice
Lucy Smith King Care Center.

We sincerely hope your time with us will be as comfortable as possible.

This guide has been prepared to familiarize patients and families with our services, policies and procedures. We hope this information will answer questions you may have concerning your stay and hospice care.

St. Anthony's Hospice, in partnership with the community, seeks to maximize the quality and dignity of life for individuals facing life-limiting illnesses. Through a holistic approach, our professional team is honored to guide and empower patients, families, and caregivers during life's most sacred journey.



LUCY SMITH KING CARE CENTER
Family Guide

Hospice Patient's Rights and Responsibilities

"A hospice patient has the right to be informed of his or her rights and the hospice must protect and encourage using these rights." Hospice Medicare Conditions of Participation (CFR 418.52, Subpart C 418.52)

What are Hospice Patient Rights?

A list of rights guarantees to all hospice patients what a hospice must provide to a person who is receiving hospice care.

Where can I find Hospice Patient Rights?

The Medicare Conditions of Participation are issued as regulations set by a federal government agency; the Centers for Medicare and Medicaid Services. Hospices must follow these regulations, which include a section on patient rights. Your St. Anthony's Hospice Lucy Smith King Care Center staff shall provide you with verbal and written notice of the patient's rights and responsibilities in a language and manner that the patient understands. If you have questions about your rights, please ask your hospice team, call the hospice's compliance officer or call the National Hospice and Palliative Care Organization's toll-free Helpline at 800-658-8898.

Your Hospice Team

The team from hospice includes your physician, hospice medical director, registered nurse, social worker, chaplain and hospice care aides. Other team members include volunteers, the music care coordinator and bereavement counselors.

Your **physician** is an integral part of the hospice team. Your nurse will work closely with your physician to make sure your needs are being met and you are comfortable. The physician is kept informed of all changes and all care is done under his or her direct orders.

Registered nurses with special hospice training will monitor your condition constantly. They work closely with all team members to make sure you are as physically and emotionally comfortable as possible. They also provide emotional support and help build confidence in caregivers by showing them how to care for you on a daily basis.



Volunteer Services

Volunteers are called the heart of the hospice patient care team. St. Anthony's Hospice is a personalized care program with many needs to be met by many families. This can only become a reality through dedicated, talented and professional people. Volunteers provide the essential variety necessary to meet every family's requests. Because St. Anthony's provides care during an intense, emotional and crucial period of a family's life, the warmth and care gleaned through volunteers make a significant impact.

There are several ways to be involved with the St. Anthony's Hospice Volunteer Team:

- Office Support Team
- Patient Care Team
- Bereavement Team
- Special Events/Special Projects Team
- Music Care program



The volunteer services at St. Anthony's Hospice are regulated by federal Medicare guidelines.

Social workers will work to provide you help to ease the anxiety of emotional and financial concerns. They identify and help resolve problems and coordinate assistance from available community resources as needed. The social worker can assist by helping you get your legal and financial matters facilitated.

A **chaplain** provides spiritual support and counseling for patients and caregivers.

Hospice care aides provide direct personal care such as bathing, skin care, shampooing hair and exercise. They are specially trained to provide the most sensitive touch even at the most critical times of care.

The **bereavement counselor** is a trained professional who works with families and caregivers to support them through the journey of grief. They continue to provide support for 15 months after the death of a loved one.

Visiting the Care Center Procedures

The St. Anthony's Hospice Lucy Smith King Care Center is accessible to visitors 24 hours a day 7 days a week. Regular visiting hours are 5 AM-8PM.

The care center main entrance will be locked nightly at 8 PM. Anyone requiring entrance after that time will gain access through a staff member and issued a visitors pass. Any person gaining entrance through the emergency room must follow after hours hospital entry procedure as well as care center procedures.

The number of visitors will not be limited; however staff will evaluate the number in a patient's room based on condition of patient, patient requests and according the family needs.



The family area is equipped with a microwave and refrigerator for visitors use. Food and drinks may be stored in the kitchen area; however they must be labeled with name and date. After 48 hours the food will be discarded. The Lucy Smith King Care Center is not responsible for



PET POLICY

A pet may be brought to the Care Center for visitation. Patients and families must comply with the following guidelines. The Care Center staff will not take responsibility for a pet brought to the center. Staff may, at their discretion, discontinue a pet's visiting privileges at any time. Animals must be clean and free of internal and external parasites and vaccinations must be current. Aggressive or sick animals will not be allowed to visit. Pets should be controlled at all times. Families with pets that are loud or disruptive will be asked to remove the pet from the center for the comfort of other patients and families. All pets that are visiting must be kept on a leash or in a pet carrier except when in the patient's room. Any animal waste must be cleaned immediately by the family bringing the pet into the Care Center. Patient/Family owned pets will not be allowed to visit other patients/families/staff or other animals. Appropriate hand hygiene will be practiced by patient/family and animal handlers.

the care or safekeeping of food containers left in the family area.

Children may visit with patients at the care center at any time. There is a children's room located between the two family areas equipped with games, toys and television. Children must be supervised by family member or hospice volunteer at all times.

A sleeper chair is provided in each suite for the comfort of a family member or friend if they desire to stay with the patient. Overnight stay in the family lounges is not permitted. Linen needs are available upon request from staff. Overnight guests are expected to care for their own needs and must not restrict the staff's access to the patient. The Lucy Smith King Care Center staff reserves the right to limit the number of overnight guests.

Family and friends are encouraged to participate in patient care. However, in order to protect the privacy and dignity of the patient those visitors not involved in the care may be asked to leave the room during patient care activities.



"In our opinion, the hospice team was excellent, their services and visits were over and above expectations. We appreciated all they did for our family member."

"Everyone was great. I want to thank everyone for everything they did, I couldn't have wanted any better care. Thanks and God bless all of you."

"We personally want to thank the hospice team that cared and supported our dad and husband. The care and support shown was outstanding. Our hearts go out to you all, thank you for the compassion and concern."

For your Health and Safety

Meals

Methodist Hospital prepares and serves all patients meals based on the diet ordered by the physician as part of guided medical care. A family meal tray is available at the cost of \$6.00 per meal (cash only). Meals and snacks are also available in the cafeteria located on the ground level of Methodist Hospital. Families are encouraged to utilize the designated dining area in the Lucy Smith King Care Center Royster Family Room.

Electrical Appliances

Due to safety regulations, we request that you do not bring small appliances such as televisions and electrically operated radios to the care center. Electric razors, blow dryers, curling irons and hot roller are permitted at your own risk.

Personal Items

Patients are welcome to bring personal items such as a robe, gown, pajamas and toiletries. Although we consider the Lucy Smith King Care Center to be a safe and secure environment, we encourage families and patients to leave valuables at home. St. Anthony's Hospice is not responsible for loss of personal items.

Chaplaincy Services

Part of the hospice care team approach includes chaplain services. These services are available 24 hours a day 7 days a week. If you need a chaplain, simply ask a staff member for further assistance. The Reflection Room is available any time day or night for guests who need a quiet place to relax, meet or reflect.

Telephone and Computer Services

Telephones are available in each patient room as well as in the family areas and the Reflection Room. Local calls are free of charge. Wireless internet services are available throughout the Lucy Smith King Care Center. Please see a staff member if you need assistance.

Local Calls:

Dial 9+Phone Number

Dial 9+00 for an outside operator

Toll Free Calls:

Dial 9+1+800+Phone Number

Long Distance Calls:

If using a calling card - Dial 9+00+Area Code+Telephone Number.
Wait for the tone and enter calling card number.

If calling collect - Dial 9+0+Area Code+Telephone Number.

An outside operator will assist you with charging instructions.

CHANNEL GUIDE

2 Insight Marketplace

3 WGN

4 WFIE (NBC)

5 TBS

6 WAZE (CW)

7 Community Access

8 WTVW (FOX)

9 WNIN (PBS)

10 WEVV (CBS)

11 WEHT (ABC)

12 Educational Access

13 KET I

15 QVC

16 Discovery Channel

17 WTSN (My Network)

18 C-SPAN

19 C-SPAN 2

20 Trinity Broadcasting Network

23 Spike TV

24 FX

25 Lifetime

26 ESPN2

27 ESPN

28 TNT

29 The Weather Channel

30 Nickelodeon

31 A&E

32 VH1

33 CNN

34 ABC Family

35 Comedy Central

36 fox News Channel

39 Big Ten Network

12-08

40 CNN Headline News

41 AMC

42 Animal Planet

43 BET

44 EWTN

45 National Geographic

47 FSN Midwest

48 FSN Ohio

49 MTV

50 USA Network

51 Disney Channel

52 E! Entertainment

53 TLC

54 Sci-Fi Channel

55 CNBC

56 Cartoon Network

57 Toon Disney

58 TV Land

59 Travel Channel

60 HGTV

61 Food Network

62 MSNBC

63 Speed Channel

64 CMT

66 Hallmark Channel

67 Home Shopping Network

68 The History Channel

69 The Golf Channel

70 SOAPnet

71 Bravo

72 G4

73 TruTV

74 Oxygen

75 TV Guide Network