



WHEN IS IT TIME TO CALL HOSPICE?

Hospice & Palliative CareCenter works hard to provide care to anyone who wants and needs our services. Unfortunately, we know that too many patients and families that need our care don't realize it. The National Hospice and Palliative Care Organization estimates that for every one hospice patient, there are two more that could benefit from hospice care. However, these individuals are missing out on a great service that provides them with help, hope, and support during difficult and challenging times. And best of all, hospice care is most often a pre-paid benefit through Medicare, Medicaid, or private insurance and will not cost a cent.

It's Time to Call Hospice When You or Your Loved One Have:

1. Constant calls of concern to your physician
2. Frequent emergency room visits or hospital admissions
3. Unintended weight loss
4. Continuous pain or shortness of breath
5. Trouble with daily activities like dressing, bathing, or walking

For many Hospice patients and families, their only regret is that Hospice care didn't start sooner. The time to call Hospice is at the onset of a serious illness – regardless of the diagnosis, prognosis, or plans for life-prolonging treatment. With many supportive and 'pre-hospice' programs, there is something we can do to provide help, hope, and support every step of the way.



OUR MISSION:

Hospice & Palliative CareCenter provides compassionate care for individuals living with a life-limiting illness and their families, through quality medical, emotional, spiritual and social support.

PROGRAMS & SERVICES

If you would like information about any of the following programs and services, for yourself, a family member or friend, please call the office nearest you:
336-768-3972 in Winston-Salem
336-753-0212 in Mocksville
336-593-8450 in Walnut Cove
704-633-5447 in Salisbury
or 1-888-876-3663, or visit www.hospicecarecenter.org

Hospice Care
Home Health Care
Kate B. Reynolds Hospice Home
Palliative Care Services
Carousel Pediatric Program
Grief Counseling Center
Community Support Program
Community Partnership for End of Life Care

METHADONE: GOOD MEDICINE – BAD PRESS

By Karen L. Cross, MD, FAAHPM



Karen L. Cross, MD, FAAHPM
Associate Medical Director
Hospice & Palliative CareCenter

Methadone has been in the news a lot lately, and it has not been favorable press coverage. There have been numerous stories of celebrity overdoses, and local media has spotlighted abuse and overdose. Methadone abuse is indeed unfortunate, and has devastating effects. However, when prescribed by a health care professional for pain control, Methadone is often the best medicine. Because many of our patients, their families, and the community may now be afraid to take Methadone, I would like to address how Methadone works and how it can be used by healthcare professionals to treat serious pain.

Methadone is the brand name for the chemical compound Dolophine developed in Germany in the 1930's. In the past, Methadone was mostly used in drug treatment programs until its

effectiveness in control of difficult-to-treat pain was discovered. One of the misunderstandings about Methadone is that it is only used for drug addiction programs. This couldn't be further from the truth!

Methadone is classified in the pharmacology textbooks as a strong opioid. Other commonly used strong opioids are Morphine (MS Contin, Avinza, Kadian), Oxycodone (Percodan, Percocet, Oxycontin), Fentanyl (Duragesic, Actiq, Fentora), and Hydromorphone (Dilaudid). Methadone is very similar to all of these pain medications, with a few uniquely beneficial characteristics:

❖ **Methadone is long-acting.** This means that it can be taken one to three times a day (depending on the individuals and their body chemistry) rather than every four hours as many of the short-acting medications require.

❖ **Methadone comes as a liquid.** This is helpful for our hospice patients who are having difficulty swallowing pills or who have feeding tubes.

❖ **Methadone can also be used safely** in patients with poorly functioning kidneys who have side effects to the commonly used pain medicines.

(Continued on page 3, Methadone)



GOOD NEWS AND NOT-SO-GOOD NEWS



Good news:

Your hospice, Hospice & Palliative CareCenter, continues to grow and care for more patients and families throughout our 13-county service area, from offices in Walnut Cove, Mocksville, Salisbury, Winston-Salem, and our beautiful Kate B. Reynolds Hospice Home. And thanks to contributions from the community, we are providing services above and beyond traditional hospice offerings.

Your hospice, Hospice & Palliative CareCenter, passed its triennial accreditation survey from Accreditation Commission for Health Care. With lots of hard work and preparation for what can be a stressful process in the healthcare arena, we passed with flying colors. Many thanks for a fine staff effort under the leadership of Lisa Meadows.

Your hospice, Hospice & Palliative CareCenter, is the oldest hospice in the state, forming in 1977 and serving its first patient in 1979. With heartfelt thanks for the ongoing support we receive, we will be celebrating our 30th anniversary next year.

Your hospice, Hospice & Palliative CareCenter, will be adding 10 additional beds to Kate B. Reynolds Hospice Home next year. With permission granted from the state for the addition, we hope to eliminate the list of patients waiting for a room in our Hospice Home. Thanks to increasing awareness and support from area medical centers, access to hospice care is growing, benefiting patients and families.

Not-so-good news

You may have heard that Medicare is trying to cut hospice reimbursement for the first time in the 25-year history of the Hospice Medicare/Medicaid benefit. As a valued member of the hospice community, you know that resources to provide quality, compassionate end-of-life care are already stretched thin. You also know that many of our services are not covered by this reimbursement and are only offered because of your financial support.

We have all felt the impact of rising gas prices. As a homecare agency visiting patients wherever they live and making multiple visits per week when needed, our mileage costs are higher than ever. Interestingly, the National Association of Home Care and Hospice reported that in 2006 home care staff traveled 4.8 billion miles to be with patients, an amount they say is more than double the 2 billion miles driven by UPS drivers to make deliveries. That's amazing – and financially challenging!

Thanks to you, however, your hospice will continue to grow and provide unmatched care to anyone in need. Despite the not-so-good news, we remain committed to our core values of providing excellent care and well managed operations. With your continued support, we will continue to provide both. Cuts in reimbursement and increased expenses simply mean we must operate more efficiently – and we will.

Your hospice, Hospice & Palliative CareCenter, looks forward to another 30 years of partnerships and service to our community.

**To learn more about how you can help in our fight to protect the Hospice Medicare/Medicaid Benefits, please contact our office at 336-768-3972.*

JoAnn Davis, President & CEO

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We would like to thank our Governing Board and Foundation Board of Directors for the contributions they make to Hospice & Palliative CareCenter. Board members volunteer their time and professional expertise for the agency, and their efforts are greatly appreciated.



Hospice & Palliative
CARE CENTER

MEET BRENT SHARPE

Hospice & Palliative CareCenter Pharmacy Director

If you run into Brent Sharpe outside of Hospice & Palliative CareCenter, you'll most likely see him with his family. Serena, his wife of 17 years, and their two sons, Josh and Austin, are his best friends. They share many of the same hobbies and stay on the go doing some pretty extreme sports. He could most likely be spotted on the lake during the summer or the motocross track year round, where he and his boys ride and race.

Since he is a golfer, ATV rider, motocross enthusiast, and water sports fan, you might wonder why he's not a physical education teacher or coach.

But when you talk to him about running the Hospice & Palliative CareCenter pharmacy, you're glad he's where he is. He credits his pharmacy team, collaboration with the medical staff, and the progressive thinking of Hospice with his job satisfaction and the pharmacy's success in serving patients.

(Continued on page 3, Brent Sharpe)



Brent Sharpe, Hospice & Palliative CareCenter Pharmacy Director



METHADONE: GOOD MEDICINE – BAD PRESS (Continued from cover)

And perhaps the most important unique property of Methadone is that it works against two different types of pain: nociceptive pain (pain from normal nerves responding to injury), and neuropathic pain (pain from nerves damaged by such things as radiation, chemotherapy, medication, diabetes, infections). This is like having “two pills in one,” which is wonderful for our patients who are already taking a lot of pills. Neuropathic pain is known to be difficult to treat, frequently requiring very large doses of standard pain medications for only marginal relief. Often the hospice medical staff has been able to change a

patient’s medication from high doses of a medication, such as morphine, to a relatively low dose of Methadone with much better pain control.

Methadone is a safe and effective medication for the treatment of serious pain. The medical providers at Hospice & Palliative CareCenter are highly trained professionals who specialize in the treatment of pain and other symptoms in patients with advanced diseases. Methadone is one of many medications that we use to help each patient and their families live the highest quality of life possible. Methadone is good medicine.

MEET BRENT SHARPE (Continued from page 2)

Q. What drew you to a career in Pharmacy?

A. “Well, it seemed random at the time but looking back I know it was divine direction. I was finishing my second year at Chapel Hill and I needed to select a career path. I was chemistry and math focused, so a friend suggested the pharmacy program. It was a good choice for me and I’ve enjoyed being in the field ever since.”

Q. Why did you join Hospice & Palliative CareCenter?

A. “I like the challenge of finding the best medications for our patients, and I really enjoy the different dynamics and patient scenarios that change daily. My joining Hospice was a bit of a journey because I was actually involved as a consultant in 1999 when the pharmacy was in the planning stages. I was asked to put together a proposal and outline what it would take to run it. I never imagined running it myself. Yet in my role at the time, I was managing a long term care pharmacy and actually providing medications for the Kate B. Reynolds Hospice Home, and it was the best part of my work. “

“I was asked again in 2003 to do some consulting and I knew the agency was looking for a Pharmacy Director. The opportunity of coordinating such a unique setting was a great draw. The level of customer service when you have an on-site pharmacy just can’t be beat. The timing was also excellent for me with two growing boys wanting more time with their dad. Few people get the opportunity to be a positive part of a person’s last days on this earth and I didn’t want to miss that chance, so I was happy to join the team.”

Q. What do you find most rewarding?

A. “Collaborating with the physicians and front line staff to provide the best pain medications and symptom management is rewarding. Although I seldom see patients, I feel very involved in their care through my daily interaction with the rest of the medical team. Being able to go home each day and know I was able to positively impact patient care makes me sleep well at night and ready to come back the next day for another round.”



Pharmacy staff and volunteers: Christina Tucker, Christy Medeiros, Vince Monte, Stephanie Coe, April York, Dwight Swain, Gail Burgess, Volunteer, Brent Sharpe, and Jean Ashley, Volunteer. Brent says, “I’ve got an excellent team and they really drive the day-to-day operations.”

“I also find it rewarding to be a part of a small staff that works well together daily toward a common goal. It is a great work environment. At the end of the day, knowing our team has provided the best possible patient care from the initial request to the medication delivery to the patient’s front door is rewarding to each pharmacy staff member. I believe we have proven ourselves as both an advantage for our patients and a sound business component for the organization.”

Q. What is a typical day like in the pharmacy?

A. “I spend most of my days problem solving and discussing patient care with our physicians and our nurses. We’ll discuss what’s working and what needs adjusting, or we’ll explore a non-traditional approach to patient care, and that’s the challenging part I enjoy so much. As far as managing the overall daily activities of the pharmacy, I credit the pharmacy staff. I’ve got an excellent team and they really drive the day-to-day operations.”

Q. How do patients and families benefit from Hospice & Palliative CareCenter having an in-house pharmacy?

A. “Without question, we’re able to meet their medication needs better than traditional hospice providers who use outside pharmacy services. We are in constant communication with our home care staff so we can be very timely when our patients need something. Our physicians are experts in pain and symptom management too, so it’s not uncommon for us to try a new approach or combination of ingredients to meet patient needs. Better patient care... that’s what it’s all about.”



— Because of you

There's a lot happening for Hospice

A TOAST... TO CIMARRON

Cimarron Steakhouse on Stratford Road held a wine tasting to benefit Hospice & Palliative CareCenter on June 4. Wine expert Stephanie Carboneau led participants through the wine tasting, which was complemented by delicious hors d'oeuvres prepared by Chef Steven Dickerson. Thanks for a fantastic evening of food and wine. If you missed out on this event, don't worry. Cimarron plans to hold a fantastic Beach Bash for Hospice on September 6! Call Hospice for details.



CATCH A RISING STAR

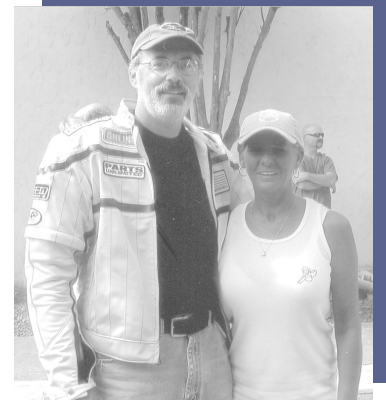
Keller Williams Realty will present their 2nd Annual Red Bash to benefit Hospice & Palliative CareCenter on September 26, 2008, from 7 pm – 10 pm at the Village Inn in Clemmons. This exciting event is open to the public and will feature rising

country star Tammie Davis and The Big Daddy Band. Tammie Davis, an up and coming talent from Winston-Salem, recently opened for the world famous Oak Ridge Boys and will be opening for American Idol's Phil Stacey in September! Tickets are \$25.00 and include heavy hors d'oeuvres, great music, a ticket for the reverse raffle, and dancing. For more information, please call 231-8200.

Heather's Volunteers Ride Again

Friends and family of Heather Revis have done it again! The first Heather's Volunteers Ride for Hospice was in July of 2005 and raised over \$20,000. On July 19, 2008 they gathered for their second memorial motorcycle ride and auction in Heather's memory. With the support of over 100 riders plus sponsors and donors, the ride raised \$14,620.00 for Hospice & Palliative CareCenter!

Heather Revis became a devoted supporter of Hospice after her father received care from Hospice. After her sudden death in 2005, her family and friends wanted to hold a memorial event for her and continue her support of Hospice.



Kelley Ryan, a Hospice Grief Counselor, with Sherry Revis. Kelley participated in both rides.

The work of Hospice & Palliative CareCenter can only happen through the generosity of our community. Hospice care is provided regardless of ability to pay. Medicare, Medicaid, and most insurance plans pay for Hospice services, however reimbursement does not cover the cost of care.

Financial gifts help to bridge this gap.

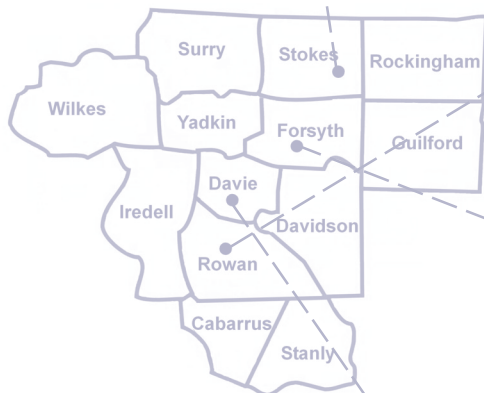


Because of you

There's a lot happening for Hospice

HOPE FLOATS

Every summer, the hot spot to cool off is the tube rental shop at the Danbury General Store located on the beautiful Dan River. This summer, tubers and other visitors of the General Store have an opportunity to honor or remember a loved one by making a contribution to Hospice & Palliative CareCenter. Hospice's Walnut Cove office kicked off the Hope Floats campaign with a BBQ on Saturday, June 7. In addition to delicious BBQ, there was live music from Bruce Burgess and John Hartman playing folk music and Goryango (featuring the sons of Hospice's Grief Counselor Kelley Ryan) playing a mix of original and classic rock. Hope Floats cards, which can be inscribed with a loved one's name, are available at the Danbury General Store and other locations in Stokes County. All proceeds from Hope Floats benefit patients being served by the Walnut Cove office.



MIXING & MINGLING AT BUSINESS AFTER HOURS

To raise awareness, Hospice's Salisbury office co-hosted the Salisbury Chamber of Commerce Business After Hours with the Nazareth Children's Home on Monday, June 9. The luau-themed evening was a wonderful opportunity for local businesses to mix, mingle, and learn more about Hospice programs.

CUT-A-THON



On Saturday, October 11, 2008, Steel Roots Hair Salon in Clemmons will be having a Fall Cut-A-Thon benefit for Hospice & Palliative CareCenter. Come out to get a sassy new look and help Hospice patients and their families!

DEVOTED COMMUNITY DEFINES GENEROSITY



Year after year, the Bermuda Run Hospice Committee works hard to plan their annual Golf and Tennis Classic! This fantastic day of golf, tennis, a silent auction, and an awesome talent show raises funds to support the Kate B. Reynolds Hospice Home. Hospice can't thank the participants, sponsors, and organizers enough for their continued generosity.

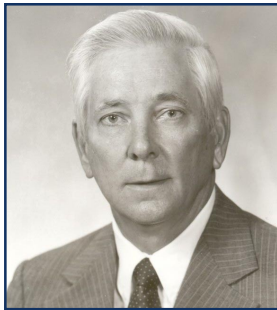
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MILESTONES – THROUGH THE EYES OF JIM SMITH

Long-time Friend to Hospice



Jim is happily married and has two married sons and five grandchildren. He is active in the Downtown Winston-Salem Rotary. In his spare time he enjoys golf and goes frequently to the beach and mountains.

“One of the reasons I’m involved is because I appreciate what the staff does for patients and families.”

Twenty years is a long time to volunteer for an organization. That’s how long Jim Smith has been a dedicated board member with Hospice & Palliative CareCenter. Additionally, Jim also served on the state board for The Carolinas Center for End of Life Care for seven years. Jim has been a Certified Public Accountant for fifty years, spending most of his working life in downtown Winston-Salem as a managing partner of Ernst & Young. And although he officially retired nineteen years ago, he still assists several friends with tax matters.

Jim has worn many hats for Hospice over the years. He’s been the Treasurer, Board President, and served on the Executive Committee for the last 18 years. Looking back over the last twenty years, Jim shared what he considered to be the biggest milestones contributing to the growth of the organization.

“Hospice care gained momentum in the 80’s when Medicare included hospice as a benefit. Up to that point, we were only serving 25 to 30 patients and we had a very

small staff,” shared Jim. “It is wonderful that we now care for over 400 patients a day. One contributing factor to that growth is the ongoing effort to educate doctors and the community about hospice. Physicians like Elms Allen, Carolyn Ferree, and Ken Carlson were real spokespeople for hospice. Our two hospitals, Baptist and Forsyth, have been our great friends and supporters. We have also been blessed with outstanding leaders and staff. When I think about our ongoing challenge to educate the medical community and potential patients and families, I realize that each year we’ve touched another 1,700 lives. That’s 1,700 more families who can help spread the word and offer support to hospice,” Jim continued.

“Another big development for our Hospice was the addition of the Kate B. Reynolds Hospice Home. It gave a face to the agency, and it wasn’t long before the demand was so great that it was time to plan for expansion. Having the administrative and clinical staff offices at the campus was a great development too. It made sense and is a good long-term investment.”

When asked about his personal reasons for supporting Hospice, he replied, “My sister died at the age of fifty and didn’t have the benefit of Hospice care. One of the reasons I’m involved is because I appreciate what the staff does for patients and families. I’ve read a lot of letters and testimonials from families, and realize the impact of the quality care we deliver to people is the best part,” shared Jim.

HOW DOES OUR GARDEN GROW?

With the help of a few green thumbs

First time visitors to the Kate B. Reynolds Hospice Home and our Winston-Salem offices may not know what to expect. Hopefully, one of the pleasant surprises they’ll encounter is the beauty of the natural surroundings found on our campus. Nestled in a wooded area not far from Silas Creek Parkway and I-40, they’ll find a peaceful, beautiful, and colorful environment. Like many of our agency projects, volunteers have had a helping hand making the areas around our facilities extra special.

Thanks to the green thumbs who have shared their love of gardening, we’re enjoying colorful flowerbeds, creative container gardens, and beautiful plants throughout our landscape. **Thank you to those who’ve had a helping hand.**



Abbie & Francis Pepper



Curtis Lambert



Thanks to these Green Thumbs

Betty Carroll	Paulette Dodson
Katie Gordon	Austin Hartis
Curtis Lambert	Jayne Scoggin
Abbie Pepper	Francis Pepper
Julie Withers	Tim Withers
Michael Chitty, Eagle Scout	David Drew, Eagle Scout
Forest Garden Club	
New Harmony Baptist Church, Florida	

Thanks for your generosity

Frank’s Perennials	L.A. Reynolds Garden Showcase
Mitchell’s Nursery	Forest Garden Club



HOW MUCH DO YOU KNOW?

Our organization has been serving communities in the Piedmont for nearly 30 years. Yet there are still questions and misconceptions regarding our services. We realize that most patients and families may not really get to know us until they've had a personal experience with Hospice.

Please take the following survey and see how much you know about Hospice & Palliative CareCenter and our programs and services. We hope you'll learn something new. Feel free to contact us directly to learn more about any of the items in the survey. *The answers are printed below.*

For each of the following questions, please choose what you think is the correct answer.

1) Hospice care can begin when a patient's life expectancy is:

- One to two weeks
- One month or less
- Three months or less
- Six months or less
- Don't know

2) Hospice care can be provided in which of the following settings:

- Your private home
- Extended care facilities including nursing homes, assisted living facilities, etc.
- Kate B. Reynolds Hospice Home
- All of the above
- Don't know

3) Hospice & Palliative CareCenter was the first hospice in North Carolina, opening its office in Winston-Salem in 1979. Today, Hospice & Palliative CareCenter serves 13 counties from offices in:

- Winston-Salem, Walnut Cove, Mocksville, & Salisbury
- Winston-Salem, Greensboro, & High Point
- Winston-Salem & Mocksville
- Don't know

4) In addition to traditional Hospice care, Hospice & Palliative CareCenter offers Palliative Care Services. These services include pain and symptom management consultations for patients who are undergoing curative treatment for serious illness, and may have years to live.

- True
- False
- Don't know

5) Hospice care is most often paid for by:

- Out of pocket payments from the patient
- Medicare, Medicaid, Third Party Insurance
- It's free
- Don't know

6) All hospice organizations, regardless of name or location, offer the same programs and services.

- True
- False
- Don't know

7) A study published in 2007 showed that patients who choose hospice live longer than patients not in hospice care. On average, hospice patients live:

- 7 days longer
- 18 days longer
- 29 days longer
- Don't know

8) Who can refer a patient to hospice care?

- The patient's doctor
- The patient's doctor, and/or the patient
- The patient's doctor, the patient, and/or the patient's family and friends
- Don't know

9) Hospice care is only provided to patients with cancer.

- True
- False
- Don't know

10) Thanks to donations from the community, Hospice & Palliative CareCenter offers free advance care planning consultations, grief counseling, and creative art therapy to anyone in the community.

- True
- False
- Don't know

Answers to the survey above:

1) Six months or less	1) False
2) All of the above	2) All of the above
3) Winston-Salem, Walnut Cove, Mocksville, & Salisbury	3) The patient's doctor, the patient, and/or the patient's family and friends
4) True	4) False
5) Medicare, Medicaid, Third Party Insurance	5) True
6) False	6) True



2008 COUNSELING SERIES

The loss of a loved one can be an emotional hardship. With the help of grief counseling you can learn to remember your loved ones with less pain. Hospice & Palliative CareCenter offers a variety of grief support groups on an ongoing basis. Listed below are groups you or someone you know might find comforting.

6-Week Counseling Groups for Adults: Death of a Spouse and Death of a Parent

On-going Support Groups Left Behind: A Group For Survivors Of Suicide Teen Evening Retreat - "Journey" (grieving teens ages 13-17)

Location for above:
Hospice & Palliative CareCenter • To register, call 336.768.6157, ext. 600

Coping with the Death of a Spouse and Caregiver Support Group

Location: BestHealth Center • Hanes Mall (near Post Office) • Winston-Salem
To register, call 336.716.2255

Individual Grief Counseling is available at each of the offices listed below. Please contact the office closest to you to inquire about additional groups, workshops, or other special events that may be offered throughout the year.

336-768-3972 in Winston-Salem 336-753-0212 in Mocksville 336-593-8450 in Walnut Cove 704-633-5447 in Salisbury
1-888-876-3663 from Anywhere www.hospicecarecenter.org

Mocksville - Grief Support Group

Location: Senior Services of Davie County • 278 Meroney St • Mocksville
To register, call 336.753.6230

Salisbury - Coping with the Death of a Loved One

Location: Lutheran Home at Trinity Oaks • 820 Klumac Rd • Salisbury, NC
To register, call 704.633-5447

Coping with the Holidays

Thursday, November 13 • 1:00 - 2:30 pm (for adults)
Location: BestHealth • To register, call 336.716.2255

Tuesday, November 18 • 6:00 - 7:30 pm
(for children ages 6 and older, teens, and adults)
Location: Hospice & Palliative CareCenter
To register call 336.768.6157, ext. 600

Please call for dates, times and locations of groups or view complete information on our web site. There is no fee for groups, though advance registration is requested.

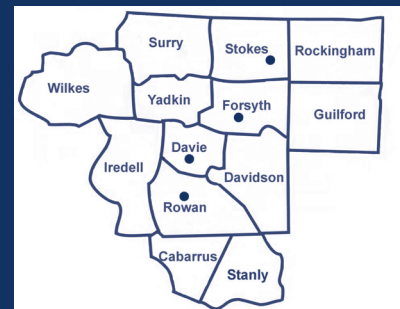
THE CIRCULAR - SUMMER 2008 ISSUE

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Hospice & Palliative CareCenter serves 13 counties from 4 offices located in Winston-Salem, Mocksville, Walnut Cove, and Salisbury:



Please contact our office nearest you:
336-768-3972 in Winston-Salem
336-753-0212 in Mocksville
336-593-8450 in Walnut Cove
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1-888-876-3663 from Anywhere



Hospice & Palliative
CARE CENTER

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www.hospicecarecenter.org

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