

An Introductory Guide to Palliative and Hospice Care



Palliative • Hospice • Family Support



Are you or a loved one facing the physical and emotional challenges of a serious illness?

Being overwhelmed at a time like this is natural. We want you to know that you've come to the right place for help and support. Regardless of your medical condition, our aim is to ease your symptoms and help you live more fully and comfortably. Learn more in this packet of information about how you can get help now.

How Trellis Supportive Care Can Help

You may be struggling with the natural progression of a serious illness. You may be undergoing treatment that is causing side effects including pain and other unwanted symptoms. We can help.

Palliative Care

In some cases, we can make a world of difference by simply talking with you about how to best manage unwanted side effects of treatment and/or the burdens that often accompany an illness. In the simplest terms, we can help ease your pain and symptoms. That is what we call palliative care.

Palliative Care can be as simple as a one-time consultation with our palliative care specialist or a series of visits where the primary goal is to restore your quality of life by easing unpleasant symptoms and giving you the tools and knowledge to maintain an increased level of comfort.

Our palliative care specialist will not only help manage your pain and symptoms, they can be an invaluable resource for emotional support and knowledge about your illness and disease.

Hospice Care

Depending on your prognosis, you may benefit greatly from our compassionate team of caregivers who provide Hospice Care. With Hospice Care, your medical comfort, emotional wellbeing, and even your spiritual and social wellbeing are our primary focus.

With Hospice Care, your care team members will visit with both the patient and family, in your home (wherever you call home) to make sure that you are living the best quality of life possible.

Whether a nurse visits routinely to make sure you are comfortable, or our hospice aid visits to help with personal care such as bathing and shaving, or our chaplain visits to talk through spiritual concerns, you will feel comforted. Your dignity, peace of mind, and ability to embrace each day with hope is our primary reason for being.



What You Can Expect with Our **Hospice** Care

Trellis Supportive Care

Hospice care is a service provided for persons who have a life-limiting illness with a prognosis of 6 months or less. The goal is to provide comfort measures that minimize or eliminate pain or other symptoms associated with the illness. Hospice care addresses the medical, emotional, social and spiritual aspects of each person and their caregivers.





Your Hospice Team and Services

- Team Manager
- RN Case Manager
- Social Worker
- Hospice Aide
- Chaplain
- Volunteer
- Complementary Therapies Team
- Physician and Nurse Practitioners
- Grief Counseling
- Hospice In-patient Care
- Pharmacy
- 24 hour On-Call/Triage Services
- Durable Medical Equipment and Supplies
- Advance Care Planning (Living Will, Health Care Power of Attorney, MOST form)
- Palliative Care Services
- Embracing Hope — a program designed for patients not yet ready for Hospice care. Provides information regarding community resources and services, phone calls and support to those who may be seeking curative treatment or palliative care.



We offer 4 levels of care depending on your needs



1 Routine Home Care

Our care is provided wherever you call home, including your personal home, nursing home, and assisted living facility. You will receive routine visits from your team. Hospice Care was founded on the idea that most people prefer to be at home so that is our goal.

2 General In-Patient Care (GIP)

Short-term, around-the-clock care can be provided in our hospice homes or a contracted hospital if you are experiencing a crisis.

Our Kate B. Reynolds Hospice Home is in Winston-Salem.

Your Home Away from Home

Our in-patient facilities provide skilled care when your loved one's pain or symptoms can no longer be managed in the home (general in-patient care.) Respite care can also be provided for up to 5 days.

3 Continuous Care

For patients who qualify for General In-Patient Care but who would rather remain at home, we can provide Continuous Care. Short-term higher level of care can be provided in your home by a dedicated Continuous Care Team in periods of crisis. The goal is to manage pain and symptoms within the comfort of your home.

4 Respite Care

Short-term care, up to five days, provided either at our hospice homes or in an extended care facility. This allows an opportunity for the caregiver to rest and recharge or attend to personal needs.

Our in-patient facilities also provide:

- Private rooms with a home-like setting
- Visitation at any time
- Pet visitation
- Family rooms, access to kitchens, sun porches, meditation room and chapel
- Nutritious meals and snacks
- Designated smoking areas
- Residential Care (private pay, up to 6 weeks)



How Is Hospice Paid for?

Hospice services are covered by several different methods.

Medicare Hospice Benefit

Beneficiary must be entitled to Medicare Part A.

Medicaid Hospice Benefit

Must meet eligibility requirements for Medicaid or currently have Medicaid.

Private Insurance

Private insurance outlines whether or not the plan covers hospice care.

Private Pay

For patients without Medicare, Medicaid or private insurance, Hospice fees are based on a sliding scale.

As a non-profit, care is provided for patients regardless of ability to pay, thanks to charitable contributions from the community.

Charitable contributions from the community allow Trellis Supportive Care to provide services for anyone in need of end-of-life care.



When your situation feels out of control, having support, guidance, and the knowledge of an experienced team — by your side — can make all the difference.

Your physician may have already suggested palliative or hospice care, although you do not need a doctor's referral. Please do not hesitate to call and get support today. You don't need to worry about having all the information. Just call and we'll talk through it together.

We have served generations of families throughout the Piedmont Triad since 1979. We are a non-profit with decades of support from the community that helped us become the premier hospice provider we are today.



Anyone can refer.

Getting help is as simple as 1, 2, 3.

1) Call 336-331-1271 or 704-637-7645.

2) Ask to speak to someone in our referral department.

3) Let us know who needs our help. Don't worry about having all the details. We'll talk through things together.

Most people wish they had called sooner.

<http://www.trellissupport.org>

Winston-Salem/Forsyth County Office

101 Hospice Lane
Winston-Salem, NC 27103

Phone: 336-768-3972
Fax: 336-659-0461

Kate B. Reynolds Hospice Home

The Hospice Home for Trellis
Supportive Care

101 Hospice Lane
Winston-Salem, NC 27103

Phone: 336-760-1114
Fax: 336-774-1690

Mocksville/Davie County Office

377 Hospital Street, Suite 103
Mocksville, NC 27028

Phone: 336-753-0212
Fax: 336-753-0217

Walnut Cove/Stokes County Office

PO Box 863
810 South Main Street, Suite 105-B
Walnut Cove, NC 27052

Phone: 336-591-1124
Fax: 336-591-4063

Salisbury/Rowan County Office

301 South Main Street
Suite 105
Salisbury, NC 28144

Phone: 704-637-7645
Fax: 704-637-9901