

# Patient & Family

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## Handbook



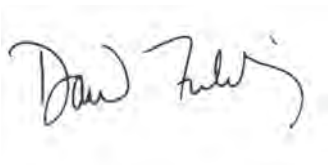
trustbridge®

## Message from Dave Fielding

### Trustbridge, President & CEO

You have arrived at an important point in your life: Either you or someone you love has been diagnosed with a serious illness that will limit the length of life. You may be in shock and disbelief and filled with dozens of questions and not know which way to turn. Even in this moment of despair and confusion, however, there is at least one solid fact you can hang onto: You are not alone. We care about you.

You can rely on the experienced, compassionate professionals of Trustbridge. As our name suggests, you can trust us to do whatever is necessary to guide you and your family through this difficult time and provide the loving care that you need. Life is about to change and you might not know how to negotiate the uncertainties that lie ahead. For decades, we have helped 200,000 families in Palm Beach County and Broward County through serious illness. We know how to give you emotional and practical support, ease pain, and help you achieve clarity, peace and acceptance. Even when no physical cure is possible, there is always the hope of emotional and spiritual comfort. You can depend on Trustbridge to find the pathway that enables you and your loved ones to live every day to the fullest.



*Your Life. Our Passion®.*

**Our compassionate team will guide you from confusion to understanding, from anxiety to ease, from anguish to acceptance and peace.**

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# General Information

When you or your loved one is facing serious, life-limiting illness, you may feel frightened and alone, as if you suddenly found yourself in an unfamiliar world. Trustbridge professionals are trained to provide outstanding patient care and help your family find clarity, comfort and peace.

In the pages that follow, we will guide you through an understanding of what hospice care is and how we can help your family.

# What You Need to Know, From the Beginning

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## What is hospice care?

Hospice is a special type of supportive care that is focused on comfort and quality of life. We will take care of your loved one for the rest of his or her life, providing excellent medical and personal care in the home to relieve any pain or suffering. We also offer emotional and spiritual support to make meaningful life moments possible for your family.


## How we can help you

When we first meet with you, we will ask you what your hopes are. It is our mission to support your wishes in every way we can so you can live the way you want and do the things that are important to you. Your goals are the focus of the hospice team. Together, we will design the care that will achieve your goals.

If you or your loved one needs to continue treatments such as radiation, chemotherapy, intravenous medications or blood transfusions for comfort, we can care for you. We are one of only 4% of hospice organizations nationwide that can admit patients into hospice care and provide these extraordinary comfort measures.

- **24/7 Support:**  
available every minute of the day
- **Expert Medical Care:**  
wherever your loved one resides
- **Medications, Equipment and Supplies:**  
delivered to the bedside
- **Emotional and Spiritual Support:**  
for the whole family
- **Medical Social Worker Assistance:**  
with insurance and community resources
- **Music Therapy:**  
to reduce pain, anxiety and other symptoms
- **Pet Therapy:**  
to offer comfort
- **Extensive Grief Support:**  
for children, teens and adults
- **Volunteer Support:**  
available to provide additional help for your family

We want to help your family. That's why we're here.



“Not only did you take care of my mother’s physical needs, but you also provided psychological support for me, teaching and guiding me on how to better care for her and enabling me to become more confident in my abilities as a caregiver.”

–Linda S.

## What You Can Expect During the First Week

### **Medications, Equipment and Supplies**

Everything determined to be related to your hospice diagnosis will be delivered directly to the bedside. We will train you to use the equipment that helps your loved one live life to the fullest and eases care giving efforts.

### **Visits from Hospice Team Members**

You can expect visits from several hospice team members during the first week of your care. This will allow us to assess all of your family’s needs and get your loved one’s symptoms stabilized. Together, we will plan your care according to your goals and cultural traditions. After that, visits will be planned to meet your care goals.

### **Total Caregiver Support**

Caring for a very ill loved one may be the most challenging experience of your life. It can also be the most meaningful and personally rewarding. Your time, loving compassion and very presence are gifts beyond measure to your loved one. It is

your devotion and love that make all of our care effective. Your “heart” combined with our “art” is a powerful combination.

We can lift an enormous number of care giving challenges off your shoulders so you can enjoy life’s moments as a family, such as providing equipment to help a bedridden patient get into a wheelchair or offering assistance with bathing.

We will do everything we can to comfort you along the way. As your loved ones’ needs change, we will educate you so you will understand what is happening and know what to anticipate. If you feel sad, tired or overwhelmed with your care giving responsibilities, you can count on our staff for counseling, respite support or advice.

We are here for you 24 hours a day. Call us at 561.227.5264 any time if you have a care giving question, a troubling symptom or if you just need some reassurance. Our nurses will answer your questions and send someone to help if needed.



# Stages of Care

Everyone's journey is unique. Some families come into our care for six months and enjoy the improved quality of life that our services can provide. Others only come to us in their final weeks. Whatever amount of time you spend with us, it is an honor to care for you. In this culture of caring, **your life is our passion.**

## Routine Home Care

Routine home care includes scheduled visits from a registered nurse (RN) for medical care and certified nursing assistants (CNAs) for personal care assistance. If your care plan includes other types of services, such as spiritual care or music therapy, additional appointments will be scheduled.

## Adjusting to Change

As your loved one's health declines and his or her care needs change, we will be here for

you: helping you understand what is happening, answering all of your questions and guiding you through decisions that need to be made related to medical care, equipment and medication.

## Acute Care

If symptoms become unstable and cannot be managed at home, we will bring your loved one to one of our inpatient care centers for short-term acute care.

Your loved one can also be treated for acute care at home if symptoms can be stabilized. Nurses will be assigned to care for him or her in the home as needed during these crises.

## Respite Care

During times when you need additional support or relief from care giving duties, we can arrange a short stay for your loved one in a local care facility.



“When hospice came into our lives, we began to breathe again. Before, we had been overwhelmed trying to handle medical, emotional and spiritual issues we weren’t prepared for. They gave us enormous comfort and relief and helped us more than I could ever have imagined.”

– Madolyn G.

## Our Hospice Team

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Our team brings compassion and expertise to provide care for your entire family—care that honors dignity and humanity. There is so much that our specially trained staff can do to help families feel better.

**Nurses:** Your registered nurse (RN) manages your loved one’s care, coming to your home for regular visits. Our licensed nurses lovingly provide medical care, administer medications, assess changing needs, educate you on care giving, and communicate with your family as well as the hospice team.

**Certified Nursing Assistants:** Our compassionate and skilled CNAs visit your loved one regularly, providing needed assistance with personal care, such as bathing, skin care, dressing and feeding.

**Clinical Social Workers:** Licensed social workers offer emotional support for you and your loved one, helping you through the challenges of serious illness and connecting you to community resources.

**Physicians:** The hospice chief medical officer and team physicians are specialists in managing even the most difficult symptoms. They are responsible for supporting your hospice care team in managing your medical needs.

**Spiritual Counselors:** Our chaplains and rabbis provide emotional and spiritual support for your family. They are available to help all of our patients and families find comfort, peace and reconciliation.

**Music Therapists:** These licensed therapists use music to create a physical and emotional connection that relieves pain, anxiety, depression and other symptoms, greatly improving quality of life.

**Pet Therapists:** The companionship and unconditional love of a gentle pet can give you an emotional boost and offer the medical benefits of reducing pain and stress, and lowering blood pressure.

**Volunteers:** Caring volunteers can help your family in so many ways—visiting with your loved one so you can have a much-needed break, running an errand and even helping to care for the family pet.

**Grief Support Counselors:** Our experienced therapists provide individual and group counseling for children, teens and adults so they can find healing and peace after the loss of a loved one.





**As you are struggling with the reality of serious illness, hospice care means that you are never alone. You can call us with any question, 24 hours a day.**

## Frequently Asked Questions

### **Who qualifies for hospice care?**

Hospice is a special type of supportive care that is devoted to people who have end-stage illness with a life expectancy of 6 months or less if their disease follows its normal course. Some people have multiple conditions that contribute to a limited life expectancy, rather than a single illness.

### **Where is hospice care provided?**

Whether we are caring for you or your loved one in your own home, in a residence of your choice, or as an inpatient in a care giving facility, the skilled and compassionate professionals of Trustbridge are here for you 24 hours a day. We are trained to provide outstanding patient care and to help your family find clarity, comfort and peace along this difficult journey.

### **How is hospice care paid for?**

The compassionate care and support of hospice care is a benefit you are entitled to under Medicare, Medicaid and private insurance. As a not-for-profit hospice, we make sure that everyone who needs hospice care receives it, regardless of insurance coverage or ability to pay.

### **Can I continue seeing my own doctor if I am in hospice care?**

Many patients continue to see their own primary care physicians when they enter hospice care. Our team of professionals works closely with your doctor to coordinate care and monitor your or your loved one's condition.

### **Can I continue to receive the medications that have been helping me?**

If the medications are related to your hospice diagnosis, we will provide them. If they are not, you can continue to take them at your own cost.

### **How long can I receive hospice care?**

You can benefit from the world of support that we provide for a full 6 months (or longer if you continue to meet the medical criteria). You can choose to leave hospice care at any time, for any reason, and return later on if you are medically eligible.

### **If I have an emergency, what number should I call?**

Call us right away at 561.227.5264 whenever you need us. We are always here for you.

# Directions to Trustbridge Care Centers

## Broward and Palm Beach County

South To North

### Care Center at John Knox Village

830 Lakeside Circle  
Pompano Beach, FL 33060  
954.788.2226

**Directions:** I-95: merge onto the Atlantic Boulevard East (FL 814) exit in Pompano Beach. Travel east approximately 0.9 miles to South Dixie Highway and turn right (south). Travel 0.3 miles on South Dixie Highway to SW 3rd Street (John Knox Village Boulevard) and turn right. Travel 0.1 miles on SW 3rd Street (John Knox Village Boulevard) and turn left into the entrance.

### Care Center in Boca Raton

1531 W. Palmetto Park Road  
Boca Raton, FL 3348  
561.395.5031

**Directions:** I-95: take the Palmetto Park Road exit. At the end of the ramp, bear right (heading east), and proceed into left lane as soon as possible. At the first light (Palmetto Park Square shopping center), move into the far left turn lane and make a U-turn, then a quick right, and an immediate left onto the service road that runs parallel to Palmetto Park Road. Follow the service road around the corner and the Hospice Care Center will be on your left.

### The Suites at Trustbridge (Care Center in Boca Raton)

1531 W. Palmetto Park Road  
Boca Raton, FL 33486  
561.416.5096

**Directions:** I-95: take the Palmetto Park Road exit. At the end of the ramp, bear right (heading east), and proceed into left lane as soon as possible. At the first light (Palmetto Park Square shopping center), move into the far left turn lane and make a U-turn, then a quick right, and an immediate left onto the service road that runs parallel to Palmetto Park Road. Follow the service road around the corner and the Hospice Care Center will be on your left.

## Palm Beach County

South To North

### Care Center at Delray Medical Center

5360 Linton Boulevard  
Delray Beach, FL 33484  
561.637.5180

**Directions:** I-95 to Linton Boulevard; west 2 miles. Cross Military Trail. Delray Medical Center and Pinecrest Rehabilitation Hospital are on the left. Drive behind the Medical Center and follow the signs for Pinecrest. The unit is on the second floor; use elevators at the far end of the hall.

### Care Center at Bethesda Hospital East

2815 South Seacrest Boulevard  
Boynton Beach, FL 33435  
561.227.5271

**Directions:** I-95 to Woolbright Road. East on Woolbright to Seacrest Boulevard. South (right) onto South Seacrest Boulevard. Bethesda Memorial Hospital is on the right. The Hospice and Palliative Care Unit is on the fourth floor.

### Care Center at Good Samaritan Medical Center

1309 North Flagler Drive  
West Palm Beach, FL 33401  
561.494.6821

**Directions:** I-95 to Palm Beach Lakes Boulevard. Go east on Palm Beach Lakes. The Medical Center is on the left just before Flagler Drive. The unit is on the fifth floor.



## Palm Beach County North

### Charles W. Gerstenberg Care Center

5300 East Avenue  
West Palm Beach, FL 33407  
561.227.5130

**Directions:** I-95 to 45th Street. East on 45th Street to Australian Avenue. North (left) onto Australian. Turn onto the second street on the right after crossing the railroad tracks (48th Street). Go to the end and turn left onto East Avenue. The Gerstenberg Hospice Center is the two-story white building on the right.

### Care Center at Palm Beach Gardens Medical Center

3360 Burns Road  
Palm Beach Gardens, FL 33410  
561.494.6840

**Directions:** I-95 to Northlake Boulevard. East on Northlake to Alternate A1A. West (left) on ALT A1A to Burns Road. Take a right on Burns. Continue one block to Palm Beach Gardens Medical Center on the right. The Hospice and Palliative Care Unit is on the second floor.

### Care Center at Jupiter Medical Center Pavilion

1230 South Old Dixie Highway  
Jupiter, FL 33458  
561.227.5207

**Directions:** I-95 to PGA Boulevard. Slight right onto Lake Victoria Gardens. First right onto A1A Alt N/Old Dixie Highway. Left onto A-1 St/Dickinson Drive. Left onto FL-811 S/Florida A1A Alt S.





# Documents and Resources





# Insurance and Billing Information

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## **The Medicare/Medicaid Hospice Benefit**

Hospice patients are evaluated periodically to determine whether they continue to meet eligibility requirements. A patient who continues to meet hospice eligibility criteria may continue to receive our services, regardless of the length of time he or she has been under hospice care. A patient who no longer meets the criteria for continued reimbursement under the Hospice Medicare Benefit will be assisted by the hospice staff in reinstating regular Medicare Part A coverage. Should this occur, the hospice team ensures that the patient and family are referred to the appropriate healthcare provider.

Patients with Medicaid are provided with the same services as those entitled to Medicare. A Medicare or Medicaid beneficiary can access only one of these Part A benefits at any given time. This means that a hospice patient who goes to a hospital must be admitted to a general inpatient bed (contract bed), if the reason for the hospitalization is related to the hospice diagnosis. It is the responsibility of the patient or family to notify the hospice when hospitalization occurs. The staff at that hospital will evaluate the patient and verify whether the reason for hospitalization

is related to the life-limiting condition. It is also the responsibility of the hospice staff to discuss patient/family goals of care and to decide if they are consistent with the hospice plan of care. When certain treatments are determined to be life-prolonging rather than palliative medicine (symptom comfort), the patient has three choices:

- Forgo treatment
- Substitute the proposed therapy with an alternative that focuses more on symptom management
- Revoke the Hospice Medicare Benefit and return to regular Medicare reimbursement for care

Note: Medicare patients who also have a Health Maintenance Organization (HMO) plan are entitled to the same services under Medicare as those individuals who are not affiliated with an HMO.

## **Private Insurance and HMOs**

Most insurance plans provide a hospice benefit similar to Medicare. Hospice staff are available to assist in verifying insurance coverage for hospice services. Bear in mind, hospice coverage is for the life-limiting illness only. Any other illness or diagnosis not related to the life-limiting illness is handled under the patient's regular insurance plan.

**A patient may elect to stop hospice services at any time and return to regular Medicare Part A coverage.**





# Helpful Planning Documents

Under Florida law (Patient Self Determination Act of 1990 and 1994) every adult has the right to make certain decisions concerning his or her medical treatment. The law allows for the patient's rights and personal wishes to be respected, even if the patient is too sick to make decisions.

**The following forms are included in your admissions information packet:**

**Living Will:** a statement of your wishes regarding life-prolonging treatment if you have a serious or terminal condition and are unable, or lack the capacity, to speak for yourself.

**Healthcare Surrogate Designation:** a document that names someone you trust to make medical decisions for you if you become incapable.

**Do Not Resuscitate Order:** most hospice patients and their families understand the dying process and do not want cardiopulmonary resuscitation (CPR) performed. If you do not want CPR performed by paramedics or others, you or your Healthcare Surrogate, proxy or legal guardian, as well as your physician, must complete a Do

Not Resuscitate Order, specific to Florida. If 911 is called, Emergency Medical Services must act accordingly. A Do Not Resuscitate Order is not required to receive hospice services—this is your choice.

In addition, your hospice team has two easy to use booklets to assist you in determining your choices.

Five Wishes may be used as is to designate a healthcare surrogate and serve as your living will document.

My Life Choices is a booklet which provides information on advance directives, medical terminology, and to assist you in the decision making process.

We can help you in documenting your wishes and communicating them to those around you. We spend time to listen, to explain things and help families make decisions. We always respect your right to make healthcare decisions and are sensitive to a patient's cultural and religious practices.

**If you have questions about Advance Directives or your particular legal situation please speak with a lawyer. In addition, talk to your healthcare insurance provider about medical issues. Let those who will be caring for you know what you have decided. You have the right to say what you wish.**

# Helpful Community Resources

## Helpful Resources in and around Your Community

The following organizations are not affiliated with Trustbridge.  
This information is provided as a service to our patients and their families.

### **AIDS Healthcare Foundation**

323.860.5200  
[www.aidshealth.org](http://www.aidshealth.org)

### **Amyotrophic Lateral Sclerosis (ALS)**

Toll Free: 800.782.4747  
[alsinfo@alsa-national.org](mailto:alsinfo@alsa-national.org)

### **Alzheimer's Association – SE Florida Chapter**

Toll Free: 800.272.3900  
Local: 561.967.0047  
Local: 954.786.1533  
[info@alz.org](mailto:info@alz.org)

### **Alzheimer's Community Care**

Local 24 Hour Crisis Line:  
800.394.1771  
[www.alzcare.org](http://www.alzcare.org)

### **American Cancer Society**

Toll Free: 800.227.2345  
Local: 561.366.0013  
Local: 954.564.0880  
[www.cancer.org](http://www.cancer.org)

### **American Heart Association**

Toll Free: 800.242.8721  
Local: 561.697.6600  
Local: 954.364.5000  
[www.americanheart.org](http://www.americanheart.org)

### **American Parkinson Disease Association**

Toll Free: 800.825.2732  
[www.apdaflorida.org](http://www.apdaflorida.org)

### **Brain Injury Association**

Toll Free: 800.444.6443  
[braininjuryinfo@biausa.org](mailto:braininjuryinfo@biausa.org)

### **Cancer Alliance of Help and Hope**

Local: 561.748.7227  
[Cahh.org](http://Cahh.org)

### **Cancer Care**

Toll Free: 800.813.4673  
[info@cancercare.org](mailto:info@cancercare.org)

### **Leukemia & Lymphoma Society**

Local: 954.744.5300  
[infocenter@lls.org](mailto:infocenter@lls.org)

### **Melanoma Foundation**

Local: 561.655.9655  
[Debbie@melanomafoundation.com](mailto:Debbie@melanomafoundation.com)

### **National Brain Tumor Society**

[info@braintumor.org](mailto:info@braintumor.org)

### **National Kidney Foundation**

Toll Free: 800.522.9559  
[info@kidney.org](mailto:info@kidney.org)

### **National Multiple Sclerosis Society**

Local: 954.731.4224  
[FLS@NMSS.org](mailto:FLS@NMSS.org)

### **National Stroke Association**

Toll Free: 800.787.6537  
[info@stroke.org](mailto:info@stroke.org)



**Pancreatica**

831.372.0900

[webmaster@pancreatica.org](mailto:webmaster@pancreatica.org)

**Prostate Cancer Foundation**

Toll Free: 800.757.2873

310.570.4700

[info@pcf.org](mailto:info@pcf.org)

**Susan G. Komen for the Cure**

Toll Free: 877.465.6636

Local: 561.514.3020

[info@komensouthflorida.org](mailto:info@komensouthflorida.org)

**The Sari Center for Integrative**

Cancer Care

561.578.5900

[www.saricenter.org](http://www.saricenter.org)

**Others****Elder Crisis Helpline**

Toll Free: 866.684.5885

Call 211 for Helpline

**Area Agency on Aging**

Local: 561.684.5885

**Veterans Administration**

Local: 561.422.8262

[www.westpalmbeach.va.gov](http://www.westpalmbeach.va.gov)

**Visiting Nurse Association**

Toll Free: 800.318.0399

Local: 561.799.3411



# Patient's Rights Documents

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## Florida Patient's Bill of Rights and Responsibilities

Please direct any questions regarding your rights and responsibilities to any hospice team member. Should questions arise after hours, please call your hospice team telephone number. You will reach a staff member in our call center who can address your concerns, or who will leave a message for your team members to get back to you.

Florida Law requires that your health provider or healthcare facility recognize your rights while you are receiving medical care, and that you respect the healthcare provider's or healthcare facility's right to expect certain behavior on the part of the patient. You may request a copy of the full text of this law from your healthcare provider or healthcare facility. A summary of your rights and responsibilities, as developed by Florida statute, and integrated with those of the National Hospice Organization, is as follows:

### As a patient you have the right to:

**Quality services:** Be cared for by a team of professionals who will provide quality comprehensive hospice services as needed and appropriate for you and your family (including extended and alternative family).

**Clearly understand services:** Have a clear understanding of the availability of, and access to, hospice services and hospice staff who visit regularly and are on call 24 hours a day, 7 days a week. Patients who do not speak English have the right to an interpreter.

**Report any concerns to our Hotline at:**  
1.888.765.7408

**Access to care:** Impartial access to appropriate and compassionate care and accommodations,

regardless of diagnosis, race, national origin, age, gender, religion, creed, disability, sexual orientation, place of residence within the area served by the hospice, source of payment or the ability to pay for the services rendered.

**Response to questions:** A prompt and reasonable response to questions and requests.

**Know who is providing service:** Know who is providing medical services, who is responsible for your care, and how much services will cost.

**Be informed regarding your health:** Be appropriately informed regarding your health status, diagnosis, planned course of treatment, alternatives, risks and prognosis in order to participate in the planning of your care. The hospice team will assist you and your family in identifying the services and treatments that will help you attain your goals.

**Be informed regarding medical treatments:** Be appropriately informed regarding the potential benefits and risks of all medical treatments or services suggested by the hospice, and to accept or refuse those treatments and/or services as appropriate to your personal wishes, except as otherwise provided by law. The hospice team will provide you with information pursuant to the Patient Self-Determination Act about ways to make your wishes known to those caring for you.

**Consent to/refuse research participation:** Know if medical treatment is for purposes of experimental research, and to give your consent or refusal to participate in such experimental research. Know you have the right to refuse treatment and to have your unique ethical, spiritual and philosophical life goals honored.



**Be treated respectfully:** Be treated with courtesy and respect, with appreciation for the dignity of your person, family, caregivers and property, as well as with protection of your privacy and need for confidentiality.

**Have caregivers educated:** Have your family or other caregivers educated in effective ways of caring for you.

**Emergency medical treatment:** Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

**Be free from physical abuse:** State Hotline 800.96.ABUSE (800.962.2873). Open 24 hours, 7 days a week.

**Confidentiality:** Confidentiality with regard to information concerning your health status, as well as social and/or financial circumstances. Patient information or records will be released only on your agent's written consent, or as required by law.

**Voice grievances:** Voice grievances concerning patient care, treatments, violations of rights as stated in Florida law, and/or respect for person or privacy without being subject to discrimination

or reprisal and have any such complaints investigated by the hospice in accordance with its grievance procedure.

**Use of ethics services:** There is an Ethics Committee to resolve clinical ethical concerns. To use this service, please contact your primary nurse and request an ethics consultation.

**Be informed of fees/charges:** Be informed of any fees or charges in advance of services for which you may be responsible. Prior to treatment, you have the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for your care. You have the right to use any insurance or entitlement program for which you may be eligible.

**Receive an understandable bill for charges:** Upon request, to receive a copy of a clear and understandable itemized bill, and have the charges explained.



**Know that hospice is certified:** If eligible for Medicare/Medicaid, to know whether the hospice is certified for Medicare/Medicaid reimbursement, and to be fully informed concerning the Hospice Medicare/Medicaid Benefit.

### **As a patient, you/your caregiver have the responsibility to/for:**

**Participate in the plan of care:** Participate in developing your plan of care, and updating it as your condition or needs change.

**Follow the treatment plan:** Follow the treatment plan recommended by your physician, hospice and any other healthcare provider, as mutually agreed.

**Report any condition changes:** Report to the hospice any unexpected changes in your condition.

#### **Report whether or not you understand:**

Report to the hospice whether or not you understand a proposed course of action, and what is expected of you.

**Keep appointments:** Keep appointments and, when unable to do so for any reason, notify the appropriate healthcare provider and hospice.

#### **Your actions if you refuse treatment:**

Your actions if you refuse treatment or do not follow the healthcare provider's instructions.

#### **Provide accurate health information:**

Provide, to the best of your knowledge, the hospice with accurate and complete health information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.

**Remain under a physician's care:** Remain under a physician's care while receiving hospice services.

**Maintain a safe environment:** Assist the hospice staff in developing and maintaining a safe environment in which your care can be provided.

#### **Assure your financial obligation, if applicable:**

Assure that the financial obligation of your healthcare is fulfilled as promptly as possible, if applicable.

**Follow hospice rules:** Follow hospice rules and regulations affecting patient care and conduct.

**Organ or tissue donation:** You have the right to make an organ or tissue donation. Please discuss your plans for organ or tissue donation with your nurse.

### **Medical Privacy Under the Health Insurance Portability and Accountability Act (HIPAA)**

Trustbridge protects your medical information and your rights regarding your own medical records. We are dedicated to protecting your right to privacy of your medical information, while providing the highest quality medical care. We want you to be aware of regulations that affect how we use and disclose your medical information, and the rights you have regarding your medical records. Privacy rules adopted as part of the federal Health Insurance Portability and Accountability Act (HIPAA) establish standards for the release of medical information that personally identifies you.

#### **Our Privacy Practices**

We must provide you access to a privacy notice that explains how we may use or disclose your medical information. We will ask you to acknowledge that you have received and understand our privacy notice when you are first admitted.

#### **Your Permission**

Once we have informed you about our privacy practices, you may designate to whom you want your medical information released. We may then release information about you for purposes of your treatment, billing for services, or for hospice operations such as quality assurance without further permission from you. You may revoke your permission to use and disclose your medical information at any time.





### **Authorization**

You may be asked to sign an authorization form allowing release of information for other purposes not related to your treatment, billing for services or hospice operations. However, you are not required to sign an authorization form. We will not deny treatment if you elect not to sign the authorization form.

### **Facility Directory**

Facilities typically include your name, location in the facility, and your condition in the facility directory. You may tell the facility not to include your information in the directory.

The facility may release information, including the fact that you are in the facility, where you are located, and your general condition to inquiring family and friends, and in some circumstances to the media. You may restrict this disclosure by telling the facility you do not want that information released.

### **Your Rights Regarding Medical Records**

Federal privacy regulations give you many rights regarding your medical records, including:

- The right to an accounting of certain disclosures of your medical information. Medical records are retained for six years.
- The right to inspect and obtain a copy of your medical information.
- The right to receive confidential communications of your medical information by an alternative means or at an alternative location.
- The right to request an amendment to your medical record.
- The right to submit a complaint about how your medical information is used or disclosed.
- If you have any questions about how we will use or disclose your medical information, please contact Health Information Management at 561.227.5215.
- For questions regarding your rights, or HIPAA, call our Compliance Hotline at 1.800.765.7408.

## Sample Hospice Consent and Election of Benefits

I consent and elect to receive my Medicare/Medicaid or other insurance hospice benefit from either one of the following hospice programs, who will receive payment for my care, relating to my terminal illness:

Hospice of Palm Beach County, or Hospice by the Sea; Trustbridge companies ("Hospice").

I understand and acknowledge the following explanation of the Medicare hospice benefit:

I understand that the purpose of hospice care and that the treatment is primarily palliative rather than curative and that hospice care may involve skilled nursing, volunteer companions/caregivers, emotional and spiritual care, physical or other therapies, social workers, and inpatient care.

The Medicare hospice program consists of two initial 90-day periods, and subsequent unlimited 60-day periods if no revocations or discharges occur. I will use the benefit periods in the above order. I may discontinue hospice care at any time by completing a revocation statement. If I revoke during a benefit period, I lose the remaining days in that benefit period. I may re-elect at any time when I am eligible.

Medicare will continue to make payment to my independent chosen attending physician for services if my chosen physician is not a hospice employee nor receiving payment from Hospice.

I waive my rights to Medicare/Medicaid benefits related to my terminal illness or related conditions while enrolled in the Medicare hospice program. I am responsible for the cost of care for my terminal illness if I seek care beyond what is considered medically necessary by the hospice physician and documented on my plan of care. I understand that services provided to me by Hospice will be billed and I request and assign payment of any financial benefits directly to Hospice.

I have the option to change from one hospice to another. To change programs, I will confirm that I may be admitted to another hospice, and then I will inform Hospice of my wishes so arrangements for transfer can be made. I will specify a date to discontinue care from Hospice, the name of the hospice from which I wish to receive care, and the date care will start. In changing to another hospice program, I will not lose any benefit days. I may change hospices only once during each benefit period.

I have discussed and been provided written materials on Trustbridge privacy practices, rights and responsibilities and have received the Patient and Family Handbook with information on Advance Directives and the patient complaint process.

I understand and authorize Hospice to obtain or release my medical records in order to assure continuity of care and proper reimbursement. I agree and consent to still or video photography to document a medical condition, help with the diagnosis and/or treatment of a condition and for the advancement of medical teaching, research and education.

If a veteran, I consent to release my medical information to the Veterans Administration Medical Center. Y/N

I understand that I have the right to choose an attending physician, who may be a physician or nurse practitioner. I understand that I have the right to change my attending physician at any time by completing a form provided by Hospice. [All care is physician directed through my independent attending physician, if I have chosen one, and the Hospice Medical Director].

I have chosen an attending physician, whose name is \_\_\_\_\_ (first/last).

IF MY CHOSEN ATTENDING PHYSICIAN IS UNAVAILABLE, I AUTHORIZE THE HOSPICE PHYSICIAN TO PROVIDE ANY NECESSARY PHYSICIAN SERVICES.









# Medication Disposal Guide

During the course of your care, there may be changes in your condition which require medication to be discontinued. Medications may be harmful if taken by someone other than the person for whom they were prescribed, and they can be harmful to the environment if not disposed of safely. For these reasons, there are state and federal guidelines that were released for safe and secure prescription drug disposal. Trustbridge employees are not permitted to take possession or dispose of your medications. To assist you with their safe disposal, we have put together this guide of DEA recommendations.

If you reside in a Skilled Nursing Facility or institution that provides extended health care to its residents, the facility will dispose of medications for you.

## Self-Disposal of Medications

If you are not going to use the Drug Take-back, Collection Sites or Mail-back programs, please follow these directions for safe disposal of medications.

## Safeguards

Medications should never be disposed of by flushing them down the toilet or drain, which can contaminate our water supply.

- Do not give medicines to anyone else.
- Do not flush medicine down the toilet.
- Do not pour medicine down the drain.
- Do not put medicines in the trash without disposing of them properly.

## Follow These Steps for Safe Disposal

1. Keep the medicine in the original container. (This will help identify the contents if someone accidentally swallows the medication).
2. Mark out your name & prescription number for safety.
3. Gather absorbent disposable material such as, disposable under pad, disposable adult or child diaper, paper toweling, and a plastic bag.
4. Make the medicine unusable. \* See the chart on the following page for instructions.
5. Fold and place the disposable absorbent material containing liquid in a plastic bag.
  - Place all medicine bottles in a plain paper or plastic bag.
  - Place that plastic bag into another to prevent leaking.
  - Dispose of all bags in the regular trash. Do not put anything in your recycling bin.

If you are personally disposing of medications, please follow the recommendations on the following page to render them unusable.



# Follow these steps to make medications **unusable before self-disposal**

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## **Pills Tablets Capsules**

Add water or soda to the pill bottle (container). Wait until the pills are dissolved and pour the liquid into your disposable absorbent material OR tape the pill bottle shut with the liquid and pills inside.

## **Liquids Infusion Bags**

If the bottle is large enough, add something inedible directly into the bottle. Examples are, cat litter, dirt, coffee grounds or cornstarch. If the container has too small an opening, pour the liquid contents directly into your absorbent disposable material.

## **Vials**

Open vials, or draw up solution and pour contents onto an absorbent pad/disposable adult brief. Discard syringes and empty vials in a puncture resistant container such as a glass bottle or a coffee can with a lid. Seal or secure closed with tape.

## **Patches/Lozenges**

Put on disposable gloves to prevent you from coming in contact with medicine which is absorbed through the skin. Cut each package open and remove the patch or lozenge. Place patch and lozenges in an empty disposable container, such as a medicine container, Zip-lock bag, or disposable bottle. Add water. Close and secure with tape. Dispose of gloves. Wash hands.

## **Ampules**

Put on disposable gloves. Use a washcloth or kitchen towel to hold the ampule. Bend neck of ampule away from your body and break open. Pour contents into absorbent pad/disposable adult brief. Dispose of ampule in a puncture resistant container such as a coffee can with a lid. Secure with tape. Dispose of gloves. Wash hands.

## **Suppositories**

Open the end of the suppository packaging and place the entire contents in an empty plastic container and add water, cover container and secure with tape.



## Alternate Medication **Disposal** Methods

### **1. Drug Take-back Programs**

Drug take-back programs are community-based and are normally provided by your local law enforcement agency. Please contact your local Sheriff's Office or Police Department for information on these programs.

### **2. Collection Sites for Drug Disposal**

If you are located in Broward County, you can call the Sheriff's Office at 954.831.8902 to obtain a monthly schedule of drop-off days and sites. You can also view this information online:

[http://www.sheriff.org/safety/operation\\_medicine\\_cabinet/calendar.pdf](http://www.sheriff.org/safety/operation_medicine_cabinet/calendar.pdf)

If you are located in Palm Beach County, please see the attached list of medication drop-off sites on the following page.

### **3. Mail-back Programs**

DEA-designated mail-back programs are provided by manufacturers, hospitals/clinics with on-site pharmacies and retail pharmacies among others.

These mail-back programs require specific mail-back packaging which may have an associated charge. Facilities may also have collection receptacles with an on site means of destruction.

- Some local pharmacies such as CVS & Walgreens have mail-back programs.
- Trustbridge does not have a mail-back program and is not a drug collection/disposal site.

# Palm Beach County Medication Collection Sites

<b>Sheriff Offices</b>	<b>Sheriff Office: District 10</b> 700 6th St. Lake Park, FL 33403 561.881.3326	<b>Manalapan Police Dept.</b> 600 S. Ocean Blvd. Manalapan, FL 33462 561.585.9477
<b>Sheriff Office: District 1</b> 3228 Gun Club Rd. West Palm Beach, FL 33406 561.688.3600	<b>Sheriff Office: District 14</b> 120 North G St. Lake Worth, FL 33460 561.586.1611	<b>North Palm Beach Police Dept.</b> 560 US Highway 1 North Palm Beach, FL 33408 561.882.1142
<b>Sheriff Office: District 3</b> 8130 Jog Rd. West Palm, FL 33412 561.776.2000	<b>Police Departments</b>	<b>Ocean Ridge Police Dept.</b> 6450 N. Ocean Blvd. Ocean Ridge, FL 33435 561.732.8331
<b>Sheriff Office: District 4</b> 345 S. Congress Ave., 2nd Floor Delray Beach, FL 33445 561.274.1075	<b>Atlantis Police Dept.</b> 260 Orange Tree Dr. Atlantis, FL 33462 561.965.1700	<b>PB Gardens Police Dept.</b> 10500 N Military Tr. West Palm Beach, FL 33410 561.799.4406
<b>Sheriff Office: District 5</b> 38840 State Road 80 Belle Glade, FL 33430 561.996.1670	<b>Boca Raton Police Dept.</b> 100 NW 2nd Ave. (Boca Raton Blvd.) Boca Raton, FL 33432 561.338.1234	<b>Palm Beach Shore Police Dept.</b> 247 Edwards Ln. Palm Beach Shores, FL 33404 561.844.3456
<b>Sheriff Office: District 6</b> 7894 South Jog Rd. Lake Worth, FL 333467 561.357.7000	<b>Boynton Beach Police Dept.</b> 100 E Boynton Beach Blvd. Boynton Beach, FL 33435 561.742.6100	<b>Palm Springs Police Dept.</b> 230 Cypress Ln. Palm Springs, FL 33461 561.968.8243
<b>Sheriff Office: District 7</b> 17901 State Road 7 Boca Raton, FL 33498 561.558.2700	<b>Delray Beach Police Dept.</b> 300 West Atlantic Ave. Delray Beach, FL 33444 561.243.7800	<b>South Palm Beach Police Dept.</b> 3577 South Ocean Blvd. South Palm Beach, FL 33480 561.588.8889
<b>Sheriff Office: District 8</b> 14000 Greenbrier Blvd. Wellington, FL 33414 561.688.5447	<b>Greenacres Police Dept.</b> 2995 S Jog Rd. Greenacres, FL 33467 561.642.2160	<b>Village of Tequesta Police Dept.</b> 345 Tequesta Dr. Tequesta, FL 33469 561.768.0700
<b>Sheriff Office: District 9</b> 11498 Okeechobee Blvd. Royal Palm Beach, 33411 561.790.5180	<b>Lake Clarke Shore Police Dept.</b> 1701 Barbados Rd. West Palm Beach, FL 33406 561.964.1515	<b>West Palm Beach Police Dept.</b> 600 Banyan Blvd. West Palm Beach, FL 33401 561.822.1852
<b>Broward County Medication Collection Sites</b> You can call the Sheriff's Office at 954.831.8902 to obtain a monthly schedule of drop-off days and sites. You can also view this information online: <a href="http://www.sheriff.org/safety/operation_medicine_cabinet/calendar.pdf">http://www.sheriff.org/safety/operation_medicine_cabinet/calendar.pdf</a>		

## NOTES

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## NOTES

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## NOTES

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## About Trustbridge

Since 1978, Hospice of Palm Beach County and Broward County and Hospice by the Sea, Inc., have cared for nearly 200,000 families in South Florida. These three hospices are now one branch of Trustbridge, a community nonprofit that provides support for families facing life-limiting illness 24 hours a day. Other services include home health care, palliative medicine, caregiver support and bereavement programs.

Trustbridge programs are accredited by The Joint Commission on accreditation for hospice organizations, which means that we are recognized nationwide as an organization that meets the highest performance standards of care. We are licensed by the Agency for Healthcare Administration for Medicare and Medicaid benefits for Floridians, and accredited by the Palm Beach County Board of Rabbis. We are members of the National Hospice and Palliative Care Organization, Florida Hospices and Palliative Care, Inc., the National Hospice Workgroup, and the National Association for Home Care. Our recognition by these organizations acknowledges that we provide the highest standards of care to our patients.

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## Our Vision

To provide an unmatched healthcare experience for families in their time of need.

## Our Mission

To provide families with access to compassionate, expert and professional healthcare services in their time of need, throughout their lifespan.

## Our Values

Excellence

Integrity

Teamwork

Compassion

Accountability

Pride



*Your Life. Our Passion®.*



**24/7 Information & Admissions 844.422.3648 | [trustbridge.com](http://trustbridge.com)**

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Jewish Accreditation by the Palm Beach County Board of Rabbis, Inc.

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Direct inquiries to Senior Director of Marketing at 561.848.5200