



Referrals, please call Intake @ 781.659.2342

Frequently Asked Questions with Answers

- 1. Who is eligible to stay at the Hospice Residence?**
 - a. Anyone who qualifies for hospice services and/or is already on hospice services and who meets screening criteria for the house.
- 2. How many days can a person stay – is there a limit?**
 - a. The average length of stay (los) at a hospice residence is around 25-28 days depending on the diagnosis. Some are at the residence for just a few days; others more than a month. As long as one continues to meet hospice residence criteria, he/she can live at the residence.
- 3. How much does the hospice residence cost?**
 - a. Insurance (Medicare, Medicaid, Private) pays for the medical hospice care but room and board is paid privately by the patient and/or family. The rate is a reasonable one - \$400 per day - and falls within the average cost state-wide for non-profit hospice residences. This rate is considerably less than private pay at other facilities.
- 4. Does long term care insurance (LTC) pay for room and board?**
 - a. Some policies may include hospice residence room and board; it is important to know the details of one's own specific plan for this provision.
- 5. Will there be a doctor who makes house calls or will patient's own doctors be allowed to visit?**
 - a. We welcome any and all doctors who wish to visit their patients here. In addition, our Hospice Medical Director will make visits as needed, just as would be the case for our hospice patients living in their own homes, and can write the prescriptions needed for the patient's hospice care when necessary.
- 6. Who will provide the 24/7 care; is it staffed by nurses?**
 - a. Staffing within the home is provided by trained clinical and non-clinical professionals. A Hospice Registered Nurse (RN) oversees the case management of patients within the hospice residence. Each shift is staffed by a licensed nurse and a home health aide (HHA), providing full 24/7 coverage. All patients will have access to and visits from a social worker and chaplain as well.
- 7. What if I'm already on another hospice but I want to come to the Hospice Residence?**
 - a. Patients can be referred by their hospice agency. Once accepted to come live at the hospice residence, the patient's care will transfer to the NVNA and Hospice Residence Hospice Team.
- 8. How will the residence prioritize who gets a bed when it becomes full?**
 - a. Acuity of the hospice patient will be at the top of the list for priority in getting a bed when the residence is at full capacity.

9. What can patients bring with them to have at the residence?

- a. All our patient rooms are fully furnished and have linens available. Patients can bring photos and favorite trinkets to place around the room to make it feel like home.

10. Can families stay overnight in the patients' rooms?

- a. Families are encouraged to be with their loved ones. Each patient room has a recliner chair and a regular easy chair for family members. Out of state family members have access to one of the two family suites available, enabling them to stay overnight at the residence in a separate room for a minimal fee and a limited timeframe.

11. Can families cook their own meals there?

- a. The ground floor of our residence is dedicated to family activities and includes a full kitchen where families can prepare and cook meals, a dining area where families can gather, a large screen television and gas fireplace where families can relax and enjoy each other.

12. Are pets allowed to stay?

- a. Pets may come to visit and in fact, our Hospice Pet Therapy program will be offered to hospice residence patients as well. However, due to individuals' respective health conditions, pets cannot stay overnight at the residence and must remain in the patient's room during the visit.

How do I make a referral?

Call our Intake Department phone at 781.659.2342.

NVNA and Hospice

