



AROOSTOOK  
*House of Comfort*

*Where hospice care and heart come together.*

## Patient & Family Handbook

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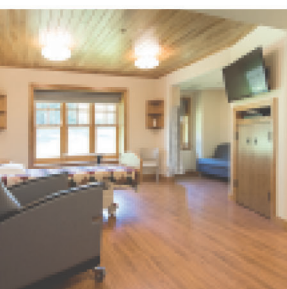
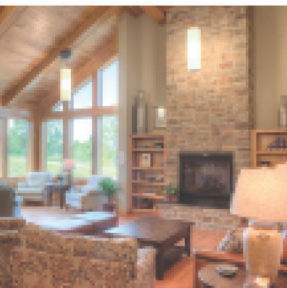
*"We are all just walking  
each other home."*

- Ram Dass





## THE AROOSTOOK HOUSE OF COMFORT IS COMMITTED TO HELPING INDIVIDUALS AND FAMILIES ON THEIR JOURNEY THROUGH HOSPICE AND END-OF-LIFE CARE.



The Aroostook House of Comfort is an in-patient hospice and respite care facility staffed by an experienced local Medicare-certified hospice care agency. Together we care for terminally ill patients whose acute symptoms can no longer be managed through hospice at home and for those who do not wish to spend their final days in a hospital or a nursing home.

### What is hospice?

Hospice is a holistic approach to health care for those with a life-limiting illness. The goal of hospice is to alleviate pain and control symptoms with an emphasis on quality of life.

The hospice care team surrounds the patient and family with a "circle of care" made up of several professionals focused on providing spiritual, social, emotional, and medical support. This approach ensures the decision-making process includes the patient and family, allowing greater control over their care.

### What is our philosophy?

- Focus on the quality of patient care.
- Deliver comfort, treat symptoms, and alleviate pain.
- Provide support to the patient and family.

### Who provides hospice care?

The Aroostook House of Comfort provides the facility or "house" for patients to receive hospice care services. The medical care is administered by a local Medicare-certified hospice care agency team, which includes a medical director, nurses, social workers, healthcare aides, spiritual care coordinator, bereavement support counselor, and trained volunteers, as well as a primary care physician or specialist.

### Who is eligible for hospice care?

- When a patient begins to experience a decline in regular self-care capabilities or other life-limiting symptoms, a doctor may suggest hospice care.
- When a doctor determines that curative measures are no longer appropriate and estimates life expectancy to be six months or less, referrals can be made for hospice services.
- If Medicare Hospice Criteria are met, a hospice referral may be appropriate for people of any age and with most illnesses. If there are any questions regarding eligibility, please contact our local Medicare-certified hospice care agency at 207-764-9406.

### What are levels of care?

The hospice care team, the patient, and the family come together to create a plan of care that includes medical and support services. The services provided at the Aroostook House of Comfort are:

#### General Inpatient Care

This level of care is intended for patients who need pain and/or symptom management of a hospice admitting diagnosis.

#### Inpatient Respite Care

Under the Hospice Plan of Care up to five (5) days of respite care per month are offered at our facility. We work together to meet the patient's needs and give the caregiver or family much needed rest.

#### Routine & Continuous Home Care

These services are not provided by the Aroostook House of Comfort. For more information on home care services please call a local Medicare-certified hospice care agency at 1-800-757-3326.

### Who pays for hospice?

All patients who meet the eligibility requirements are accepted regardless of ability to pay. Medicare or Medicaid patients will not be refused care or have their hospice care discontinued due to their inability to pay. A social worker can meet with the patient and family to address concerns and needs. The Aroostook House of Comfort does not bill insurances or receive payments for medical care. A local Medicare-certified hospice care agency receives reimbursement for services from Medicare, Medicaid, and private insurances. Please contact our medical care provider with any billing or payment questions at 1-800-757-3326.






## What services are provided?

Our hospice care focuses on comfort and symptom management. The hospice team is comprised of a physician, medical director, social worker, chaplain, nurses, trained volunteers, and a bereavement counselor. Among their major responsibilities, the hospice team:

- Manages pain and symptoms.
- Assists with the emotional, psychological, and spiritual aspects of dying.
- Provides needed medical supplies, equipment, and medications related to the life limiting medical diagnosis.
- Makes short-term inpatient care available when pain and symptoms become too difficult to treat at home or if the caregiver needs respite time.
- Provides bereavement and counseling to surviving family and friends for 12 months following a loss.



DON'T COUNT  
THE DAYS,  
MAKE THE  
DAYS COUNT.

- Muhammad Ali



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