

Frequently Asked Questions

What is hospice?

Hospice is a concept of care that offers quality, compassionate help for people and their families facing a terminal illness. Hospice care focuses on providing pain and symptom relief to the patient along with services that will ease the difficulties faced by family members. A team of health care practitioners provide nursing, home care, counseling, spiritual care and bereavement support.

Is hospice care only for cancer patients?

No. Hospice is for all terminally ill patients in the end-stage of any disease including, but not limited to, heart disease, dementia, lung disease, stroke and HIV. And people of all ages are eligible for care.

Is it true that you must have only six months to live to be eligible for hospice?

Hospice is intended primarily for use by a patient whose prognosis is terminal, with six months or less life expectancy. However, the Medicare program recognizes that a prognosis can be unpredictable and may change. Hospice care is available as long as the patient's prognosis meets the law's six month test, based on the attending physician's and/or medical director's judgment.

How is hospice paid for?

Hospice care is covered by Medicare, Medicaid and most private insurance companies. **No one is turned away because of their inability to pay.** Through the generous support of individuals, businesses and foundations, Stein Hospice has the ability to help everyone in need. Care includes nursing visits, medical equipment and medications related to the terminal illness, short-term inpatient and respite care, nursing assistant services, social workers, spiritual care, bereavement services and comfort services.

Can I continue to see my own doctor?

Yes. Hospice works with all attending physicians. We also have medical directors to assist when your physician is on vacation or unavailable. If you do not have a physician, we can refer you to one of our medical directors.

Where are services delivered to the patient?

Depending on the patient's preference, hospice services can be provided in the home, the Stein Hospice Care Center at Firelands South Campus, a hospital, assisted living facility or nursing home.

Does hospice care end with the patient's death?

No. Hospice offers a range of bereavement services to children, adolescents, adults and families. These services include one-on-one counseling, support groups and educational programs.

How does one qualify for hospice?

A physician must determine that a patient has a health condition with a life expectancy of months rather than years if the disease follows a normal course. The patient and family must accept the hospice philosophy of comfort oriented care with the emphasis on living well. Referrals can be made by anyone once a patient has a terminal diagnosis.

When is the right time to call hospice?

Families are encouraged to begin hospice services as soon as a patient qualifies for such care. An early referral helps the patient and family deal with the stress and pain associated with the progression of the illness. Financial assistance to offset costs associated with the illness can also begin.

Why should I choose Stein Hospice?

Stein Hospice is a community based, not-for-profit agency which provides comfort and care to patients and their families in Erie, Huron, Ottawa, Sandusky and Seneca counties. Stein Hospice began in 1982 and in its first decade cared for an average of 75 patients a year. Today Stein cares for more than 1,100 patients annually.

Stein nurses, aides, chaplains and volunteers work tirelessly to make patients comfortable and to support the family. Stein is responsive, adaptive and creative in meeting each patient's unique needs 24 hours a day 7 days a week.

"We know we only have one chance to do it right, and we work very hard to make that happen for each patient," says Jan Bucholz, executive director.

The Stein Hospice board of directors is made up of residents who volunteer their time. Stein is a Medicare certified and Joint Commission accredited organization.

*"It's not the years in your life that count
It's the life in your years."*

- Abraham Lincoln

*"The question is not
whether we will die, but
how we will live."*

- Joan Borysenko

Locations

Sandusky
1200 Sycamore Line
Sandusky, Ohio 44870
419-625-5269
1-800-625-5269

Stein Hospice Care Center
Firelands South Campus
1912 Hayes Avenue
3rd Floor
Sandusky, Ohio 44870
419-557-7070

Norwalk
257 Benedict Avenue
Suite C
Norwalk, Ohio 44857
419-663-3222

Port Clinton
1848 E. Harbor Road
Port Clinton, Ohio 43452
419-732-1787

Tiffin
100 Madison St.
Tiffin, Ohio 44883
419-447-0475

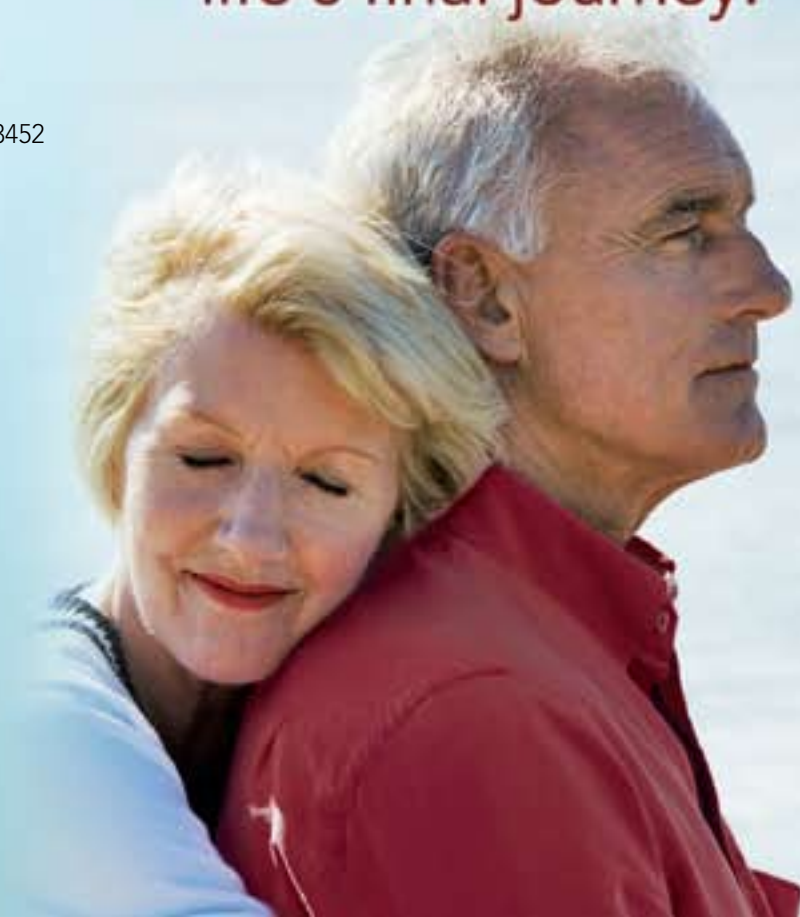


Sharing the journey since 1982

To provide comfort,
compassion and
support during
life's final journey.



Sharing the journey since 1982



Stein Hospice

Stein Hospice is a community-based, not-for-profit agency that offers compassionate care and support to terminally ill patients and their families. Using a team approach, Stein provides pain and symptom management, nursing and home care, and emotional and spiritual support. Stein Hospice has been serving northern Ohio since 1982 and offers care in patient homes, the Stein Hospice Care Center at Firelands South Campus, assisted living facilities, nursing homes and hospitals throughout the area.

Stein focuses on caring for, not curing, the patient.

The health care team consists of:

- the patient's doctor
- registered nurse
- nursing assistant
- volunteers
- art, reiki and other comfort therapists
- animal-assisted activities
- hospice physician
- social worker
- chaplain
- massotherapist
- anticipatory grief and bereavement counselors

Patients are admitted to Stein Hospice within two hours of a referral or whenever is convenient for the family. A care plan is established based on the need of the patient and family. On-call nurses, social workers and chaplains are available 24 hours a day, seven days a week to answer questions and provide care and support.

The goal of hospice care is to guide and support the patient and family so they can make decisions about end of life care in accordance with their desires and preferences. By alleviating pain and providing comfort, hospice care allows the patient and family to concentrate on being together and engaging in meaningful activities and conversations. Research consistently shows that almost 80% of Americans prefer to die in their homes, free of pain, surrounded by family and loved ones. Stein Hospice makes this happen.



Talking About End-of-life Care

Choose the Setting

Find a quiet, comfortable place free from distraction to hold a one-on-one discussion. A loved one usually wants to share his or her wishes in a private setting. Have a plan for the conversation – this is not a discussion to have on the spur of the moment.

Ask Permission

People cope with end-of-life issues in many ways. Asking permission to discuss this topic assures your loved one that you will respect his or her wishes. If your loved one is not ready, ask when you might talk and explain your concerns and need for support.

Talk About It

You have initiated this conversation because you love this person. Focus on your desire to help him or her maintain a full and happy life, even during difficult times. Allow your loved one to set the pace, and use nonverbal communication to offer support.

Be a Listener

To truly listen and hear what your loved one is saying is such a valuable gift. Listen for the hopes and fears that your loved one expresses, and address each of them. Be aware of what he or she does not say because this may be the issue of greatest concern.

Explore Community Resources

Do you know what kinds of end-of-life options are available in your community? Does your loved one have a living will and power of attorney for healthcare? Have you talked about a "do not resuscitate" order and what measures should be taken if your loved one stops breathing?

Is Hospice the Answer?

Questions to ask your loved one about end-of-life care:

- Would you like a choice in the kind of care you receive?
- Would you like to spend your final days at home or in a home-like setting?
- Do you want to be in control of what services you receive?

If the answers are yes, your loved one may want the kind of end-of-life care that hospice provides. For more information, call Stein Hospice at 800-625-5269 or visit www.steinhospice.org.

Bereavement Services

Stein Hospice offers bereavement services before and after the loss of a loved one to children, adolescents, adults and families. Bereavement services are available to anyone in the community whether or not they have had previous involvement with Stein Hospice. All services are free of charge.

Programs include individual counseling, adult support and social groups, children's support groups and summer camps, and reading materials appropriate for all ages. Stein also offers programs for children and families coping with divorce and other losses. Community education programs are also available.

For a complete list of services and resources call Stein Hospice or visit www.steinhospice.org.

Inpatient Care Options

The Stein Hospice Care Center at Firelands South Campus in Sandusky is a residential setting equipped with 24-hour nursing care and the comforts of home. The center includes 16 patient rooms, a spa, family room, living room and kitchen. Each room is equipped with overnight accommodations for family. The inpatient hospice center is available for pain and symptom management and occasionally for respite. Inpatient options are also available at area hospitals and selected nursing homes.

www.steinhospice.org

Additional information about the following topics can be found on our web site.

Cost

Hospice care costs are covered by Medicare, Medicaid and most private insurance companies. Stein Hospice turns no one away because of their inability to pay.

Donations

Will bequests and monetary gifts are just a couple of ways to help Stein Hospice continue its mission of providing comfort, compassion and support during life's final journey.

Volunteer

Stein Hospice trains caring and committed men and women to assist at the inpatient unit, visit patients in their homes, work in the main office in Sandusky and help with special events.

Calendar

Stein Hospice sponsors community events and fundraisers throughout the year. Fundraisers assist in the cost of all of Stein's charity care.



Living Room

Patient Room

To provide comfort, compassion and support during life's final journey.