

OUR MISSION

*Quality of life
at the end of life
through compassionate care
for all individuals
and their families.*

10 Most Commonly-Asked Questions About Hospice

- 1 *What is Hospice?*
Hospice offers a team approach to care of the terminally ill and their families. We are on call 24 hours a day, seven days a week to meet the needs of our patients and families.
- 2 *If I know of someone who is terminally ill, how can I access services?*
Anyone can call to refer a patient to hospice care. Call Hospice of Central Iowa at (515) 274-3400 or (800) 806-9934 to start the process.
- 3 *When a person has hospice services, who will be involved in the care?*
Nurses, social workers, home health aides and volunteers are the direct care staff who provide care. In addition, hospice uses the expertise of a pharmacist, chaplain, dietitian, medical director and other health professionals as needed.
- 4 *Sometimes people say that choosing hospice is giving up hope. Is this true?*
Choosing hospice care is not giving up. In fact, choosing hospice means that the patient can look forward to living his or her remaining weeks and months in comfort, with dignity and surrounded by people who care. When the focus turns from cure to care, that's when it's time to call.
- 5 *Where does hospice care take place?*
Hospice care is provided first and foremost in the home. If for some reason, the patient can't or chooses not to stay in the home, services are also provided in area nursing homes and at our Kavanagh House facilities.
- 6 *Does hospice do anything to make death come sooner?*
Hospice does nothing to speed up or slow down the death process. We make the patient comfortable until death comes peacefully and naturally.
- 7 *How is the cost of hospice care covered?*
Hospice care through our organization is covered by Medicare, Medicaid and most private insurance policies. We also offer a sliding fee scale for those with no coverage. The Hospice of Central Iowa Foundation provides hundreds of thousands of dollars in charitable care each year, thus assuring care is available to everyone who needs it. Under Medicare and Medicaid, all costs are covered (including durable medical equipment) except for 5 percent of pharmacy costs. Private insurance coverage is per the individual's contract. Medications are usually paid at 100 percent.

OFFICES

THE BRIGHT CENTER
401 Railroad Place
West Des Moines, IA 50265-4730
(515) 274-3400
(800) 806-9934
www.hospiceofcentraliowa.org

BOONE OFFICE
811 Story Street
Boone, IA 50036-2712
(515) 432-4060
(800) 334-1052

CENTERVILLE OFFICE
118 East Jackson Street
Centerville, IA 52544-1708
(641) 856-5502
(800) 500-2614

KNOXVILLE OFFICE
213 East Main Street, Suite 103
Knoxville, IA 50138-2526
(641) 842-4312
(800) 350-9209

MOUNT Ayr OFFICE
107 South Fillmore Street
Mount Ayr, IA 50854-1823
(641) 464-2088
(888) 464-7222

MOUNT PLEASANT OFFICE
204 South Jefferson Street
Suite 103
Mount Pleasant, IA 52641-2161
(319) 385-4472
(888) 385-4472

PERRY OFFICE
1205 Second Street
Perry, IA 50220-1507
(515) 465-4705
(888) 206-0080

KAVANAGH HOUSES

KAVANAGH HOUSE ON 56TH ST.
900 56th Street
Des Moines, IA 50312-1806
(515) 255-0857

KAVANAGH HOUSE ON GRAND AVE.
1821 Grand Avenue
West Des Moines, IA 50265-5098
(515) 327-1172

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8 *How does hospice manage pain?*
Hospice nurses and doctors are up-to-date on the latest in pain management techniques. Through the use of medications, counseling and other therapies, a vast majority of patients are kept pain-free and comfortable.

9 *Should I wait for the physician to recommend hospice care, or should I bring it up during one of our visits?*
You should feel free to approach the subject of hospice care at any time with your physician. The doctor will let you know what the appropriate timing might be. You may ask for an information-only meeting so you are prepared in the future when services are needed.

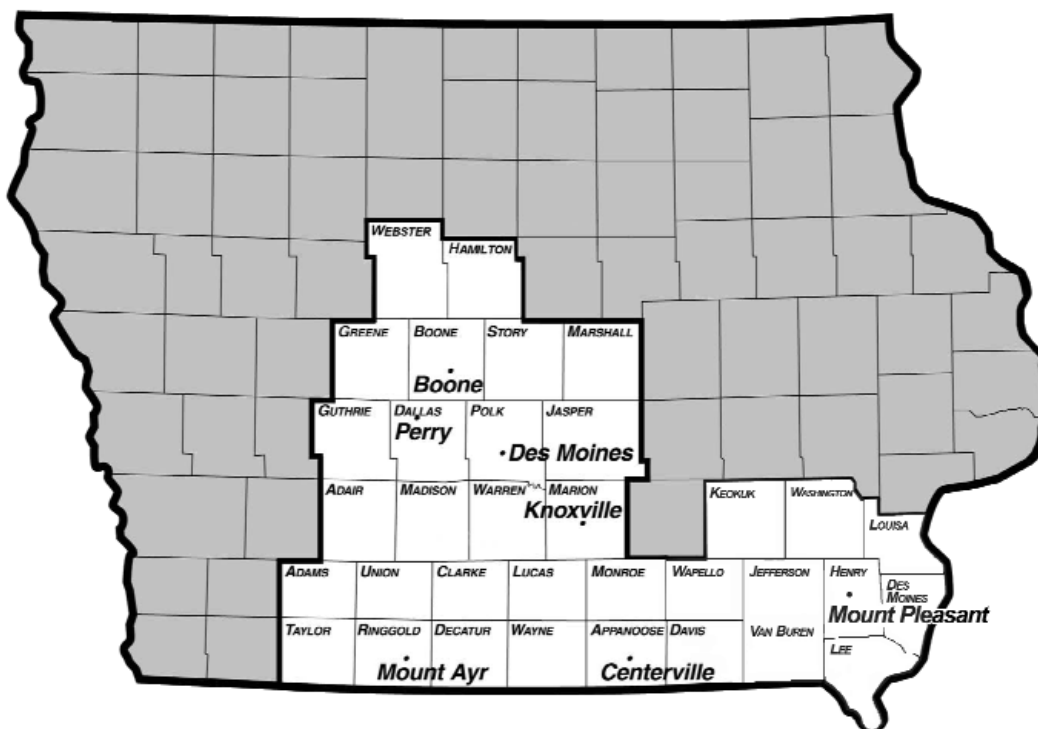
10 *I'm worried about being alone after the death occurs. Does hospice do anything to help surviving family members deal with their grief?*
Hospice care doesn't end at the death. Hospice of Central Iowa provides continuing support for family and friends for up to a year afterward. Support groups, written information, educational programs, grief support volunteers and professional grief counseling staff are available to meet your needs during this difficult time.

Need a Speaker?

Hospice of Central Iowa offers speakers free of charge to make presentations to your civic, church or professional group. For more information, contact our Community Engagement department at (515) 274-3400 or (800) 806-9934.

Tremendous Volunteer Opportunities!

Hospice of Central Iowa offers many varied opportunities for volunteers to become involved, both with patients/families and on special community projects. Call today if you are interested.



Hospice of Central Iowa serves 34 counties in central, south-central and southeast Iowa.