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## QUESTIONS TO ASK

Answers to the following questions will assist you in making a decision about hospice care:

- What services does the hospice provide?
- Will the program cover the cost of the patient’s medications (provide a list of the patient’s medications)?
- Does the hospice provide all levels of care?
- Is the hospice accredited by The Joint Commission, Accreditation Commission for Health Care, or the Community Health Accreditation Program?
- How many times per week will a nurse and other hospice staff visit?
- Are home health aides readily available from the hospice?
- How many hours of home health aide support can be expected each week?
- Who is the hospice physician and will he/she work with the patient’s physician to provide care?
- Is the physician hospice and palliative care board certified?
- What facilities does the hospice use for inpatient care?
- What facilities does the hospice use for respite care?
- Will volunteers be assigned?
- How many hours of support from volunteers can be expected each week?
- If palliative treatments such as radiation, chemotherapy, or blood transfusions are needed for symptom control, does the hospice provide this therapy?
- If the patient or family is unhappy with any aspect of the program, what will be done to address the problem?
- If this hospice program is chosen, how soon can services be started?
- What support does this hospice provide to the family after the patient dies?
- What does the hospice admission process include?
- How does the hospice manage pain?
- How are families involved in the patient’s care?
- Will hospice handle the paperwork for the insurance billing?

**See directory for a list of hospice providers**



*If you have any additional questions regarding how to choose a hospice, call our Consumer Hotline at 800-282-6560 or email us at [info@floridahospices.org](mailto:info@floridahospices.org).*