PATHWAYS

HEALTHCARE

HOME HEALTH · PALLIATIVE · HOSPICE

Comfort at Home

A GUIDE TO HOSPICE AT PATHWAYS



800.939.3665

AVAILABLE 24 HOURS A DAY,
7 DAYS A WEEK

www.pathwaysllc.com

Fax 866.939.3665

Welcome to Pathways Hospice

Since 2012, the Talbot family has had the honor and privilege of caring for patients in the safety and comfort of the patient's own home. Pathways Healthcare is founded on the principle that home is where patients wish to be in times of need and comfort.

As a family-owned organization, we approach and deliver care to patients as though they were our own family. We strive for the highest quality of services to be delivered by staff members that care and empathize with patients and their families. We go the extra step, taking the extra moment to ensure that our patients' needs are met each day.

Pathways Healthcare pioneered an innovative model of medical home care in which physicians and nurse practitioners led clinical teams for skilled care and palliative care services in the home.

Pathways Hospice offers an expanded continuum of care that allows patients to transition to hospice as comfortably as possible. Our Hospice Program enables Pathways' medical rehabilitation and hospice teams to work together to best serve patients and their families, while maintaining a direct relationship with the patient's community providers.

On behalf of the Pathways team, thank you for allowing us to care for you and your family.

Sincerely,

John Talbot
Founder and President
jtalbot@pathwaysllc.com

Sean Talbot
Co-Founder and COO
stalbot@pathwaysllc.com

WE ARE HERE FOR YOU

24 HOURS A DAY

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About Pathways Hospice

Pathways Healthcare was founded on the belief that patients heal best within the comfort of their own homes. Likewise, Pathways Hospice offers patients facing advanced illnesses the freedom to live each day to its fullest, surrounded by family and loved ones. Our goal is to provide our patients with comfort, dignity, quality of life and, above all else, time.

The Pathways Team works with you, your family and your medical providers to deliver high-quality hospice care 24 hours a day, 7 days a week. Our board-certified hospice clinicians provide the highest quality of care with compassion and commitment to our patients and families. Our Team is honored to be a part of your journey.

"Our Team is honored to be a part of your journey."



How Hospice Care Helps

At Pathways Hospice, it isn't enough for us to provide outstanding care. Our compassionate team takes the time to get to know each patient and family individually. Our team develops unique connections with our families, and becomes a true part of their support system.

Research has shown that patients on hospice care can live longer, more fulfilling lives compared to those who don't receive hospice services. Receiving care through Pathways means:

- Our services are able to come to you, **wherever you call home.** We can see patients at a residence, assisted living or nursing facility.
- Our services are **100% covered by Medicare,** the Veterans Administration and other insurances for patients meeting eligibility.
- The Pathways Team provides education, resources, respite care and bereavement services for loved ones.
- You can always reach us **24 hours a day, 7 days a week.**

The Pathways Difference

- Palliative Care Nurse Practitioners available for in-home visits as often as needed, both before and after starting hospice services.
- Access to weekly Social Work and Chaplain Visits
- 24/7 Access to our Nurse-led on-call service.
- Rapid call return system for emergency situations
- Weekly interdisciplinary care plan meetings with all clinicians, including our Medical Directors, for the best possible patient-centered communication.
- V.I.P. Veteran's Integrity Program to honor our Veterans and their families.
- Pathways Dementia Program to best serve those with memory impairment.



Once You're Ready

Once you are home, the Pathways Hospice team is ready to start caring for you right away. Here is what you can expect in the first few days:

- You will receive an introductory phone call from our Hospice Manager to discuss your transition to home and address your immediate questions and/or concerns.
- A Pathways Nurse will complete an official admission visit within 24 hours of your home return. The nurse will assess your medication and supply needs, as well as do a full clinical assessment to address any other clinical concerns.
- We will create a treatment plan with you and your family that will specify what services and/or medical equipment is needed. Each care plan is tailored to our patient's specific needs, and will be reviewed weekly to ensure the best possible care is being provided.
- Social Work, Chaplain Services, and Hospice Aides will also visit within the first few days as well, if warranted.

HOSPICE

Services

At Pathways Hospice, we recognize that each patient has a unique need a combination of physical, emotional and spiritual set of needs. We understand that patients and families support. Some of the services we provide include:

Physician Services

- Hospice-specific Medical Director
- In-person and telehealth Nurse Practitioner visits
- Provider-to-provider communication with your Primary Care Provider (PCP)

Nursing Care

- Pain and symptom management
- Medication management
- Wound care management
- 24-hour on-call nursing
- Dietary counseling

Home Health Aides

- Assistance with washing, dressing and other patient-specific needs
- Light meal prep, as needed

Short-term General Inpatient and Respite Care

(when eligible)

- Allows a caregiver to get a short break while the patient is cared for in a Medicare-certified inpatient facility

Prescriptions and Equipment

- Hospital beds, wheelchairs and other medical equipment all provided through Pathways Hospice
- Medications and prescriptions sent directly to the patient's home
- Rapid medication and equipment changes and deliveries available 24/7

Social Work Services

- Emotional Support
- Assistance with advanced directives
- Family counseling
- Grief and bereavement counseling

Chaplain Services

- Spiritual care
- Religion-specific spiritual services

Volunteer Support

- Music and pet therapy
- Aromatherapy
- Grocery shopping
- Meal preparation

2012 – Family-owned since

6 – States, one standard of care

24/7 – Nurse-led on-call

3x – Boston Globe Top Place to Work (2023 to 2025)



Can I keep my doctor?

At Pathways Hospice, we understand that your community provider relationships are important. Patients are always welcome to keep their PCP, and we will always provide the highest levels of communication to PCPs in an effort to work collaboratively for the best possible patient outcomes. In addition, our interdisciplinary team includes dedicated Medical Directors and Nurse Practitioners who can provide patients with in-home visits, and our entire team meets to assess our patient's clinical needs on a weekly basis.

How much does hospice cost?

Hospice services are always 100% covered by Medicare, and most other insurances. This includes clinician visits, as well as medications, medical equipment and supplies. We handle authorization with your insurance plan directly, so you don't have to.

What extra financial help does Pathways Hospice provide?

Pathways will always pay for medications, medical equipment, and supplies related to the patient's admitting diagnosis. Some of those items include incontinence supplies, gloves, medications, wheelchairs, hospital beds, oxygen and much more.

How often will Pathways visit?

Our team consists of Hospice Certified Nurses, Aides, Social Workers, Chaplains, Volunteers, Nurse Practitioners and Physicians. The Pathways Team will evaluate every patient individually and create a unique care plan for each patient and family. Visits can range between a few hours per week, to daily visits based on what is specifically needed for each patient.

How does Pathways Hospice provide care after hours?

Pathways Hospice provides all of our patients with access to our team 24 hours a day, 7 days a week. In addition to your Nurse Care Manager, who you will see multiple times each week, we also provide our patients and families with access to a 24/7 Nurse and Physician-led Helpline. We will always have a nurse available to make visits any time of day or night, especially in emergent situations. We will work in adjunct with our patients and families to ensure that all goals of care are being met and exceeded.

How long can a patient receive hospice care?

Patients can receive hospice care indefinitely, depending on the course of their illness. Determining how long someone will live, otherwise known as the prognosis, is not an exact science. An individual may receive hospice care as long as a physician certifies the continuing need for it. Each patient will be reviewed by our interdisciplinary care team weekly to ensure that each patient is receiving the best possible care.

What if I use hospice but then get better?

Sometimes, an advanced illness can improve or even go into remission. If this occurs, our team may recommend that you no longer need hospice care, and you may need to stop hospice services at that time.

Does hospice do anything to make death come sooner?

Definitely not. Pathways' philosophy of care is to keep our patients as comfortable and independent as they wish during their course of care. Hospice seeks neither to hasten nor prolong the dying process. The primary fears most people have about death are of: dying in pain, being isolated from others, being a financial burden, and/or losing control of one's right to choice. Pathways Hospice addresses these fears by providing expert pain and symptom management, offering companionship and emotional support to the patient and family, designing a plan of care dictated by the wishes of the patient, and providing our services regardless of your ability to pay.

How long do hospice patients live?

Lengths of stay in hospice vary. Neither you nor we know how long you may be a patient with us. We do know, however, that many studies have shown that patients who receive hospice care earlier in their disease process are more likely to have a longer, more fulfilling life than those who opt out of hospice care.

Depending on the progression of your condition and the time of referral, the length of stay in hospice care can vary. Some people believe that a person only qualifies for hospice if they are bedridden, unable to care for themselves, or acutely dying. This is simply untrue. Many of our patients are still mobile, able to care for themselves and can participate actively in daily tasks. We have seen patients live for years on hospice care, while continuing to meet hospice guidelines. Early referral to Hospice can help ensure that a patient receives the maximum benefits available.

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FREQUENTLY ASKED QUESTIONS

Can I choose to discontinue hospice care after I am admitted?

Absolutely. You have the right to discontinue hospice services at any time if you wish to pursue other treatment options. You may also be discharged from hospice if your condition improves or does not decline as expected, but you can be readmitted later if you still qualify.

If I sign onto hospice, am I still allowed to go to the hospital?

The hospital cannot and will not refuse care to hospice patients. Patients and families always have the right to call 911 in an emergency, and take their loved ones to the hospital. At Pathways Healthcare, our goal is to avoid unnecessary rehospitalizations by providing the best possible in-home care to our patients and families. Our staff is always available 24/7 to triage a patient's needs, and we do ask you call our team with any concerns. Most of the time, we are able to help patients avoid going to the hospital by providing interventions at home. In the event a patient needs immediate medical intervention, we are always in agreement to utilize emergency services. If a patient decides to pursue further treatments at the hospital, hospice services may be revoked until a patient returns home once again.



We Are Pathways.

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Boston Globe Top Place to Work
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Any Immediate Questions?

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ACHC Accredited · **Medicare**-certified · **BBB** Accredited Business since 2013

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