



Choosing a Hospice – Questions to Ask

What is the typical response time if we need to reach someone at the hospice after normal business hours, or on weekends and holidays?

How quickly will a plan of care be developed for the individual by the hospice?

How quickly can we expect pain and/or symptoms to be managed?

How quickly will the hospice respond if medications do not seem to be sufficiently addressing pain or symptoms?

What does the hospice do when someone's pain cannot be adequately managed at home?

If there is a need for inpatient care, how will that be addressed by the hospice?

Are there any services, medications or equipment that the hospice *doesn't* provide?

What kind of out of pocket expenses should the family anticipate?

How often will a hospice team member visit and how long will most visits last?

When the hospice orders medication, where can it be picked up, or is it delivered by the hospice?

Do members of the team providing care have additional training and certifications for their hospice and palliative care skills?

What is expected of the family caregiver?

Will the hospice provide training to family caregivers?

Can the hospice provide respite care to give family caregivers a break and how does the hospice arrange that?

What help do your hospice volunteers provide and how can we request help from a volunteer?

Does the hospice measure quality of care and does it have any quality data it can share?

What kind of bereavement support is offered by the hospice?

If we are unhappy with some aspect of care the hospice is providing, who can we contact at the hospice?