



AmHeart
hospice

there is a
DIFFERENCE



A Nursing Home Guide

Hospice Care

"AmHeart Hospice is dedicated to providing quality end of life care to patients and their families. Since our inception in 1994, we have become one of the most rapidly growing and reliable hospice programs in Missouri. We have helped more than 2100 families. Our staff of professionals continues to shape the face of hospice in Missouri, serving on state committees, providing input and expertise in designing and updating hospice benefits and regulations. That same professionalism has shaped AmHeart Hospice.

Our program is about quality of

AmHeart Hospice Brings Extra Resources To The Skilled Care Facility

Hospice Services

State Licensed

Medicare Certified

Covers ALL medications, including over the counter

Covers ALL wound care dressings, treatments and medications to enhance wound management

Uses a formulary (drugs must be on an approved, limited list)

Average frequency of visits is every other day
(Meet or exceed industry standard for nursing care)

Low patient to nurse staffing ratio
(More quality time spent with patient)

Reimbursement to nursing homes averages 30 days

Newsletter and regular educational mailings

Quality assurance
(Documentation in your file and ours)

Provides a mini-manual
(How to bill, when to admit, education materials, IMRPs)

Attends your care conferences

Provides inservices and continuing education credits for physicians, your staff and the community

Family and staff support at time of death
(We welcome your call, 24 hours a day, we want to be there)

13 month follow-up bereavement care for the family

Stands with you at survey time
(Available in person or via phone to answer any hospice questions)

Additional Coverages

Ambulance transfers, inpatient admissions, tests and lab expenses are covered, when related to the terminal illness, dating from the day of admission to hospice.

All hospices are not alike. Make certain that you and your residents are getting all that they deserve.

Our program keeps things simple for your facility, while providing the most comprehensive services that we know of to hospice patients.

You want the best for your residents and your facility; so do we.

There are questions that should be asked when choosing a hospice, or considering a referral to a program. Some things to consider and compare

	AmHeart	Others		
		A	B	C
	YES			
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	YES			
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	NO			
	YES			
	YES			
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	YES			
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A Spirit Of Care

For the Patient as a Whole Person

"When you look at the 'how and why' of what we do, we hope it conveys a spirit of care that always considers the needs of the patient as a whole person. It's that spirit of care...caring from the heart...that sets us apart. We continually evaluate our program, using input from satisfaction surveys and conversations with other health care professionals we work with, in order to deliver the best in hospice care. We hope that when the need arises, you call upon AmHeart Hospice to meet those needs. We believe **there really is a difference!**"

Susan O'Kane, RN, CEO, AmHeart Hospice

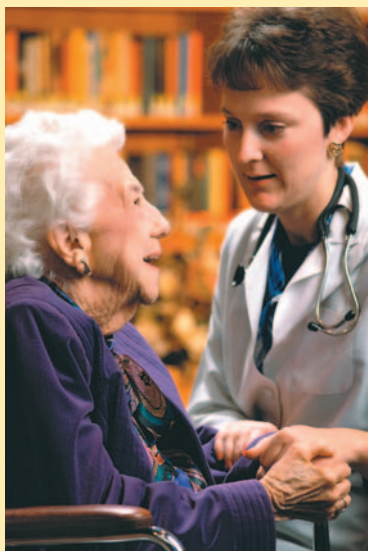
What Is

Hospice Care

Hospice provides care and support for persons in the last phase of terminal illness. It relieves their discomfort, both physical and emotional, and seeks to maintain quality of life for patients and their families, helping them to live as fully and comfortably as possible.

Hospice neither hastens nor postpones death. It emphasizes that the quality of one's life is every bit as important as the length of life.

AmHeart Hospice believes that dying is a natural part of the life cycle, that no one need feel alone, and that caring is not a "lesser option" when cure is impossible. At that critical time hospice can provide guidance and support along with hands on care



"In hospice we are with you every step of the way. We are here to answer questions, keep you informed, and to walk you through the entire process. That doesn't always happen in healthcare in general. As conditions change, we will try to help you understand what is happening so you can make informed decisions as to what to do."

Matt Brauss, COO, AmHeart Hospice

The AmHeart Hospice One Purpose Difference



***Not all hospices are alike.
It's important to ask what is covered
and what is not. We know of no program
that covers more than AmHeart Hospice.***

- We exist for one purpose – to serve as a concerned and caring resource for terminally ill patients and their families. Our focus on delivering the best quality hospice care is never diluted by having to manage other services. Hospice is all we do.***
- We are accessible 24 hours a day. As a small, responsive organization whose owners are also day-to-day working partners, decisions about services and care issues are addressed and resolved rapidly.***

We promise:

- * Family support and involvement***
- * Clear and direct answers to your questions***
- * Consistency and quality in our Care Providers***
- * Accessibility and prompt response to your needs***
- * Quality time spent with each patient during every visit***
- * Bereavement support for 13 months or more after the patient dies***

For Your Facility

We Make

Your Life Easier

We adapt our program to your facility. We can use your pharmacy and your physical therapy department. We even comply with the manner in which you chart your patients.

We Add

To Your Quality Assurance Efforts

Our RN Patient Care Coordinators and our nurses monitor continually to make certain that all required documentation appears in your charts and files as well as ours.

We Make

Billing Easy

The hospice benefit allows us to cover all items and services that the attending physician orders, that are palliative in nature and promote the patient's comfort. Once an item appears on the patient's Plan of Care, we provide it and we pay for it.

We Reimburse

More Quickly

We are responsible for our Medicaid patients' monthly room and board, minus the Patient Surplus. Once the patient is Medicaid approved, we typically reimburse within 30 days.

We Want To Be A

Resource To You And Your Staff

Our newsletters and updates will keep you informed on our industry, hospice issues relating to long-term care, and what may be affecting you in the near future. Our in-services are free and thorough. We cover topics such as Wound Care and Pain Management, to name just a few. We are also able to present to your resident/family groups or other groups within the community.

We Stand

With You At State Survey Time

If there is a question about our hospice, hospice patient or policy at your facility, we will be there to answer the inquiry.

Higher

Patient-Family Satisfaction

We provide one-on-one attention. Our low patient-to-staff ratio makes it possible for us to spend as much time as needed with our patients. This individual attention is delivered in your facility, alongside your caregivers. The family sees the extra care and attention their loved one is receiving.

For Patients

Comfort

Care

We provide palliative care to relieve pain, control symptoms and provide comfort to the patient. Early intervention can mean quicker symptom control and pain management. Once physical pain is under control, we can help patients rediscover how much they can still enjoy life and how much they can still do for themselves.

Supportive Services

To Patients and Families

Physical, social, spiritual and emotional support is provided and continues through the bereavement period. That continuing support helps family members deal with their grief and plan for life adjustments.

24 Hour

On -Call Support

An RN is available 24-hours a day, seven days a week, to assist in case of emergency. (We're there for your staff too).

Patient Education

And Family Communication

Clear, honest information allows patients and families to make informed care decisions. We believe in education to prevent "crisis" situations, decrease family anxiety and prevent unnecessary hospitalizations. We provide regular updates as requested to keep referring physicians and case managers informed.

Comprehensive

Patient Visits

We spend quality time with our patients. Our visits often last an hour or more and include a head-to-toe assessment. Nursing and aide visits can include taking vitals, dressing and wound care, bathing, personal hygiene, feedings, changing linens and of course, warm, friendly conversation. Typically, patients are seen every other day.

We Provide

The Essentials And More

This includes all prescribed medications, medical supplies and equipment needed for the individual's Plan of Care. We routinely cover items appropriate for the patient's comfort such as nutrition supplements, adult diapers, mouth and skin care products, ostomy supplies, heel protectors, cushions, mattresses and geri-chairs. **AmHeart covers all medications whether prescription or OTC**, potentially saving patients and their families hundreds of dollars.

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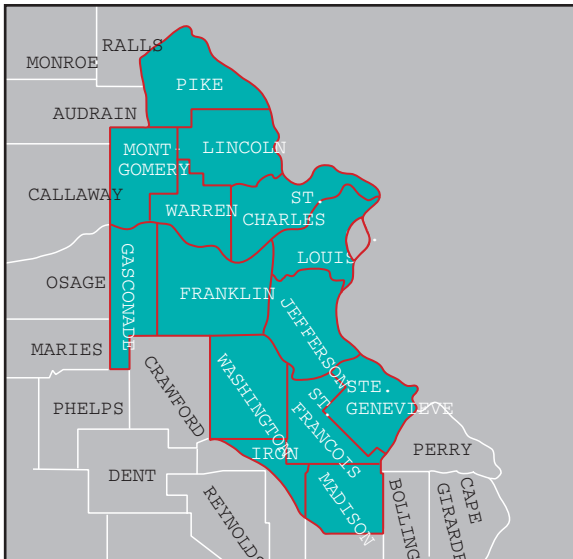
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We Go Wherever We're Needed

AmHeart Hospice provides services wherever the patient resides ... in a private home, skilled nursing or residential care facility. We cover 14 Missouri counties. Short-term inpatient hospice care is available, when needed, to help the patient through a medical or family crisis.



St. Louis

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Ste. 203
St. Louis, MO 63129
(314) 894-8189

stlouis@callmy
hospice.com

Serving

St. Louis
Jefferson
Franklin

Troy

451 Main
Troy, MO 63379
(800) 950-4844

ahhtroy@callmy
hospice.com

Serving

Warren
Pike
Lincoln
Montgomery
Gasconade
St. Charles

Farmington

507 Potosi Street
Farmington, MO 63640
(877) 756-0554

farmington@callmy
hospice.com

Serving

Washington
St. Francois
Iron
Madison
Ste. Genevieve

Accreditations and Affiliations

- AmHeart Hospice is independently owned and operated
- Certified Medicare/Medicaid hospice provider
- Licensed by the State of Missouri
- A member of the National Hospice and Palliative Care Organization, Missouri Hospice and Palliative Care Association, and Greater St. Louis Hospice Organization

For more information visit:

www.callmyhospice.com