



# *Memories*

*B*on Secours Hospice is a program that affirms the dignity of life. It serves people affected by an advanced illness by providing comprehensive, compassionate care while respecting each individual's needs, beliefs and wishes. Hospice helps patients live comfortably and fully in their final days and helps families cope with the care and ultimate loss of their loved one.

Richmond's oldest and only non-profit hospice program.

## *The Hospice Care Team*



# *Family*

Patients and their families are the focus of the care-giving team. Patients continue to receive care from their own physician, while receiving added support and comfort from the Bon Secours Hospice Care Team. Team members visit patients and their families regularly to give care, answer questions, teach new caretaking skills and make each day as meaningful as possible. Medical and pharmaceutical help is available 24 hours a day, 7 days a week.

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# Love

## *T*eam members offer

### **Medical Care**

Doctors, nurses, physical therapists, occupational therapists and speech therapists focus on the comfort and care of each patient.

### **Home Health / Homemaker Services**

Nursing assistants attend to patient needs such as bathing, grooming and changing bed linens.

### **Help with Daily Living**

Medical social workers address family life issues, work demands and financial needs.

### **Short Term Inpatient Care**

Short-term Inpatient Care may be provided in a participating hospice inpatient unit, or a participating hospital or nursing facility. General inpatient care may be required for pain control or acute or chronic symptom management, which cannot be provided in other settings.

### **Respite Services**

Respite may also be furnished to provide relief for the individual's family or other persons caring for the individual from the home to an inpatient or nursing facility.

### **Volunteer Services**

Hospice volunteers are a vital part of the Hospice Care Team. They serve as helping hands, companions and sympathetic listeners. They assist with patient and family care as well as community outreach, education and office needs. They also serve as speakers and educators and help with special events. Hospice offers training for individuals interested in volunteering. Please call (804) 627-5360 if you are interested in becoming a hospice volunteer.

### **Emotional & Spiritual Support**

Chaplains, clergy, counselors and hospice volunteers offer understanding and support to patients and their families.

### **Continuous Home Care**

Continuous care may be provided during periods of acute crisis to maintain the patient at home, for a minimum of eight hours and up to 24-hours per day.

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## *A*dditional Services



# *Friendship*

### **Durable Medical Equipment and Supplies**

Durable Medical Equipment as well as other self-help and personal comfort items related to palliation or management of the patient's terminal illness is covered. Medical supplies include those that are part of the written plan of care.

### **Medications**

Bon Secours provides medications to aid in patient care and comfort. Medications that are related to terminal illness are provided at no cost to the patient.

### **Special Help for the Deaf**

Bon Secours provides TDD telephone services for the deaf.

### **Art Therapy**

Hospice provides patients and their families with various art forms through which they can express their emotions.

### **Music Therapy**

Hospice provides patients and their families with the soothing sounds of instruments, played in their own homes, to calm and comfort.

### **Bereavement Care**

Trained hospice staff and volunteers counsel family members during their bereavement at no cost to the family. Personal counseling, support groups and classes are made available to families on an ongoing basis.

### **Speakers and Education**

Speakers are provided for community groups to learn more about the hospice program as well as other Bon Secours programs and services.

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## *What is Bon Secours Hospice?*

Bon Secours Hospice was founded on the principal of caring for the sick and the dying, a mission exhibited by the Sisters of Bon Secours in Paris, France in 1824 when they visited the homes of the poor and needy to administer healthcare. Our knowledge and experience combines holistic healthcare with compassion to assist patients and their families facing a terminal illness. Hospice provides medical, emotional and spiritual care when families need them most. As a non-profit healthcare system, the health and well being of our patient always comes first.

Although it is home centered, Hospice can be provided in a variety of settings including long-term care facilities, assisted living facilities, and adult homes.

## *Who is Eligible?*

Persons eligible for Hospice include individuals who have a life limiting illness, have the consent of their family physician, or have decided to receive comfort care rather than a cure.

## *Who Can Benefit from Hospice Care?*

Hospice is for anyone with a terminal disease and a limited life expectancy. Hospice is not just for cancer patients, but has assisted patients with AIDS, heart disease, Lou Gehrig's disease, Alzheimers' and other illnesses.

## *When is it time for Hospice?*

It is never too late to seek Hospice care. Patients and families are eligible when treatments for a cure are no longer successful. We encourage patients and their families to come to us early. With Bon Secours Hospice, there is no need for pain to go unmanaged or for people to struggle without support.

## *Will Patients Have to Change Doctors?*

Most physicians continue caring for their patients who enter the Hospice program. In addition, Hospice staff are specialists in pain management and work closely with the patient's physicians to determine the plan of care.

## *Where is Hospice Care Given?*

Hospice care is given wherever it is needed. Hospice strives to provide the care needed within the comfort of a home environment; however, we go wherever the patient needs assistance whether it be the hospital, nursing home, etc.

## *Who Pays for Hospice Care?*

Funding comes from Medicare, Medicaid, private insurance and individuals. No one is ever turned away because of their inability to pay.

# *Questions*

*Call 804-627-5360*

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## *The Beginnings of Bon Secours Hospice*



*Established in loving memory of  
Amy and Charles Millhiser*

Bon Secours Hospice began in 1982 when Amy Millhiser and her daughters, Millie Heltzer and Claire Rosenbaum, created an endowment fund dedicated to care for the terminally ill in memory of their husband and father, Charles Millhiser. As a result of this family's generosity, the Sisters of Bon Secours established the Hospice program in Richmond with the late Sister Elizabeth Durney guiding its early development. In 1996, the endowment fund was renamed to honor Amy Millhiser as well as her husband, Charles. Today, the Amy and Charles Millhiser Memorial Hospice Fund receives more donations than any other fund managed by the Bon Secours Richmond Health Care Foundation.

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# *Caring*

## *Bon Secours Mission Statement*

Our mission is to provide compassionate, quality healthcare services to those in need, including the poor and dying, for the purpose of alleviating human suffering and bringing people to wholeness in the midst of pain and loss.

Recognizing the dignity of all persons, we provide compassionate health care services contributing to the physical, social, emotional and spiritual well-being of those we serve.

## *Bon Secours Hospice Commitment*

To assure that patients receive medical care consistent with their choices, beliefs, and values to the extent allowed by law and Catholic teaching.

To provide human spiritual support to patients and their families through the dying process.

To enable the dying to live as free from pain and in as much control of their environment as possible.

To respect the rich diversity of cultures and communities.

**Facilities in the Bon Secours Richmond Health System include Memorial Regional Medical Center, Richmond Community Hospital, St. Mary's Hospital and St. Francis Medical Center (coming fall 2005).**

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*Sharing memories of the past,  
Compassionate care for the present,  
Faith and hope for the future.*

# *Caring For Life*



**BON SECOURS HOSPICE**  
Bon Secours Richmond Health System

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