A special kind of caring
You matter to the last moment of your life, and we will do all we can, not only to help you die peacefully, but to live until you die.

Dame Cicely Saunders, 1968
Founder of the first modern hospice
London, England
What is hospice?

Hospice is a patient-centered, family-oriented approach to care for anyone in the advanced stages of a life-limiting illness. By combining careful pain and symptom management with spiritual and emotional support, hospice enables patients to live out the remainder of their days in comfort and dignity, surrounded by those they love. Hospice care neither hastens death nor prolongs life, but allows the illness to take its natural course.

For families, hospice provides extensive bereavement support, both before and after the loss of a loved one.

**our philosophy**

- Provide patients with palliative care and effective pain and symptom management
- Help patients experience peace, comfort and dignity through the end of life
- Allow patients to make their own decisions regarding care and treatment
- Promote a caring community sensitive to the needs of hospice patients and their families
- Support family members and other caregivers in their efforts to care for their loved one
- Coordinate community resources to ensure continuity of care
- Offer bereavement support to families and the community
About Carroll Hospice

Carroll Hospice is dedicated to ensuring the quality of life for patients through end-of-life care. Our holistic philosophy of treatment addresses patients’ physical, emotional and spiritual needs, allowing them to live as fully and comfortably as possible. Whether caring for patients in their own homes, in health care settings such as nursing homes or in our beautiful inpatient facility, we help patients make the most of each day while respecting their end-of-life wishes.

Carroll Hospice serves patients in Baltimore, Carroll and Frederick counties and Pennsylvania. We are Medicare certified, licensed by the State of Maryland and accredited by the Community Health Accreditation Program (CHAP). We also are a member of the Hospice and Palliative Care Network of Maryland and the National Hospice and Palliative Care Organization.
Where do patients receive hospice care?
Most hospice care is provided in the patient’s choice of residence, including a private home, a nursing facility or an assisted living community. This allows patients to receive the care they need in a familiar setting. Home hospice care support is available 24 hours a day, seven days a week. If an immediate need arises, an on-call nurse is available to address the concern.

A home away from home: Dove House
Some patients require a level of care that cannot be provided in their current residence. In these instances, Carroll Hospice’s beautiful, homelike inpatient facility—Dove House—offers a warm, supportive environment that provides high quality care 24 hours a day from an expert team of professionals and volunteers dedicated to helping them live comfortably.

Patient amenities
Each patient room at Dove House is specially designed to mirror the comforts of home and features a host of amenities, including:

• Veranda or porch, most with beautiful views of the Carroll County landscape
• Homelike beds that can be easily rolled out onto the veranda or porch
• Armoire with television
• Private bathroom
Amenities for families and visitors
At Dove House, we promote relationships with families, caregivers and loved ones, just as we do when caring for a patient at home. In fact, family and friends are encouraged to visit any time and may stay overnight if they wish. Amenities include:

- Large, open living room for gathering and entertaining
- Dining room for family meals with light refreshments available
- Family room with kids’ corner, filled with toys, books and games
- Daybed with pullout sleeper in each patient room for family members
- Nondenominational chapel and memorial garden
- Bereavement resource center staffed by grief counselors

Who provides hospice care?
Care is provided by our team of registered nurses, certified hospice aides, physicians, social workers, bereavement counselors, chaplains and volunteers. Team members work closely with each patient to provide effective pain and symptom management that respects his or her unique care and treatment preferences. Our on-call hospice team is available around the clock, seven days a week.

The physician’s role in hospice care
The patient’s primary care physician works with the hospice medical director and interdisciplinary team to develop a plan of care to ensure the patient’s end-of-life needs are met.

How does Carroll Hospice help families?
While their loved one is enrolled in Carroll Hospice, we assist family members with day-to-day caregiving responsibilities and offer respite care—a short break for the responsibilities of caregiving.
We also provide bereavement support for at least 13 months following the death of a patient. Individual and group counseling for adults and children is available, along with a resource-filled bereavement center. Carroll Hospice’s grief support groups and programs include:

- Mending Hearts – monthly support group where parents and loved ones can receive support and advice on managing the complex emotions involved with the death of a child.
- Widowers Support Group – monthly group open to men of all ages who have lost a loved one.
- Widows Support Group – monthly group open to women of all ages whose spouse has died.
- Camp T.R. – a weekend retreat for children ages 7 through 15. The annual camp combines recreational activities, such as art, swimming and music, with grief education and support.

For a full list of ongoing support groups, please visit CarrollHospice.org.

When should hospice be contacted?

Hospice care is appropriate when patients and those who love them are in agreement with a palliative, comfort-oriented approach to care. Earlier referral to the hospice program allows the hospice team to fully understand what is important to the patient and tailor the plan of care to meet his or her unique needs.
Criteria for admission:

• Patient has a confirmed diagnosis of a life-limiting illness with a prognosis of six months or less

• Physician and patient have determined that curative therapy is no longer available or desired

• Patient, family and physician are aware of prognosis and agree with a comfort-oriented approach to care

If you are unsure whether you or your loved one is ready for hospice care, contact Carroll Hospice directly at 410-871-8000.

Who pays for hospice care?

While Carroll Hospice cares for all patients regardless of their ability to pay, Medicare, Medicaid and other medical assistance programs provide coverage for hospice services. Most commercial and private insurance companies offer a hospice benefit as well.

How can community members support Carroll Hospice?

Carroll Hospice pledges to care for all patients, regardless of their financial situation. To do this, we rely on the support of many generous organizations and individuals. You can support Carroll Hospice financially through the following:

• Gifts to Carroll Hospice
• In-kind contributions
• Memorial contributions
• Bequests
• Monetary gifts

To make a donation to Carroll Hospice, call 410-871-7233 or visit CarrollHospice.org.
What about volunteer opportunities?

Carroll Hospice volunteers play a key role in our mission to provide patients with a dignified, comforting system of care during their final days. While some of our volunteers have professional skills or specialized expertise, most are people who want to help their friends and neighbors and serve the community.

Volunteers serve Carroll Hospice in a variety of capacities, such as providing companionship and respite care, organizing and supporting fundraising and outreach events, assisting with administrative tasks and serving as a camper “buddy” at Camp T.R., our weekend retreat for grieving children.

To learn more about Carroll Hospice volunteer opportunities, call 410-871-7228.

CarrollHospice.org

• Access grief resources
• View our calendar of events
• Download newsletters and brochures
• Make a referral for hospice care
• Donate online
Frequently asked questions

Is hospice care only for the elderly?
Hospice care is available to people of all ages, including children who have been diagnosed with a progressive or life-limiting illness.

Who decides if hospice care is needed?
Together, the physician, patient and family determine when hospice care is needed and what services are necessary. A patient can receive hospice care when a life-limiting illness is present, and life expectancy is six months or less if the disease follows its normal course.

What is Carroll Hospice’s service area?
We serve patients residing in Baltimore, Carroll and Frederick counties.

What if a patient cannot receive care at home?
Our skilled social workers will assist patients and their families if alternative caregiving or living arrangements need to be made.

For patients requiring symptom management, Carroll Hospice’s inpatient hospice facility, Dove House, is available.

To learn more or to take a tour, call 410-871-8000.

Can Carroll Hospice patients continue to see their primary care physician?
Yes. The patient’s primary care physician works closely with the hospice medical director and interdisciplinary team to develop a plan of care that ensures the patient’s end-of-life preferences are met.

What if a patient’s condition improves after he or she enters hospice?
If a patient improves while in hospice care, the hospice team works closely with the patient, family and physician to create a plan for discharge and ongoing care.
Visit CarrollHospice.org or call 410-871-8000.
From Baltimore: 410-876-8044
TTY users: 410-871-7186

Dove House (Inpatient Hospice):
410-871-7528 or 1-877-867-7794

Services are provided regardless of race, gender, age, religion, national origin, disability, marital status or ability to pay.