

# Volunteers

## VOLUNTEERS ARE AT THE CORE OF OUR WORK.

700 generous and dedicated volunteers provide more than 50,000 hours of service each year!

From providing companionship to patients, or relief for caregivers, to raising awareness about our services, to providing administrative support, Hosparus Health could not provide the level of compassionate care to the number of patients and families we serve without our volunteers.

## What can you expect from our care?

Hosparus Health provides an important layer of medical and emotional support which wraps our patients and families in our care, for as long as possible.

You can expect improved care coordination, better management of treatments and medications, assistance with daily living, and better access to social services and counseling for patients with a difficult-to-manage chronic illness.

IF YOU OR SOMEONE YOU LOVE COULD BENEFIT FROM OUR SERVICES, CALL US AT 800-264-0521 OR VISIT [HOSPARUSHEALTH.ORG](http://HOSPARUSHEALTH.ORG)

Hosparus Health cares for all – regardless of race, religion, ethnicity, sex, sexual preference, age, handicap or ability to pay.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-264-0521 (TTY: 711 or 1-800-648-6056).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-264-0521 (TTY: 711 or 1-800-648-6056)。

### Barren River - Bowling Green

101 Riverwood Avenue, Suite B  
Bowling Green, KY 42103

### Barren River - Glasgow

1320 North Race Street  
Glasgow, KY 42141

### Central Kentucky

105 Diecks Drive  
PO Box 2149  
Elizabethtown, KY 42701

### Green River

Green River Plaza, Suite 5  
295 Campbellsville Bypass  
PO Box 4134  
Campbellsville, KY 42718

### Indiana - Jasper

225 West 41st Street, Suite C  
Jasper, IN 47546

### Indiana - New Albany

502 Hausfeldt Lane  
New Albany, IN 47150

### Louisville

3532 Ephraim McDowell Drive  
Louisville, KY 40205

### Inpatient Care Center (HICC)

Norton Healthcare Pavilion  
315 East Broadway, 6th Floor  
Louisville, KY 40202

Since 1978, Hosparus Health, a fully accredited not-for-profit hospice and palliative care organization, has provided medical care, grief counseling, pain management and more for people facing serious and life-limiting illnesses in Kentucky and Indiana.



800-264-0521 | [HOSPARUSHEALTH.ORG](http://HOSPARUSHEALTH.ORG)  
A NOT-FOR-PROFIT ORGANIZATION

2019 Hosparus Health

# Experts in the field. Right in your backyard.

Serious illness can strike any person, at any stage of life. But, thankfully, Hosparus Health is always there to help with the answers and care you need. And, the best part about it? We're right in your backyard!

Our local, compassionate, Care Teams of doctors, nurses, social workers, chaplains, CNAs, counselors and volunteers provide:

- Pain & Symptom Management
- Hospice & Palliative Care
- Specialized Care for the Seriously Ill
- Grief Counseling & Spiritual Support
- We Honor Veterans Program

## Why Hosparus Health?

Hosparus Health provides comprehensive care for patients and families facing a serious illness. From an all-volunteer organization started in 1978 to today's model with over 700 employees and 700 volunteers, our care teams are recognized and respected nationally for innovation and expertise in hospice and palliative care for the most complex health issues.

Today, we are one of the largest not-for-profit hospice providers in the country, serving more than 9,000 patients and their families each year in 41 counties in Kentucky and Indiana.

We have expanded our home-based services beyond hospice care to include advanced illness care and additional care coordination for adults in our communities. This will allow us to take care of patients, longer, well beyond the current six-month hospice benefit.

## Create more moments.<sup>SM</sup>



  
HOSPARUS HEALTH®

# Our Services

## HOSPICE CARE

Hospice care is the premier model for quality, compassionate care for people facing life-limiting illnesses or injury. Our interdisciplinary teams deliver care that provides both the patient and family the very best end-of-life experience possible.

## PALLIATIVE CARE

Unlike hospice, palliative & advanced illness care is not limited by a patient's life expectancy and can be provided at any stage of an illness.

By engaging in this home-based coordinated care program, we can help patients experience an improved quality of life as well as better management of the distressing symptoms that often accompany serious illness.

Interdisciplinary Teams for Hospice and Palliative Care patients include:

- Board Certified Physicians
- Advanced Nurse Practitioners
- Registered Nurses
- Certified Nursing Assistants
- Grief Counselors and Social Workers
- Chaplains
- Volunteers

All services are delivered wherever a patient calls home, 24 hours a day, 7 days a week.

## NP/MD CONSULT VISITS

Hosparus Health offers palliative medicine specialty consult visits by a nurse practitioner (NP) or physician (MD) to address your healthcare needs, wherever you call home. You can continue to receive other treatments for your illness at the same time you are receiving consult visits from Hosparus Health.

## KOURAGEOUS KIDS

Our Kourageous Kids program, one of the first and oldest pediatric programs in the country, provides a complete continuum of advanced illness and hospice care to families supporting sick children.



Our pediatric team provides individualized care for your child and support for each member of your family through our specialized palliative and hospice programs. And while our primary role is to provide care, comfort and counseling, we also believe everyone needs and deserves time to relax, restore and celebrate life so our Kourageous Kids program includes special outings and events for the entire family.

## GRIEF COUNSELING CENTER

Our Grief Counseling Center offers the area's most comprehensive selection of programs and services for children, adolescents, adults and families coping with loss due to death. Individual, group and family services promote understanding of and healthy adjustment to the grief process.

Programs and services at the Grief Counseling Center are provided by licensed professionals including:

- Social Workers
- Professional Counselors
- Marriage & Family Therapists
- Art & Music Therapists

## SPIRITUAL SUPPORT

To help patients and families find peace during this difficult time, we offer optional pastoral counseling to patients and families, regardless of their religion or beliefs, at no additional cost. Chaplains hold either a Master of Divinity or Master of Theology degree.



## Payment Options

### HOSPICE & KOURAGEOUS KIDS

Medicare, Medicaid and most insurance plans cover up to 100% of hospice services for children and adults in most cases. Thanks to donations, our Kourageous Kids pediatric palliative and hospice programs have cared for children with life-limiting illnesses regardless of their families' ability to pay.

### PALLIATIVE CARE & NP/MD CONSULT

Palliative care is a very affordable, private-pay service. Some services may be covered by health insurance, and those services that require private payment are available on a sliding scale. Please contact us to discuss your needs, and to help determine coverage eligibility and fees. Medicare, Medicaid and most insurers offer coverage for the NP/MD consult visits.

### GRIEF COUNSELING

Grief services are provided at no cost to families of hospice patients for up to 13 months following a death. These services are also available on a sliding fee basis to anyone in the community who is grieving a loss, including deaths due to homicide, suicide, accident or overdose.

## Our Core Values: CARES

COMPASSION  
ACCOUNTABILITY  
RESPECT  
EMPOWERMENT  
SERVICE ABOVE & BEYOND

## When should I call Hosparus Health?

The earlier you contact us, the more we can help you or someone you love create more meaningful moments and lasting memories.

When you or someone you love is diagnosed with a serious illness like cancer, congestive heart failure, or diabetes you may be faced with more questions than answers. There are so many decisions to make about your care, it's easy to feel overwhelmed.

At Hosparus Health, we help patients and families create more moments and more chances to live life to the fullest. Whether that means six months or three years, let us help you get the most out of life at every stage.

## Who can refer a patient?

ANYONE can make the first contact with Hosparus Health to determine medical eligibility for our hospice or palliative care program. Any child, 21 and younger, with a serious illness may be eligible for our Kourageous Kids program.

Referrals are accepted 24 hours a day by calling 800-264-0521.