

## Insurance Coverage

Hospice services will be billed to your insurance. Generally, services are covered when qualifying criteria is met. Services may be eligible for coverage by North Dakota Blue Cross Blue Shield, other commercial and private insurance companies, Medicaid and Medicare. Memorials, donations and The Good Samaritan Health Services Foundation significantly supplement these insurances to pay for Hospice care, so families can focus on their loved one without worrying about finances.

## Meet Our Team



Hands meant to serve, hearts meant to love.

Back row: Pharmacist, Erik Christenson; Medical Director, Dr. Kremer; Chaplain, Pastor Gary Dorn; Social Services Dir., Shannon Amyotte. Front row: Hospice Dir., Becky Hershey; Becky Miller, Volunteer Service Coordinator, Shelley Block; Hospice Nurse, Shannon Schiller.



Hospice Medical Director  
Dr. Ashley Kremer

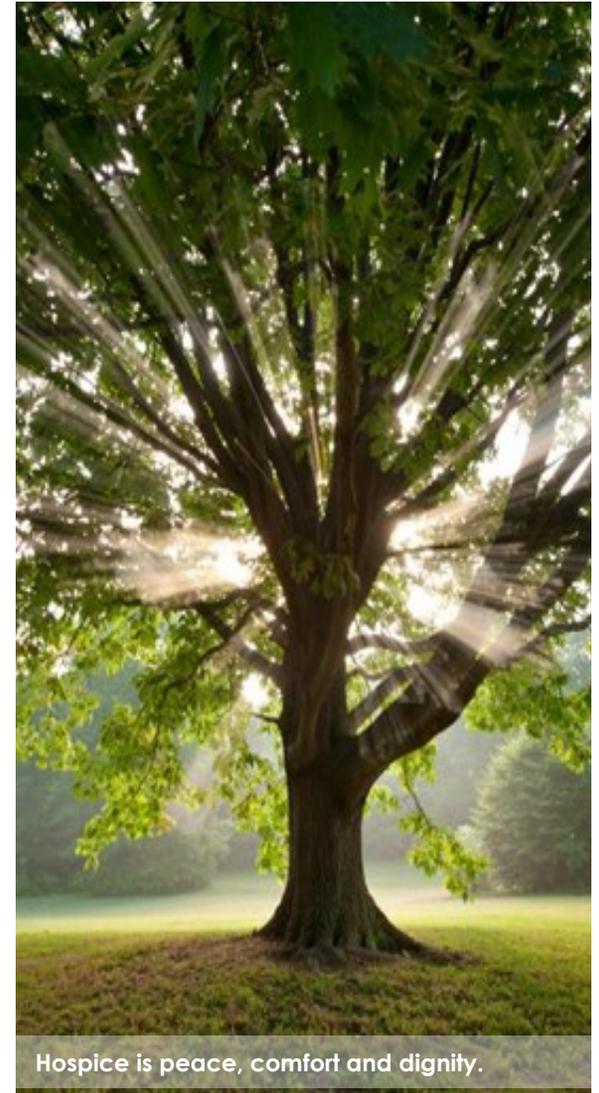


Heart of America Medical Center  
Hospice Program  
800 South Main Ave.  
Rugby ND, 58368  
701.776.5261  
[www.hamc.com](http://www.hamc.com)

Good Samaritan Hospital Association does not discriminate on the basis of race, color, national origin, sex, age, or disability in its health programs and activities.

German: **ACHTUNG** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-293-8133 (TDD 1-701-776-5043)

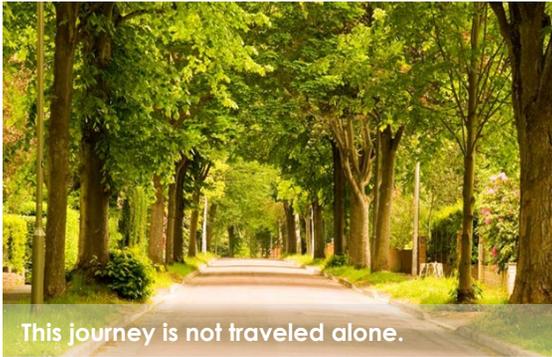
Spanish: **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-293-8133 (TDD 1-701-776-5043)



Hospice is peace, comfort and dignity.

# HOSPICE PROGRAM

Heart of America Medical Center



This journey is not traveled alone.

## Mission Statement:

Heart of America Hospice is dedicated to providing for the physical, emotional and spiritual needs of the terminally ill and their families. Our Hospice Team believes in a holistic approach to providing high quality, personalized care, education and coordination through an interdisciplinary team.

Our care goals stem from this basic philosophy: *To improve the quality of life, not the extension of life. Hospice affirms life and neither hastens nor postpones death.*

## Hospice Care

- Provides palliative or comfort care rather than curative treatment in the patient's home, nursing home or hospital setting in the Rugby, Towner, Leeds, Bottineau and surrounding areas.
- Emphasizes maintaining the highest quality of life through counseling, and symptom and pain management. Our focus turns from cure to care.
- Provides supplies, medications and equipment needed to maintain quality of life.

- Supports family and caregivers through counseling, resources, training and education.

By providing interdisciplinary care that is overseen by a medical director and several care providers, our Hospice program is dedicated to working with each patient to maintain the highest level quality of life possible.

## Hospice Team

- Physician Services:** Our Hospice medical director works hand in hand with each patient's primary physician in identifying the proper plan of care and provides consistent updates along the way.
- Skilled Nursing:** Our Hospice nursing staff is available 24-hours a day, seven days a week to support the need or change in condition with medications for pain relief and symptom management as ordered by the physician.
- Social Work Services:** Assists patient and family with quality of life education, physiological issues, community resources, and emotional support.
- Health Aid Services:** Our aides provide assistance with bathing, personal care and light housekeeping.
- Pastoral Services:** Spiritual, emotional, and other counseling services are available for the patient and loved ones.

- Nutritional Support:** Nutritionists provide education on individual needs of each patient as their dietary needs change.

- Medical Supplies:** From daily living aids and wheelchairs, to portable oxygen and hospital beds, healthcare accessories and equipment are part of the program.

- Volunteer Support:** Our volunteers provide respite care, assistance with household chores, errands, transportation, and companionship.

- Bereavement Counselor:** Our bereavement team provides grief and loss education and support to the family members.

## Referrals

Patient referrals can originate from personal physicians. However, patients or family members are encouraged to call Hospice to discuss options available for care. Anyone with a life-limiting illness of six months or less may greatly benefit from Hospice. This includes illnesses such as:

- Alzheimer's
- Dementia
- Cancer
- AIDS
- COPD
- ALS
- Parkinson's
- Heart Disease
- Liver Disease
- Kidney Disease