What Matters Most to YOU, Matters Most to Us.

Hospice isn't about dying.

It's about making sure your days are lived to the fullest.

We ask our patients and families, "what's most important to you?" and make your priorities, our priorities. We devise a plan of care that incorporates your goals. Examples of some of the goals patients may set are:

- Spending as much time as possible with family, or attend a loved one's wedding
- Making faith, passions and interests a priority
- Writing letters, closing chapters, or documenting their life.

We work with you and your family to plan your care. Your level of comfort and other considerations are all part of the conversation.

Call Four Seasons as soon as you are eligible to ensure your days are spent on what matters most to you. 866.466.9734

BENEFITS OF
Calling Hospice Sooner

Improved Quality of Life

It's been said that when Hospice Care starts, you feel the "Hospice Hug." This means you are being cared for in every way from help managing physical symptoms including trouble breathing, insomnia, agitation, restlessness, and fatigue, to help managing emotional symptoms including anxiety, sadness, and depression. This new level of comfort increases quality of life and allows you to better live out what matters most to you. Calling earlier is key and may also reduce hospital stays. In fact, studies have shown that patients who enroll in hospice actually live longer.

Reduced Medical Costs

Hospice Care is covered by Medicare, Medicaid, VA Benefits and most private insurers and covers an array of hospice patient and family services. In addition, Four Seasons Foundation provides assistance to those in need. A study at the University of North Carolina at Chapel Hill found that enrolling in Hospice Care earlier significantly reduced costs.

Support for Families and Caregivers

Families and caregivers are sometimes overwhelmed and feel at a loss for how to provide the best care. Our Hospice Team not only provide care for the patient, but also training, resources, support, education and counseling to families and caregivers. Four Seasons also provides Respite Care for up to 5 days to give caregivers a much-needed rest. Starting hospice earlier helps support the caregiver from the beginning.

Service Area

We are grateful to serve 15 counties in western North Carolina with quality care. The team who provides your care also lives in your area, ensuring we have fast response times and provide trusted care.

How Do I Get Hospice Care?

Ask for it. Our Team often hears from patients and families say that "they wish they had called us sooner." Ask your providers whether you or a loved one is eligible for Hospice Care. You can also call us directly to discuss your care needs at **866.466.9734.** In addition, we offer Palliative Care if Hospice isn't an option for you.

BEST PLACES TO WORK 2026 Modern Healthcare

We Honor Veterans

Four Seasons is honored to be recognized nationally for our quality and excellence. View our most recent accolades at: Visit FourSeasonsCare.org/Awards.

FOUR SEASONS FOUNDATION

FourSeasonsFDN.org

Thank you to our community for donating to Four Seasons Foundation, ensuring care is accessible to those in need.

REQUEST CARE:
FourSeasonsCare.org or 866.466.9734

REV 5/2026

FOUR SEASONS
HOSPICE CARE

What Matters Most to YOU, Matters Most to Us.

866.466.9734
FourSeasonsCare.org

What is Hospice Care?

Hospice is NOT a place. Hospice Care is a specialized medical service provided to patients within the last months of life with comfort as the primary goal. ***It's not about dying, it's about enhancing quality of life.***

Where is Hospice Care Provided?

Hospice Care is provided in a variety of settings including:

- A private home
- Skilled nursing center
- Assisted living community
- Hospital
- Any other place that you call home

Patients may be eligible to receive inpatient care at our Elizabeth House if symptoms are not able to be managed at home.

We Train You to Provide Daily Care

We train you on how to provide daily care including how to help with ***trouble breathing, restlessness, agitation, knowing if/when to give more medication,*** **what** ***side effects*** **the patient may experience,** and more.

What are the Levels of Hospice Care?

- **Routine Home Hospice Care:** Hospice Care provided wherever you call home.
- **Continuous Home Hospice Care:** High-level care* provided in the home by a dedicated care team to manage acute medical symptoms during a time of crisis.
- **General Inpatient Hospice Care:** Short-term, high-level care at Elizabeth House or other approved facility for symptom management that cannot be managed in another setting.
- **Respite Care:** A break for caregivers with one to five days of Hospice Care provided at our Elizabeth House or other approved facility.

Who is on My Hospice Care Team?

Your Hospice Care Team consists of:

- The Patient, Family & Primary Caregiver (also called Most Involved Person)
- Physician
- Nurse Case Manager
- Home Hospice Aide (CNA)
- Social Worker
- Spiritual Counselor (if desired)
- Music Therapist
- Volunteer, if you'd like one

Your team is available **24 hours a day, 7 days a week** to help you and your loved ones navigate your care needs. **866.466.9734**

FOUR SEASONS

What to Expect from Hospice Care?

- If you elect to start Hospice Care, a Nurse Case Manager will come to you and your family, wherever you call home. ***They will ask "what's most important to you," and set up a plan of care that will help honor those goals.***
- Our team will ***order necessary medical equipment*** such as a hospital bed or wheelchair that will be delivered to you.
- Our providers and RNs will ***make visits to coordinate your medications to talk about your comfort goals*** and will address any symptoms or care needs.
- While our team will make regular visits, they will ***train the primary caregiver and family on how to care for your loved one on a daily basis,*** with helpful guidance, information, and resources.
- If you so desire, a spiritual counselor will visit to see to ***spiritual and emotional needs,*** no matter what your religious affiliation.
- As an option, we offer ***music therapy, which can be a great comfort, and also help with anxiety and other symptoms.***
- You'll receive a visit from your social worker, who can help you with many things including:
  - Filling out paperwork, Medicare/Medicaid/Insurance filing
  - Coordinating community resources
  - Providing emotional support to the patient and family
  - Helping with funeral planning
  - Setting up grief counseling

How Do I Pay for Hospice Care?

Four Seasons' services are covered through:

- Medicare
- Medicaid
- Many private insurance plans
- Through the VA for qualifying veterans
- Four Seasons Foundation's Angel Fund for those who are in need and are eligible

Medicare pays hospice directly for each day hospice is responsible for care. During hospice care, you should not receive a bill from Medicare for hospice or any related service. If any questions come up regarding billing, ask your nurse or social worker for help.

What is Covered by the Medicare Hospice Benefit?

Medications, medical equipment and supplies are covered. The services that the Medicare Hospice Benefit covers are:

- Provider & nursing care
- Medical equipment such as hospital beds, wheelchairs or walkers
- Medical supplies including bandages and catheters
- Medications to control pain and symptoms
- Home health aide and homemaker services
- Physical and occupational therapy
- Speech therapy to help with problems such as swallowing
- Social worker services
- Dietary counseling
- Emotional and spiritual counseling to help the patient and family with grief and loss