What Sets Four Seasons Palliative Care Apart?

As many palliative teams are led by nurses, Four Seasons is different because your palliative team will be led by a Provider (Physician, Physician Assistant, Nurse Practitioner) who will visit with you, wherever you call home, or at one of our office locations.

We are truly committed to providing care to our entire region and are collaborating with communities to reach remote areas and connect patients and families with resources. In addition, we offer:

FOUR SEASONS
MOBILE CLINIC

Four Seasons Mobile Clinic allows us to provide trusted care even in remote regions of our service area.

FOUR SEASONS
RIVERSONG
Pediatric Palliative & Hospice Care

In addition to Palliative Care for adults, Four Seasons is honored to provide care to pediatric patients and support their caregivers and families.

"Palliative care is 'people-centered' For example, it respects the values and confidentiality of patients, seeks to protect patients and their families from financial hardship due to the illness, and provides emotional support."
- World Health Organization

BENEFITS OF Palliative Care

Improved Quality of Life
Palliative Care may enhance Quality of Life for you, your caregiver, and family.

Expert Symptom Management
Our highly qualified staff are experts in symptom management including **trouble breathing, insomnia, nausea, loss of appetite and many others.**

Help Getting Durable Medical Equipment (DME)
Our team will work with your primary care provider to order appropriate medical equipment. This may include equipment such as a hospital bed or wheelchair if you are eligible.

Fewer Trips to the Hospital
We have someone on call 24/7 to help triage symptoms and try to prevent you from having to go to the Emergency Room for treatment.

Guidance in Making Medical Decisions
We empower you, your caregiver, and family to better understand and manage your illness as well as help you navigate the healthcare system and make informed decisions about your healthcare choices.

Support for Families and Caregivers
We spend time with you at each visit, discussing your diagnoses and treatment options. That way you can make informed decisions about what treatments you want to pursue and when it may make sense to stop treatment.

FOUR SEASONS
The Care You Trust

SERVICE AREA

We are grateful to serve 14 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.

Your Care Team Lives in Your Community, Providing Quality Care to Our Neighbors!

How Do I Get Palliative Care?

Talk to your medical provider or call us at **866.466.9734.**
You can also request care online at **FourSeasonsCare.org.**

BEST PLACES TO WORK 2025
Modern Healthcare

We Honor Veterans

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

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FOUR SEASONS
PALLIATIVE CARE

Symptom Care that Enhances *Quality of Life*

866.466.9734
FourSeasonsCare.org

What is Palliative Care?

Palliative Care is NOT HOSPICE. Rather, Palliative Care provides ***symptom management and support for the physical, emotional, and spiritual issues faced by those living with serious illness.*** Some common illnesses managed by our Palliative Care Team include:

- Cancer
- Kidney disease
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure (CHF)
- Stroke
- Parkinson's disease
- Alzheimer's disease & other forms of dementia
- Many others

We collaborate with your providers, giving you that extra layer of support, additional resources, and help in navigating your care options.

Palliative Care Empowers You,

Your Caregiver, and Family to
Better Manage your Illness

Am I Eligible for Palliative Care?

Patients are eligible for Palliative Care if they have one or more serious illnesses that they need assistance with symptom management and complex medical decision making. All referrals are evaluated for eligibility by our Palliative Care Team. Prognosis and care needs are taken into consideration for acceptance.

Where is Palliative Care Provided?

- Palliative Care Clinics
- Private Homes
- Skilled Nursing Facilities
- Assisted Living Facilities
- Group Homes
- Hospitals
- Rest Homes
- TeleHealth

Your first visit will likely be offered in a clinic setting. If needed, we will elevate the level of care over time to include increased frequency of visits and the potential for home based visits as needed.

Palliative Care Clinics are located in Andrews, Asheville, Franklin, and Hendersonville.

Who is on my Palliative Care Team?

Our Palliative Care Team consists of a Provider (Physician, Physician Assistant, or Nurse Practitioner), Nurse, Social Worker, and others who ***work together to provide care that addresses symptoms while your current health care provider(s) and specialists treat your serious illness.***

FOUR SEASONS
PALLIATIVE CARE

What to Expect from Palliative Care?

- After contacting Palliative Care, ***we will call you within 72 hours and set an appointment in one of our clinics with a provider*** (Physician, Physician Assistant, or Nurse Practitioner) within two weeks.
- Our team will collaborate with your Primary Care Provider to ***order necessary medical equipment*** such as a hospital bed or wheelchair that will be delivered to you.
- Nurses are available by phone 24/7.
- We will ***conduct a medication audit, and ensure that medications and supplements aren't causing additional symptoms.***
- If you so desire, a spiritual counselor may visit to see to ***spiritual and emotional needs,*** no matter what your religious affiliation.
- You may 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
  - Providing education and helping you navigate complex medical decisions
  - Helping plan for what's next so that you are set up to have the right care at the right time

How Does Palliative Care Support the Caregiver & Family?

Your Palliative Care Team offers **education, training and resources to help caregivers and families.** They are available by phone when questions arise. In addition, our team will help explain the sometimes complicated information and decisions that accompany a serious illness.

How do I Pay for Palliative Care?

- Medicare and Medicaid, and Private Insurance cover Palliative Care when criteria are met.
- Palliative Care is billed like a **consultative specialist** to your primary care provider and is considered the same as if your primary care provider recommends any specialist.
- Medications are paid by commercial insurance or Medicare Part D.
- As with any specialist your provider refers you to, your insurance policy will outline co-payments and any other financial obligations you will be responsible for during your consultation.
- There are options available for patients with a decreased ability to pay for services through our Foundation.

As your primary care providers and specialists treat your disease,
we take care of YOU.

Call **866.466.9734** or visit
FourSeasonsCare.org
to Request Care

Palliative Care Enhances
Quality of Life
for You, Your Family, and Your Caregiver.