WHY CHOOSE FOUR SEASONS?

We Make House Calls!

Our services are provided to you in the comfort of your home by our highly trained Physicians, Nurse Practitioners, Physician Assistants, Nurses, CNAs, Social Workers, Spiritual Counselors, and Volunteers. Wherever you lay your head, whether that is in your private home, a skilled nursing center, retirement community, hospital, or other space, we provide quality care for you.

We are Experienced and Innovative.

- Four Seasons has been serving Western North Carolina since 1979.
- We participate in leading-edge research and trials to ensure our patients receive the best care.
- We offer unique programs like Music Therapy, Pet Therapy and Grief Counseling services.

We Provide Quality Care.

- Our quality outcomes rank above the national average, scoring 24 out of 24 regarding the experience of care.
- Over 94% of our Hospice patients reported that their pain improved within 48 hours of admission.
- Over 98% of our families report that their loved one was treated with dignity and respect, according to a 2024 HEALTHCAREfirst report.

We are Nationally Honored.

Four Seasons is an award-winning organization achieving Deemed Status by The Joint Commission, and many other awards. To view our most recent accolades, visit us at: FourSeasonsCare.org/Awards.

We Listen to You.

One of the first questions we will ask is ***"what is most important to you?"*** We listen to the patients, caregivers and families to help you through this difficult season and to help enhance quality of life.

We Provide Person-Centered Care.

Being a nonprofit organization gives Four Seasons the opportunity to make people our primary focus. We care for the whole person, not just the physical symptoms, because we know serious illness not only affects the patient's body, but also their emotional and spiritual wellbeing. This is why our care teams include not only providers, nurses and CNAs, but also spiritual care counselors, music therapists, social workers, grief counselors and volunteers.

We Hire the BEST and Care for Our Team.

Four Seasons was named One of the Top 50 Best Places to Work in the nation, according to Modern Healthcare and achieved Living Wage Certification. We hire the best team and make sure they have a good work environment, excellent benefits, flexibility, good work/life balance, and opportunity for advancement.

We Provide Care for EVERYONE.

Four Seasons is commited to providing quality, trusted care for everyone, with great respect for all individuals. Our Foundation also makes it possible for us to provide care for all, regardless of the ability to pay.

As local people serving local people, we are honored to provide care to our WNC neighbors during difficult seasons. The opportunity to help enhance quality of life for our patients and families is humbling and inspires us every day.

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.

"Having Four Seasons care at home during the last months of my beloved husband's life allowed me to feel I could cope with care issues and still be his wife/partner as I had been for many years. Having someone to call for support at any time day or night was a huge comfort and a gift to the whole family. We were guided along this last path by hospice professionals who knew the way."

-Nancy Bowet
Hendersonville, NC

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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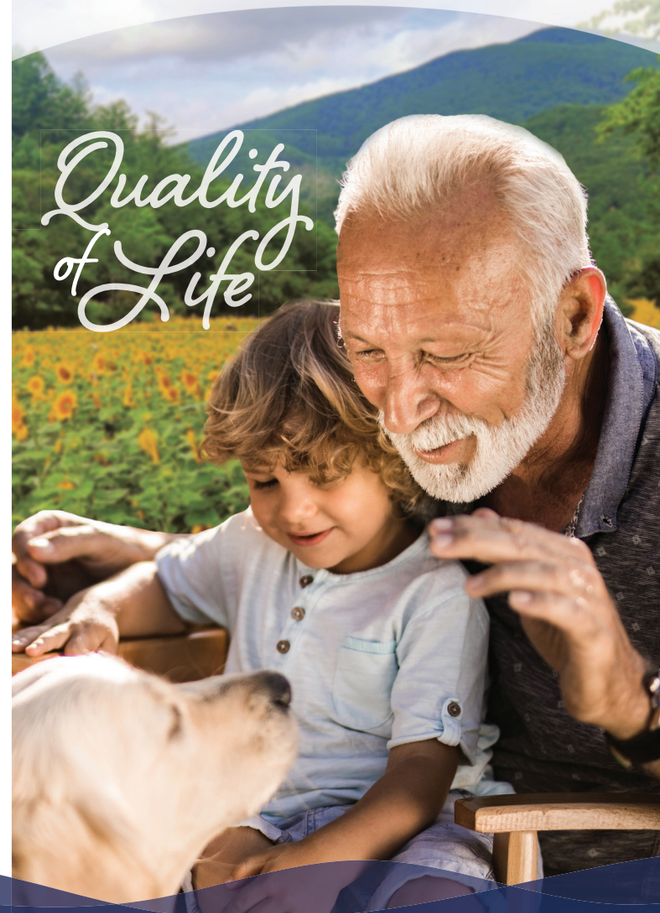
FOUR SEASONS

The Care You Trust



TRUSTED CARE SERVICES

Palliative Care • Hospice Care
Pediatric Palliative & Hospice Care
Care Navigation • Home Care • Grief Services

FourSeasonsCare.org or 866.466.9734

CARE NAVIGATION

Our Care Navigators are Aging Life Care™ professionals who collaborate with you to devise a path for your healthcare journey and plan for the **Right Care at the Right Time.** Care Navigation will ***help you craft plans for the "what if" and "what will be"*** providing expertise, guidance, and support for clients through advocacy, education, and on-site assistance. Care Navigation is helpful for Clients and Caregivers who want:

- Options and information about health care
- Help in interpreting health care visits and treatment plans
- Referrals to care services and support resources
- Help getting durable medical equipment
- Support for family members who may not live close to a loved one. We can coordinate with the client's care team and communicate with family.

Care Navigation services are available by Private Pay or through funding from the Four Seasons Foundation.

HOME CARE

(Currently available in Buncombe, Henderson & Transylvania counties)

- Provides needed assistance with daily routine tasks (bathing, help with groceries, companionship) so patient may remain at home
- Reduces the risk of hospital admissions/ readmissions
- Maximizes in-home support to increase quality of life
- Supports patient goals and assist family/caregiver
- Significantly reduces fall risk and promotes safety & independence in the home
- Provides Respite Care
- Offers Medication Planner Services
- On-call 24-hours-a-day to provide support and give you peace of mind

Home Care services are paid for by long term care insurance, VA for eligible veterans, private pay and through the Four Seasons Foundation.

PALLIATIVE CARE

WHAT is Palliative Care?

Palliative Care is NOT HOSPICE. Rather, it's a medical specialty that enhances quality of life for those living with a serious illness including Alzheimers & other types of dementia, heart, liver or kidney failure, Parkinson's disease, COPD, Cancer and many others.

HOW does Palliative Care Help?

- Works with your current providers to manage your symptoms, while they treat your disease/condition.
- Provides medication audit and management
- Supports patient and family goals for quality of life
- Provides emotional support for patient and caregiver/ family
- Helps obtain durable medical equipment
- Assists with Medicare/Medicaid or Insurance documentation and Advance Care Planning
- Helps you and your family make informed decisions

WHO is on the 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 with your existing health care provider(s).

WHERE is Palliative Care Provided?

We provide care in a private home, our Palliative Care Clinic, assisted living community, skilled nursing center, hospital and to people without housing.

WHO is Eligible for Palliative Care?

- Patients of any age, including Pediatric patients, living with a serious illness.
- Patients still seeking curative, life-prolonging treatment.

HOW is Palliative Care Paid For?

Commercial Insurance • Medicare • Medicaid • Private Pay • Four Seasons Foundation • Medications paid by commercial insurance or Medicare D

HOSPICE CARE

WHAT is Hospice Care?

Hospice Care focuses on prioritizing comfort and quality of life by managing symptoms and providing emotional and spiritual support. It's not about dying, it's about living the best life you can each day.

HOW does Hospice Care Help?

- Creates a care plan with you that enhances quality of life
- Provides pain, symptom and medication management to help with trouble breathing, nausea, restlessness, agitation, depression, and anxiety, among others
- Provides care training for the caregiver/family and support with decision-making
- Helps obtain durable medical equipment
- Provides emotional and spiritual support for the patient and family
- Assists with Medicare/Medicaid or Insurance and Advance Care Planning

WHO is on the Hospice Care Team?

Each Hospice Care Team consists of a Provider (Physician, Physician Assistant, or Nurse Practitioner), Nurse, CNA, Social Worker, Spiritual Counselor, Music Therapist, Volunteers, and others who work together to provide quality care.

WHERE is Hospice Care Provided?

We provide care in a private home, skilled nursing center, assisted living community, hospital, and to people without housing. If symptoms cannot be managed elsewhere, patients may also be served at our inpatient facility, Elizabeth House.

WHO is Eligible for Hospice Care?

- Patients of any age, including Pediatric patients, who have a life expectancy of 6 months or less
- Adult patients who are not seeking curative, life-prolonging treatment. Pediatric patients may still seek curative treatment while on Hospice.

HOW is Hospice Care Paid For?

Commercial Insurance • Medicare • Medicaid • Private Pay • Four Seasons Foundation • VA

PEDIATRIC PALLIATIVE & HOSPICE CARE

At Four Seasons we recognize that ***Pediatric Palliative and Hospice Care patients have very different needs from our adult patients.*** Our team of highly-trained Providers, Nurses, and CNAs work with children, parents/guardians and the family to ensure that we provide life-enhancing care in your home. We listen to you and will work with you to create a plan that is best for your child and family. These services are paid for by Commercial Insurance, Medicaid, Private Pay, and the Four Seasons Foundation.

GRIEF SERVICES

- Providing ***compassionate care for those in our community who have experienced the loss of a loved one.***
- Our professionally trained clinicians provide individual and group counseling, regardless of whether hospice was involved or not.
- In addition, we offer the ***Compass program, which helps grieving children and teens*** who are surviving a recent loss or dealing with the anticipated death of a loved one.
- Funded by generous community donations, these services are available at no cost to you.

OTHER SERVICES

We provide special support and care for the following:

Veterans
Dementia
Congestive Heart Failure
Chronic Obstructive Pulmonary Disease
Caregiver Support & Training
Community Education