

WHAT TO DO, WHEN TO CALL

You and your loved one will receive regular, scheduled visits from each of the members of the Hospice team. Your needs and wishes as well as those of your family and other caregivers will determine when and how often these visits occur.

We know being a caregiver can be difficult. Learning new things during this challenging time is not easy. For additional information and resources on caring for your loved one, visit our website at:

<https://www.hospicealliance.org/patient-family-resources/>

You may have questions about your care or equipment while your Hospice Alliance team is caring for you. Many of your questions will be answered during the regularly scheduled visits from team members. A Communications Notebook is also available for you to write down questions or comments for your convenience. However, Hospice Alliance staff is available 24 hours each day, 7 days per week, 365 days each year should you have concerns or questions after normal business hours.

Some ideas of notes to write down for your Hospice team members are:

- Changes in comfort, pain control, or other troubling symptoms
- Needs for medication changes or medicine refills
- Need for equipment or supplies
- Any concerns you would like to talk about with any member of your Hospice team.

The Hospice Alliance office is open Monday through Friday from 8:00 AM - 4:30 PM. After these hours, calls are answered by our answering service and forwarded to the on-call nurse. The on-call nurse is available after normal business hours on weekdays and throughout the weekends and holidays.

No matter what time of day or night, when you need to reach Hospice Alliance contact us at:

262-652-4400

Please call your Hospice Team if there has been a fall, a change in pain control, or an increase in shortness of breath or any other symptom. **Please do not call 911** unless directed to do so by your nurse or by another Hospice team member.

When you call Hospice Alliance, please be sure to give us:

- **Your name**
- **Name of the patient**
- **The phone number where you can be reached**

If you do not receive a call back within 15 minutes, please call back.