

## Checklist for Partnering with a Hospice

- What kind of reputation does the hospice have in the community?** *HPCCR enjoys an outstanding reputation within our community. Because we have been providing superior hospice and palliative care for more than 40 years, we are the overwhelming choice of healthcare professionals. Satisfaction survey results from patients, caregivers, and other referral partners validate the quality of our offerings and demonstrate why we are the most sought-after hospice in the community. Over 97% of caregivers surveyed by HPCCR would recommend us to others.*
- What do you know about the company that owns the hospice?** *HPCCR is an independent, not-for-profit organization that specializes in hospice care and palliative medicine. Our resources and energy are focused exclusively on providing the very best care to our patients and their families and our profits are returned to fulfill our mission.*
- Is the hospice accredited?** *While accreditation is optional, HPCCR has demonstrated a commitment to quality care by earning deemed status accreditation by the Accreditation Commission for Health Care (ACHC).*
- How quickly can the hospice respond to you and your patient's needs?** *We know how important a timely response to a patient call can be - every minute matters. HPCCR provides quick access to excellent patient care in the greater Charlotte region from our five licensed locations. Make sure to ask if a hospice provider has a licensed office within 60 minutes or less of your office or facility.*
- What is the after-hours and on-call practice of the hospice?** *We have a dedicated team of 25 clinicians on staff, all of whom are available at any time (including nights, weekends, and holidays) to make home visits or telephonically support the needs of our patients and families. Members of our dedicated After-Hours team live in each of our geographical areas, ensuring that response time is quick and needs are met.*
- Does the hospice have adequate, trained volunteers to help you?** *Specially trained, compassionate volunteers from your community bring comfort and peace through their gift of presence and other special skills. In 2017, over 454 HPCCR volunteers provided almost 38,942 hours of service.*
- What grief care services does the hospice offer?** *HPCCR serves the grief needs of the community by providing individual and group counseling as well as support groups at various times and locations. We also offer Chameleon's Journey™, a grief camp for children and teens. In the event of sudden / traumatic death or crisis that impacts schools, communities of faith, healthcare communities, or workplace environments, our Crisis Intervention Team is available to provide stress management and other emergency mental health services.*
- Does the hospice provide education to the community?** *As part of our mission, HPCCR offers a wide range of training to community and healthcare organizations (including physician practices, assisted living communities, and communities of faith) from end-of-life topics to grief care and more.*
- Does the hospice offer help with advance care planning?** *HPCCR has trained and experienced clinical staff available to facilitate discussions surrounding end-of-life decision-making and to assist your patients and families with completion of their living will and healthcare power of attorney. When desired and appropriate, we can initiate the Do Not Resuscitate (DNR) and Medical Orders for Scope of Treatment (MOST) forms. We can provide this service in a convenient location.*
- What specialized services does the hospice offer?** *HPCCR provides unique care for persons living with a life-limiting illness such as dementia, advanced lung disease, cardiac failure, and renal disease through our specialized, disease-specific programs. We have a unique "We Honor Veterans" program and we also offer specialized care for children through our Kids Path® Team. Additional resources include numerous on-staff physicians, nurse practitioners, and a full-time pharmacist, all of whom are available for consultation, expert symptom management, and medication review.*
- Does the hospice operate an inpatient facility (hospice house)?** *Conveniently located within our service area, hospice patients are served by our Levine & Dickson Hospice House inpatient units located in Huntersville and east Charlotte. We also offer General Inpatient (GIP) level of care at area hospitals, and both GIP and Respite care at various skilled nursing facilities.*

Your patients have a choice. Choose Hospice & Palliative Care Charlotte Region.

## Regional Locations

### South Charlotte

Hospice & Palliative Care Charlotte Region  
7845 Little Avenue, Charlotte, NC 28226

Philip L. Van Every Learning Resource Center  
6624 Walsh Boulevard, Charlotte, NC 28226

Center for Palliative Care Advancement  
7600 Little Avenue, Charlotte, NC 28226

### East Charlotte

Levine & Dickson Hospice House at Aldersgate  
Street address: 1825 Eastway Drive, Charlotte, NC 28205  
Mailing address: 3211 Bishops Way Lane, Suite 1000, Charlotte, NC 28215

### Lake Norman

Hospice & Palliative Care Lake Norman  
705 Griffith Street, Suite 203, Davidson, NC 28036

### Lincolnton

Hospice & Palliative Care Lincoln County  
900 Dontia Drive, Lincolnton, NC 28092

### Huntersville

Levine & Dickson Hospice House  
11900 Vanstory Drive, Huntersville, NC 28078

### South Carolina

Hospice & Palliative Care Palmetto Region  
1057 Red Ventures Drive, Suite 150, Fort Mill, SC 29707

Hospice of Laurens County  
1304 Springdale Drive, Clinton, SC 29325

Referring  
is Easy

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or  
Via Allscripts

