



Expert in-home  
management of  
advanced serious  
illnesses





## What Is Palliative Care?

Palliative care is specialized medical care for people with an advanced serious illness.

Centrica Palliative Care provides an extra layer of support for patients like you who are struggling with symptoms, goals of care and/or planning care for the future. The main goal is to improve quality of life for you and your family.

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## The Top 3 Things Patients Should Know about Centrica Palliative Care

1

Centrica Palliative Care can help people of any age **cop**ing with an **advanced serious illness at home and can be combined with curative treatments**, such as clinical trials before a life expectancy of six months or less.

2

Centrica Palliative Care helps manage the symptoms, pain and stress of an advanced serious illness to **improve the quality of life for both patients and families**.

3

Specialists deliver Centrica Palliative Care **wherever the patient calls home** and all services are billed to insurance.

# How Is Centrica Palliative Care Different than Hospice Care?

A side-by-side comparison for patients and families

Guidelines	Palliative Care	Hospice Care
<b>When can I or my loved one receive services?</b>	<p>When you or your loved one qualify for hospice services but are not choosing a comfort-only care plan</p> <p>When you are struggling to manage pain or other symptoms of an advanced serious illness</p> <p>When you want to prevent frequent visits to the emergency room or hospital</p> <p>When you need education on how to manage the disease</p> <p>When you can use help with clarifying goals or need connections to community resources</p>	<p>When the hospice physician certifies that you or your loved one has less than six months to live if the disease runs its expected course</p> <p>When you choose to focus on comfort care and quality of life instead of a cure during those final months</p>
<b>Can I still be trying to cure my disease?</b>	<p>Yes. Centrica Palliative Care focuses on managing symptoms even if you're still pursuing curative treatments, such as a clinical trial</p> <p>Palliative care can be very effective in managing side effects of curative treatments</p>	<p>No. Centrica Hospice Care is for when you choose to focus on comfort care and quality of life instead of a cure during life's final months</p>
<b>Who will provide my care?</b>	<p>Centrica Palliative Care is led by our physician working with your physician and driven by one of our skilled nurse practitioners</p>	<p>A holistic team made up of doctors, nurse practitioners, nurses, personal care aides, social workers, chaplains and trained volunteers</p>
<b>How often can I expect to receive services?</b>	<p>Palliative care home visits will typically be monthly or every other month and phone support is available 24/7 for urgent needs and any questions</p>	<p>Hospice patients typically receive home visits based on individual needs and phone support is available 24/7 for urgent needs and any questions</p>
<b>How do I pay for services?</b>	<p>Palliative services may be paid for by Medicare, Medicaid, private insurance and/or self-pay; all insurance plans will be billed</p>	<p>All expenses related to the hospice diagnosis are covered by Medicare, Medicaid and most private insurance plans</p>
<b>Where can I receive services?</b>	<p>Centrica Palliative Care is currently provided wherever you call home</p>	<p>Centrica Hospice Care is provided wherever you call home or at our inpatient hospice site</p>



## Centrica Palliative Care offers these advantages:

- **Expert relief from pain, stress and other symptoms** of an advanced illness – provided wherever you call home
- **Care planning** that involves you and your family
- Skilled communication and support for **defining goals of care and complex medical decision-making**
- **Connection to helpful resources** and other support for your needs
- **Can be provided together with curative treatments**, such as clinical trials

Our expert team works with your primary care physician to deliver additional support to the care you're already receiving with your current care plan.

Expert care, **centered on you.**

## What Does Centrica Palliative Care Do to Manage Pain and Symptoms?

The experienced team from Centrica Palliative Care follows a series of protocols to better control pain, anxiety and other symptoms:

- Reviews medications to ensure that **appropriate medications are taken as prescribed**
- Suggests medication changes to **better control the patient's pain/symptoms**
- **Recommends oxygen, in-home equipment and other services/therapies**
- Recommends **community resources**
- **Clarifies goals and helps align goals** with the patient's care plan



For questions about Centrica Palliative Care, call 269.373.3200 or learn more at [CentricaCare.org](https://CentricaCare.org)

Discover how Centrica™ Care Navigators can help you and your family throughout the journey of a serious illness.

Call 269.373.3200  
or 800.304.0273



Learn more at [CentricaCare.org](https://CentricaCare.org)

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- HOSPICE CARE
- ROSE ARBOR PLACE
- PALLIATIVE CARE
- GRIEF SUPPORT
- JOURNEYS

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