

Regulation(s): 42 CFR 418.100©(2)
L-Tag(s): 653

POLICY: Care and services provided by Lifesong Hospice and Palliative Care are available 24 hours a day, 7 days a week, as needed to meet the needs of patients and their families.

PROCEDURE:

1. Lifesong Hospice and Palliative Care assures that there is adequate staffing to meet the needs of its patients and families
2. On-call nursing and supportive care services are provided to patients and families after business hours and on weekends and holidays for telephone consultation and visits as needed.
3. The hospice Medical Director or other hospice physician provides 24-hour coverage for patient medical needs that arise.
4. Lifesong Hospice and Palliative Care maintains contracts with medical equipment companies to assure that medical equipment (including emergency maintenance, replacement or backup) and supplies are available to all patients 24/7 and in a timely fashion. A medical supply inventory is maintained at the office and may be accessed on an as needed basis.
5. Contractual agreements are maintained with pharmacies in the hospice's service area to assure that medications are readily available.
6. Contracts with acute care facilities throughout the hospice's service area are maintained to provide general inpatient and inpatient respite care when necessary.

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