

Frequently Asked Questions

Who can receive palliative care?

- Anyone with a serious or potentially life-limiting illness, regardless of the stage of that illness.

What is the difference between hospice and palliative care?

- Palliative care is not the same as hospice care. Hospice care is meant for people in the final months of life. Palliative care, on the other hand, is available to you at any time during your illness. Unlike hospice, you can also receive palliative care at the same time as curative treatments.

Will insurance cover palliative care?

- Most insurance plans, including Medicare and Medicaid, cover palliative care services. It is handled like other medical services, such as oncology or cardiology.

How do I start the process?

- Getting palliative care is easy. Just ask for it. You may already have been referred to Keystone Medical Services' palliative care team,, but if not, just ask your doctor for a referral. We work together with your primary physician, so you will not have to give up your own doctor.

"A friend of mine told me to call palliative care. I called and the Doctor came right to my home! It was too good to be true."

- former Keystone Medical Services' palliative care patient

View our palliative care video at keystonemedical.org, to learn more about Keystone Medical Services' palliative care program.

To refer a patient for palliative care services or for more information about Keystone Medical Services please contact 616.396.5444.

keystonemedical.org

270 Hoover Blvd
Holland, MI 49423
616.396.5444



Keystone Medical Services is a program of
Hospice of Holland, Inc.

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Increasing Quality of Life



Palliative Care

What is Palliative Care?

If you are dealing with a serious or advanced illness and have pain or other difficult symptoms, palliative care is available to help control your symptoms and stress. Palliative care (pronounced pal-lee-uh-tiv) can make you more comfortable right now.

Palliative care:

- Is the medical specialty focused on relief of the pain and other symptoms of serious, life-threatening illness
- Improves quality of life for patients and their families
- Is appropriate at any point in an illness
- Can be provided at the same time as curative treatment

Keystone Medical Services non-hospice palliative care program brings the best quality of life possible to patients with advanced illness, and to their families, by treating complex pain, reducing symptoms, easing suffering and providing education.



Why Keystone Medical Services Palliative Care Program?

Here's what you can expect from our palliative care program:

- Relief from symptoms including pain, difficulty breathing, fatigue, constipation, nausea, loss of appetite, numbness and problems with sleep
- Improved ability to tolerate complex medical treatments
- Better understanding of your condition and your choices for medical care
- A comfortable palliative care outpatient clinic at 270 Hoover Blvd in Holland, or when necessary, visits at your home, area skilled nursing and assisted living facilities or in a hospital setting
- Support from our board certified providers and nurse and social work team



What do we offer our Palliative Care patients?

Palliative care from Keystone Medical Services makes all the difference. Our palliative care team includes board certified providers as well as a nurse practitioner and nurses and social workers. Together with your own doctor, we make sure that you receive:

- Expert treatment of your pain and symptoms
- Close communication about your illness and treatment choices
- Coordination of your care among all of your health care providers
- Emotional and spiritual support for you and your family
- Inpatient and outpatient care
- 24 Hour support

