

## OUR SERVICES:

Angel Hands provides diagnosis related medications, medical equipment and supplies necessary to promote the highest degree of comfort at home or in other hospice settings.

Not all problems occur between the hours of 8 and 5. We have a triage team available 24/7. When you call in the evenings or on weekends, we will always be available, even if the need is not medical in nature. If an evening or weekend visit is needed, you can count on us to be there for you.

### • Who pays for Hospice

Hospice is paid for entirely by Medicare/Medicaid, VA Benefits, and by many private insurance carriers. The hospice benefit coverage includes hospice care, medications, medical supplies, and medical equipment related to the hospice diagnosis.

### • How do we get started?

Referrals will be accepted from anyone and will be directed to our Hospice Patient Coordinator who will guide you through the admission process. You can begin your journey by calling Angel Hands Hospice at 214-267-1800, where our professionals will answer questions and provide information and education regarding your hospice referral.

## OUR PROMISE

1. To honor your family as our family and to be Together with you in life's journey.
2. Admit all Hospice eligible referrals the same day including weekends and evenings unless requested otherwise.
3. Respond to all patient-related calls within 15 minutes of receiving your call.
4. Have on-going communication with patients, families, and partners in care.

As the saying goes, it's not just about where you're going... but also how you get there. We understand how difficult and emotional it can be making the decision to begin hospice care for your loved one. So when it comes to something this important, you need someone you can trust to make your journey as comfortable and dignified as possible.

### Dallas Office:

1616 Gateway Blvd, Suite A, Richardson, TX 75080

### Denton Office:

3600 FM2181, Suite 300B, Hickory Creek, Texas 75065

### East Texas Office:

1305 Doctors Dr, Tyler, TX 75701

### Texoma Office:

2315 W. Morton St., Denison, Texas 75020  
903-716-5474

### West Office:

Coming Soon...

TEL : (214) 267-1800

FAX: (214) 260-0757

[www.angelhandshospice.com](http://www.angelhandshospice.com)

[info@angelhandshospice.com](mailto:info@angelhandshospice.com)



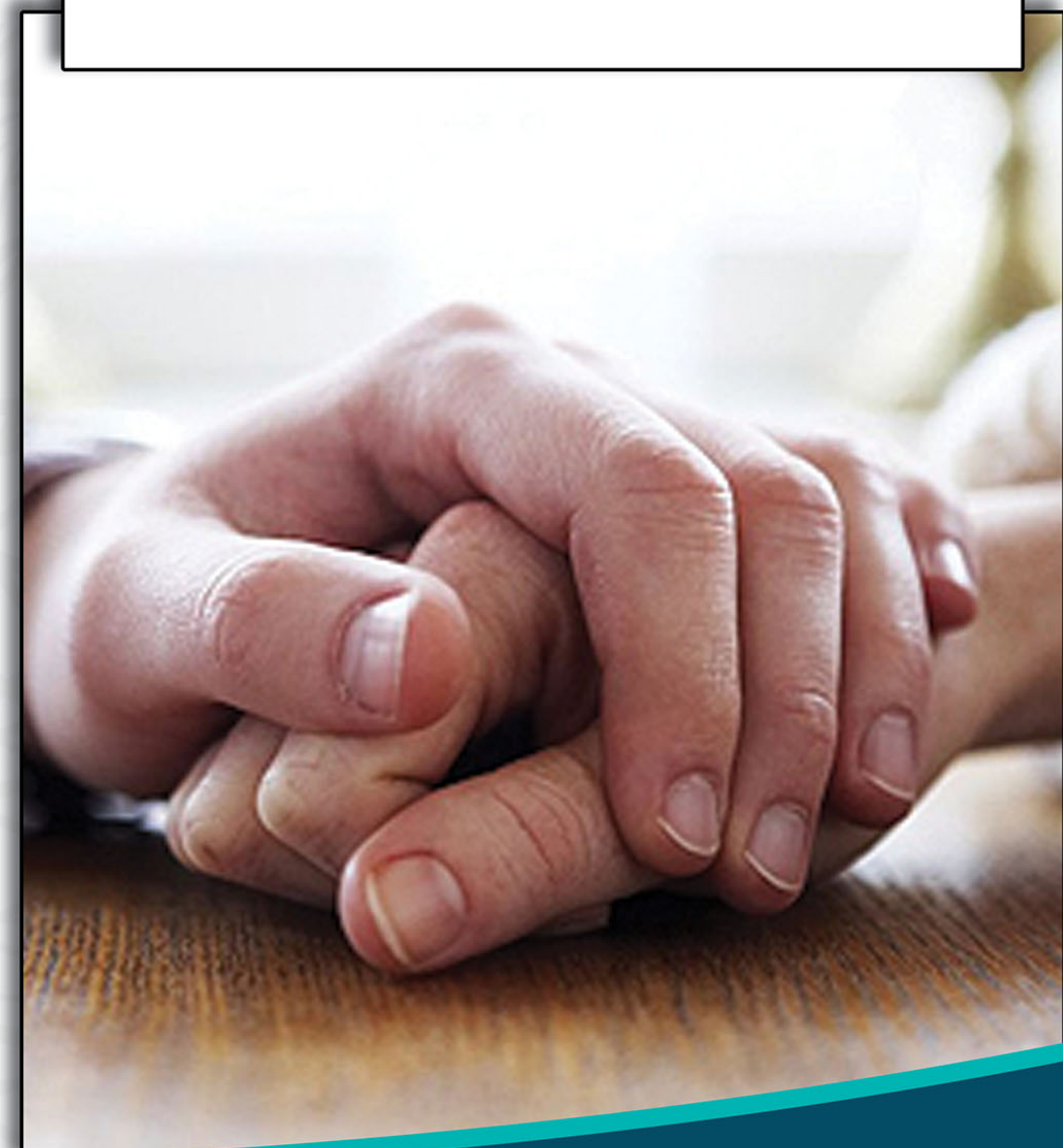
**ANGEL HANDS**  
**HOSPICE & PALLIATIVE CARE**

*Together with you in  
life's journey.*

**TEL : (214) 267-1800**

**FAX: (214) 260-0757**

**[www.angelhandshospice.com](http://www.angelhandshospice.com)**



## MISSION

The mission of Angel Hands Hospice is to elevate hospice care through adhering to the highest level of values and providing exceptional care, comfort, and compassion for our patients and loved ones.

## WHAT IS HOSPICE?

Hospice care focuses on the patient and their loved ones, not on the life limiting disease. Hospice embraces the concept 'We are whole people and that our emotional and spiritual sides are as important as our physical self'. Hospice does not hasten or prevent death, it recognizes that each patient and their loved ones will walk their own path. Hospice is there to provide comfort, compassion, and care. Our care team will help patients and families navigate symptom management, pain control, personal care, emotional, social and grief issues. The unknown is frightening, with our team of hospice professionals we will help you through your hospice experience providing expert guidance and care.

## OUR CARE PHILOSOPHY

Hospice is provided wherever you call "home", it is a philosophy of care focusing on you as an individual and your personal life journey. In this unique philosophy of care we focus on you and your loved ones.

We believe that all people have the right to quality, compassionate, and patient focused care. It is through this simple philosophy we are able to provide exceptional continuity of care which results in earlier hospital discharges and lower readmissions.

Patients are accepted for care without discrimination on the basis of race, color, religion, age, gender, sexual orientation, disability (mental or physical), ability to pay or place of national origin.



### Angel Hands Hospice Team

Each patient is served by a team of dedicated professionals who are honored to be guided by the choices and decisions made by our patients, their loved ones and physicians. Our team consists of nurses, social workers, chaplains, nursing assistants, volunteers, and other allied health professionals as needed. Angel Hands Hospice is YOUR team.



## WHEN IS HOSPICE CARE THE RIGHT CHOICE?

Hospice is the right choice at the right time. Nearly all patients are able to receive hospice care as soon as their physician believes that they have a life limiting illness. Hospice is not a crisis service for just the last few days of life. It is a program designed to care for the patient and family during the last months of life. An earlier hospice admission allows both patient and family to receive the full benefit of hospice services.

### • Admission Criteria

Angel Hands Hospice strictly adheres to the hospice guidelines when determining medical eligibility. Each patient's medical necessity is reviewed by medical director in collaboration with patient's primary physician to ensure proper admissions. Hospice care is for people with a life limiting disease who have chosen to focus on symptom management over curative treatments.

### • Your Plan Is Our Goal

An individual care plan will be written with the patient's needs and desires being paramount in the formation of their hospice plan. This plan will be altered as the needs of the patient and their loved ones change. It is your journey and we are **Together with you in life's journey.**

### • There Are Celebrations

When pain and other symptoms are effectively controlled, people not only feel better, but they have the potential to live longer.

Occasionally, hospice care can lead to improved life expectancy. When this happens, we will transfer care to a non-hospice care provider. Later, if a patient becomes eligible for hospice care again, they can re-elect Hospice benefits.