

Levels of Care



Respite

Often caregivers experience exhaustion, have an illness or may need to be away from the home. In those situations, the patient can be admitted to the hospice care center for a respite stay, lasting no more than **five consecutive** days. Nurse and hospice aide services are provided around the clock. At the end of the five days, the patient returns home resuming the care received prior to respite.

Payment for respite level of care is covered 100% by Medicare, Medicaid, and most commercial insurances.

General Inpatient

When a patient's symptoms cannot be managed in the home as determined by the members of the interdisciplinary group, a short stay, typically 24-72 hours, at the hospice care center is an excellent option. Patients receive daily physician or nurse practitioner visits in order to monitor symptoms and to ensure the treatment plan is helping with patient comfort. Patients also receive around the clock nursing and hospice aide care. A social worker and chaplain are available to provide psychosocial and spiritual support. Hospice volunteers provide care and companionship when needed. Once the reason for the stay is managed, the patient resumes care at home.

Payment for general inpatient level of care is covered 100% by Medicare, Medicaid, and most commercial insurances.

Residential

Our hospice care centers are not classified as long term care facilities.

While most patients meet criteria for general inpatient level of care, there are times that residential level of care is needed. If the patient's symptoms are managed but, due to medical reasons, they cannot return home right away, then this level of care can be utilized.

If residential level of care is indicated and necessary, Mountain Valley Hospice and Palliative Care will begin billing Medicare, Medicaid or commercial insurance for the home care rate. Therefore, the patient/family is responsible for the room and board fee per day for the residential stay. Most often residential level of care is utilized **7-14 days**. Payment is received up front beginning on the first day residential level of care starts through the expected end date.

To take a virtual tour of our facilities, visit: mtnvalleyhospice.org/services/care-centers/

Joan & Howard Woltz Hospice Home

The Joan & Howard Woltz Hospice Home is located at 945 Zephyr Road, Dobson, NC 27017. This facility features a lovely view of the Blue Ridge Mountains in the middle of peaceful farmland. Since 2009, it has served residents of Surry County and surrounding areas. The 22,000-square-foot facility features:

- 20 patient suites with outdoor patios
- Two family rooms
- Chapel
- Kitchen with dining area
- Children's playroom
- Volunteer room
- Meditation garden
- On-site camper hookups



SECU Hospice Care Center of Yadkin

The SECU Hospice Care Center of Yadkin is located at 243 North Lee Avenue, Yadkinville, NC 27055. This facility opened on August 1, 2017. It features a beautiful courtyard with a peaceful surrounding. The 10,000 square foot facility features:

- Six patient suites with outdoor patios
- Family room
- Chapel
- Kitchen with dining area
- Children's playroom
- Teen room
- Community meeting room with a covered patio
- Sunroom

