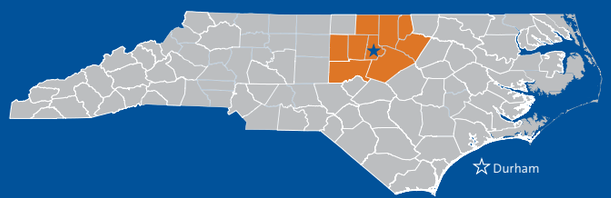


About Duke Hospice

Duke Hospice provides resources to meet the physical, emotional, and spiritual needs of you and your loved ones, whether at home, in a hospital, or at our inpatient care facility. Our goal is to help you and your caregivers manage terminal illness effectively and face the end of life with dignity and comfort. Duke Hospice serves patients in Alamance, Chatham, Durham, Franklin, Granville, Orange, Person, Vance, and Wake counties.



The hummingbird is a symbol of inspiration and hope. At Duke Hospice & HomeCare, we strive to provide this to our patients and families.

Patient & Family Advisory Council

The Patient & Family Advisory Council (PFAC) has been bringing together patients, families, and healthcare staff in an ongoing effort to enhance the patient experience since 2005. PFAC members bring their experience in collaborating with health care professionals and sharing their unique perspectives. The group is making a difference in healthcare with its focus on patient-centered healthcare, patient satisfaction, and involvement of patients, their families, and caregivers. If interested in volunteering with our PFAC, please contact Kellie Brockman at **kellie.brockman@duke.edu** or **919-620-3853.**

Contact Us

Duke Hospice
12 Moore Drive, Suite 200
Durham, NC 27713

919-620-3853

DukeHealth.org/Hospice

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Duke HomeCare & Hospice

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Our Services

Caring for a loved one at the end of life can be both physically and emotionally exhausting. Demands may simply be too great to manage alone. Our interdisciplinary team ensures that all patient and family needs are met.

We Come to You

Our hospice services help you live well while facing life-limiting illness wherever you are. We care for you in your private home, independent living space, or assisted living and skilled nursing facilities in our coverage area of Alamance, Chatham, Durham, Franklin, Granville, Orange, Person, Vance, and Wake counties.

For Residents of Care Facilities

PARTners (Palliative Care in Alternative Residences Team) provides services to residents of long-term facilities, retirement communities, and assisted living facilities. Hospice and the staff of the facilities work together to ensure the residents receive optimal end-of-life care.

Additional services

- 24-hour on-call support
- Consultations with our hospice medical director
- Medical supplies and specialized equipment to help with your illness

How can I make a referral?

You can refer a patient to Duke HomeCare & Hospice by calling 919-620-3853 or 800-599-9339. Referrals are taken 24 hours a day. You can also fax referral information to 919-471-5509.



A Team Approach

Terminal illness can be exhausting for patients and caregivers alike, which is why we have an extensive team to work with you. Our doctors and staff include nurses, social workers, chaplains, nursing assistants, bereavement counselors, and volunteers.

- **Attending physicians, nurse practitioners** and the **medical director** coordinate and manage care for the patient and their loved ones.
- **Nurses** provide direct care in collaboration with the team to ensure symptoms– including pain– are managed effectively.
- **Licensed clinical social workers** assess the psychosocial needs of the patient and family to provide counseling and assistance with appropriate community services and resources.
- **Chaplains** assess, coordinate, and support the spiritual needs of the patient and family.
- **Nursing assistants** provide personal care, hygiene assistance, and support for the patient and family.
- **Trained volunteers** provide administrative services, pet therapy, music therapy, veteran's recognition, or supportive contact with patients and their family members.
- **Bereavement counselors** support survivors for 13 months following a patient's death.

In addition, Duke Hospice provides access to a staff member around the clock; medical consultations with the Duke Hospice medical director; therapy consultations with dietary, physical, occupational, and speech language therapists, when appropriate; and, depending upon the patient's insurance, medications, medical supplies, and equipment related to terminal illness.



Payment options

Medicare and Medicaid typically pay 100% for your services with no deductible or copay. Other payers vary widely in their coverage for hospice. While you can contact your insurance provider for information, you're also able to work with our team to help determine coverage, pre-authorization needs, in-network status, and more. Our staff is available to answer your questions; please call 919-620-3853.