



Your care.
Your way.
Your home.



Duke HomeCare & Hospice

Welcome



Home Health, Infusion, Hospice and Bereavement Services

Duke HomeCare & Hospice works closely with your physician to provide comprehensive, individualized care in the comfort of your home or at our inpatient hospice facility. Our team of nurses, therapists, social workers, pharmacists, counselors and chaplains help you and your family manage advanced medical conditions, whether you are recovering from treatment, need ongoing therapy or require end-of-life support.

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

Our Commitment to You

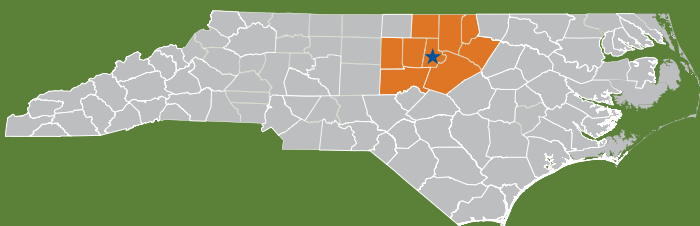


Standards of excellence

Our services are accredited by The Joint Commission, an independent organization that evaluates performance standards in health care.

A wide service area

We make home infusion therapy visits throughout North Carolina, South Carolina, and Virginia. You can receive our home health and hospice services in all or parts of Alamance, Chatham, Durham, Franklin, Granville, Orange, Person, Vance, and Wake counties.



Home Health Services

We work with your doctor to develop an individualized plan of care to allow you to remain comfortably at home and maintain your independence while we attend to your medical needs.

Skilled nursing

Our highly skilled nurses provide education, skilled wound care, infusion therapy, observation, assessment post-surgery and post-hospital, along with many other nursing services.

Physical therapy

Our physical therapists help improve mobility, strength, balance, endurance, coordination and teach patients and caregivers how to reduce risk of falls.

Speech therapy

Our licensed speech-language pathologists help patients with difficulties related to speech, eating, swallowing, communication and cognition.

Occupational therapy

Our occupational therapists help patients improve their ability to care for yourself, perform activities of daily living and use adaptive equipment to make tasks easier.

Medical social work services

Our social work services assist with community resources, living arrangements, finances, long-term planning and more.

Home health aide

Nursing assistants provide help with personal care while patients receive nursing or therapy services.

Specialty Programs

Telehealth program

Patients will have a monitor at home where they can transmit biometric and symptomatic data to our telehealth nurse. This includes blood pressure, pulse, oxygen saturation and weight. This data is monitored by a highly trained nurse who communicates with the home health interdisciplinary team and physician.

Bridge program

The home health bridge program helps you and your family deal with life-limiting illness while remaining in the comfort of your home. The bridge team helps manage pain and symptoms, create a plan for end-of-life care, and discuss advance directive and health care options.

Wound care program

Duke Home Health has a certified wound ostomy nurse specialist on staff to provide consultation and recommendations for treatment.

Home Infusion

Our infusion team comes to your home to administer and teach you how to administer intravenous medications, including antibiotics and chemotherapy, to children and adults. Our nurses, pharmacists, dietitians and patient services coordinators work under the direction of your doctor to monitor your needs and treatment.

In-home care

Home infusion is a cost-effective approach to IV therapy that allows you to receive treatment while resuming daily activities in the familiar surroundings of home. You're encouraged to take an active role in your care and, when appropriate, even return to work. Being in the comfort of home and resuming normal activities can bring emotional benefits that help with healing.

Managing your home infusion therapy

Duke Home Infusion works with your doctor to implement and monitor your treatment plan and to protect you against any drug interactions or adverse reactions. Our pharmacists offer oversight and monitor your progress to make sure your body responds to treatment.



Infusion services

- Total parenteral nutrition
- Enteral nutrition
- Chemotherapy
- Pain management, palliative care
- Immune globulin therapy/IVIG and SQIG
- Human growth hormone therapy
- Specialty medicines
- Line care
- Anti-infective (antibiotic, antiviral, antifungal) therapy

Specialty services

- Pediatric pharmacy/nursing services
- Bone marrow and solid organ transplant service
- High-tech infusion nursing service
- PICC/midline certified RNs
- Disease state management programs

Hospice Care – Meeting Your Needs

We provide resources to meet you and your loved one's physical, emotional and spiritual needs, 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.

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 staff includes physicians, nurse practitioners, nurses, social workers, chaplains, nursing assistants, bereavement counselors and volunteers.

Hospice services

It's our goal to ease the anxiety of end-of-life issues. Our team cares for you and your loved ones in a variety of ways:

Physical care

- Comprehensive physical exam
- Pain control and symptom management
- Bathing, grooming, dressing and other personal care assistance and support

Psychosocial care

- Assessment and treatment of psychosocial needs
- Assistance finding community services and resources near you

- Group and individual counseling for loved ones up to one year after death

Spiritual care

- A caring presence and emotional support for you, your family and loved ones
- Coordination with a spiritual counselor

Additional services

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

Hock Family Pavilion

Our inpatient care facility provides 24-hour skilled nursing care in a comfortable setting to people who cannot manage their symptoms and/or cannot control their pain at home.

Family and friends can feel comfort knowing your loved one is being well cared for around-the-clock, seven days a week.



Grief Support Services

Duke Hospice Bereavement Services offers a safe and healing grief process for anyone adjusting to loss after the death of a loved one, including children and adults.

Counseling and support groups

Individual counseling

We're here to support you as you learn to live without your loved one. This counseling provides you with a safe environment to share your experience of loss with a trained bereavement counselor.

Grief support groups

Groups provide an opportunity, in the company of others, to remember and honor a loved one. You'll learn about grief, how the experience impacts others, and how they cope. It's a place where you can share your story and listen, knowing you are not alone in a difficult time.

Bereavement counseling referrals

Referrals must be requested by an adult patient who wants to receive counseling or the guardian of someone under 18 years old. Counselors will not contact potential patients based on a referral from anyone else. Referrals are taken 24 hours a day by calling 919-620-3853 or 1-800-599-9339. Direct Line: 919-644-6869



Bereavement services

A resource for grief education, offering community presentations, professional training, referrals and networking for community resources, and a lending library.

Available to everyone

Our professional bereavement care is free of charge and available to all by referral in our nine county service area. We have hospice grief counselors that focus on adults and those who specialize in child and teen grief. A Spanish-language interpreter is available by request. Group counseling is available to organizations. Donations are always welcome for our grief services, which allow us to provide support to the community.

Bereavement care

We offer a wide range of services for adults: short-term individual grief counseling, support groups and grief workshops. Seasonal remembrance events are held in the summer and winter, and dates of services are updated regularly.

We provide crisis intervention services to organizations when a sudden or traumatic death occurs.

Volunteering

Our work would not be possible without the generosity of our donors and the time given by our volunteers, who continue to help keep our operational costs low. With your support, we can continue to make major strides toward improving end-of-life care for those in our community.

There are a variety of ways for volunteers to assist our patients and their families, including in-home patient/family support and administrative support. Learn more about becoming a volunteer and the volunteer opportunities available with Duke HomeCare & Hospice.

Duke Caregiver Support Program

Providing Resources and Empowerment During Your Caregiving Journey

The Duke Caregiver Support Program offers free support around your needs as a caregiver and how you provide for your loved ones. It's not a requirement for anyone to be a Duke Health patient to receive these services.

Our staff can connect you with verified service organizations and resources at Duke Health and in our local community. We can help you with



guidance concerning home care, emotional support, education about illnesses, and placing loved ones into long-term care communities. You're not alone during your time as a caregiver.

How Our Program Works

You can call our staff or complete an online form to learn about available resources. If a Duke Health provider brings this program to your attention during an appointment, you can give them permission to share your contact information with us. You do not need a referral to use this program.

Once we know what information or support you need, we will contact you with information about the options available and connect you with verified service provider. With your consent, we can also share your information with a verified service provider so they can contact you directly.

Over the next 90 days, our staff will follow up to see if you need additional help.

Giving

Your gift makes a difference

At Duke HomeCare & Hospice, we know that **each moment matters** for patients and their families. Your gift, of any amount, makes a difference. Your gift provides a haven of comfort and emotional support to our many patients and families that need end-of-life care and bereavement services. You may consider creating a lasting legacy through a naming opportunity by adding your name or honoring a loved one at the Hock Family Pavilion.

Or, you may consider donating to special therapies such as music, massage and pet therapy, as well as our children's bereavement program.

For further information on individual or corporate giving, or sponsorship opportunities, contact:

Duke HomeCare & Hospice

Office of Development

12 Moore Drive, Suite 200

Durham, NC 27713

919-620-3853

How to 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.

After hours referrals will be processed by our on-call staff.

The following information is helpful at the time of the referral:

- Patient name, address and phone number
- Diagnosis and date of birth
- Attending physician's name and phone number
- Insurance information
- Caregiver or family contact name and phone number
- A verbal order is acceptable to initiate the referral

Contact us

Duke HomeCare & Hospice

12 Moore Drive, Suite 200

Durham, NC 27713

919-620-DUKE (3853) or

800-599-9339

DukeHealth.org/HomeCareandHospice

Duke HomeCare & Hospice does not discriminate against any person on the basis of race, color, religion, national origin, disability, veteran status, sexual orientation, gender identity, sex, or age in admission, treatment, or participation in its programs, services, and activities, or in employment.

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