



Dear Prospective Resident & Family,

**Thank you for your interest in living at Agrace**, a peaceful, home-like setting where you can receive hospice care from a specially trained team that is accessible day and night.

The hospice services provided at our Residence and Memory Care Suites are equivalent to those Agrace provides in a patient's home or other private residence. Your care is provided by nurses and certified nursing assistants and overseen by a registered nurse and social worker.

To live at Agrace, you first must be enrolled in hospice care with us. You must also apply for admission to either the Agrace Residence or Memory Care Suites and receive clinical approval. This process evaluates whether we can safely meet your care needs, and if so, in which setting—Residence or Memory Care Suites. Finally, there must be a room available.

### **Residence and Memory Care Suites Application Process**

If you have questions about this process, please ask your Agrace care team. If you do not have an assigned care team, ask your Agrace enrollment representative.

1. **Submit a Residence/Memory Care Suites Application** and agree to our policies (*attached*).
2. Agrace will review your application to make sure you qualify. While you live at the Residence or Memory Care Suites, your hospice care is covered by Medicare, Medicaid or private health insurance, or you can privately pay. In addition, there is a **residential services fee**, which includes your room, housekeeping, utilities and meals. The Residence rate is \$370 per day. The Memory Care Suites rate is \$390 per day (which covers the Suites' specialized care and secure environment). The residential services fee is not covered by health insurance—it is the financial responsibility of you and/or your family.
3. **Agrace will notify you when your application has been accepted.** You can tell your Agrace care team when you will be ready to move in.
4. **When you are ready to move and there is a room available**, we will review your medical record and current health status to determine which setting can best meet your needs. Then your Agrace care team will help coordinate a date and time for your move.
5. **Upon moving in**, you will sign a Residential Services Financial Agreement.
  - If you are moving to the Residence, you will pay the first 15 days of your residential services fee, and receive an invoice for 15 more days, which is due 15 days after you move in.
  - If you are in the Memory Care Suites, you will pay the rest of the month's residential services fee and a refundable security deposit of \$4,000. For each following month, the residential services fee is due *in advance*, on the 1st. You are billed about two weeks before the due date.

Sincerely,

The Agrace Residence and Memory Care Suites Team

REV 12/29/20



# Residence & Memory Care Suites Application

Date: \_\_\_\_\_

OFFICE USE ONLY: EPIC ID#

## Applicant (Patient) Information

Name: \_\_\_\_\_

Date of birth: \_\_\_\_\_

## Contact Person

Name: \_\_\_\_\_ Relationship to patient: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Home phone: (    ) \_\_\_\_\_ Cell phone: (    ) \_\_\_\_\_

### Before a patient can be admitted to the Residence or Memory Care Suites at Agrace:

1. The applicant must be certified as eligible for hospice by their attending physician and an Agrace physician.
2. The applicant must be clinically approved by staff of the Residence or Memory Care Suites.
3. There must be a bed available. If one is not available, the applicant’s name may be added to a waiting list.
4. Upon admission, the patient/family will pay the fees that pertain to their setting:
  - **Memory Care Suites:** a \$4,000 security deposit and the rest of the current month’s residential services (“room-and-board”) fee, which is \$390/day.
  - **Residence:** residential services (“room-and-board”) fees for 15 days, at \$370/day.

**By checking the box and signing below, I acknowledge that I have read and agree to the Agrace Hospice Care Residence and Memory Care Suites Policies.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print name: \_\_\_\_\_

If a representative, your relationship to patient: \_\_\_\_\_

**This completed and signed application may be faxed to Agrace at (608) 276-7432.**

# Agrace Hospice Care Residence and Memory Care Suites Policies

*(Please keep for your records.)*

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1. Eligibility Requirements
  2. Residency Requirements
  3. Room-and-Board Payments, Memory Care Security Deposit
  4. Refunds
  5. Attending Physician
  6. Medications
  7. Visitors
  8. Smoking, Alcohol and Firearms
  9. Personal Property
  10. Personal Vehicle
  11. Memory Care Suites Locking System
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## 1. Eligibility Requirements

Agrace Hospice Care offers residential and residential memory care hospice services at the Agrace campus for hospice patients whose symptoms and day-to-day care needs can be primarily met by a nurse and a certified nursing assistant. Living at the Agrace Residence is a **short-term** option, with an intended stay of 30 days or less. Based on the patient's prognosis, the care team may work with the patient/family to make new living arrangements beyond the 30-day period. (Residents of the Hospice Memory Care Suites are **not** limited to 30 days.)

To qualify for and continue to receive hospice services, patients must remain medically eligible for hospice services, with a life expectancy of six months or less. Hospice eligibility is continually assessed by the patient's care team throughout his or her time as a hospice patient and resident at the Agrace campus.

If Agrace's Residence or Memory Care Suites staff determine that a patient is no longer medically eligible to receive hospice services, the patient will receive written notice to this effect. The care team will work with the patient/family to develop a discharge plan, and the patient/family will have up to 30 days to make new living arrangements. Charges for hospice services will stop when hospice eligibility ends. The patient will continue to be responsible for separate residential services (a.k.a. "room-and-board") fees, per the Residence or Memory Care Suites Financial Agreement signed at admission, until the last day of occupancy, at which time all Agrace services will end.

If, at any time, a patient's medical or nursing needs exceed the level of services that can be provided by the Residence or Memory Care Suites staff, the patient may need to be transferred to another appropriate care setting or facility.

## 2. Residency Requirements

Tuberculosis (TB) screening is required prior to admission to the Residence/Memory Care Suites. If the results show active TB, effective medical treatment must be started before admission, and must continue until treatment is completed. TB results completed within the last 90 days before entry to the Residence/Memory Care Suites may be utilized.

With physician approval, patients may obtain passes to leave the Agrace campus with family or friends. The Residence or Memory Care Suites staff will obtain a physician order stating the patient's medical appropriateness to leave and identifying, as applicable, who will be with the patient during the leave.

Both the patient, if able, and the person who will accompany them must sign a "leave" form before leaving the Agrace campus. The form acknowledges an understanding of potential risks of the leave and that the person accompanying the patient is assuming responsibility for the patient while they are away from the Agrace campus.

Agrace can "hold" the room of a Residence/Memory Care Suites patient for up to two weeks if the patient needs to be offsite. Daily residential services fees still apply while a room is being held, except if the patient is transferred for short-term, acute care (General Inpatient (GIP) care) at the Agrace inpatient unit.

Patients with disruptive or inappropriate behavior that violates the rights of others, or jeopardizes their own safety or that of others, may be required to leave the Agrace campus.

### **3. Room-and-Board Payments, and (Memory Care only) Security Deposit**

- **Upon admission to the Residence**, the residential services fee for the patient's first 15 days is due. Additionally, the patient will receive an invoice for another 15 days, which will be due at the start of those days (15 days after admission).
- **Upon admission to the Memory Care Suites**, the remainder of the current month's daily residential services fee is due, along with a \$4,000 security deposit. Subsequent monthly residential services fees are due, in advance, on the first day of each month.
  - A five-day memory care services fee will be added to the final charge for **Memory Care Suites only**; this fee will be deducted from the security deposit.
- Unless other arrangements have been made, patients who fail to pay by the 5th day after their fees are due may be asked to leave the Residence/Memory Care Suites within 14 days. Any damage to Agrace property by patients or their guests will be assessed and charged to the patient's account or deducted from the Memory Care security deposit.

### **4. Refunds**

If a refund is due, a check will be issued within three (3) weeks after the end of occupancy. Agrace must issue refunds to the person/account that made the payment, per our records.

### **5. Attending Physician/Nurse Practitioner**

Residence/Memory Care Suites patients may choose to continue to receive primary medical services from their community attending physician. Alternatively, patients may choose to designate an Agrace nurse practitioner (NP) or physician as their attending provider during their residential stay.

An Agrace RN collaborates with the designated attending physician or NP based on patient and family goals related to the plan of care.

## 6. Medications

Patients and families are responsible for the cost of medications that are *not related* to the hospice diagnosis and medications that are *related* but are not in Agrace's formulary. Families may acquire non-related medications independently or with Agrace's assistance.

**NOTE: For Medicare patients with Part D medication coverage,** Medicare requires the patient's pharmacy to coordinate with Agrace and/or the patient's physician to identify which medications are:

1. related to the patient's terminal illness and covered (within the Agrace formulary process) under the hospice benefit,
2. unrelated and covered by the patient's Part D plan (subject to Part D pre-approval), and
3. determined to be no longer medically necessary—and if continued, would become the patient's financial responsibility.

Medications will be administered by an Agrace licensed nurse or a physician with Agrace privileges, as ordered by the patient's attending or covering physician. In addition, certified nursing assistants who have completed a state-approved hospice or nursing home medication administration certification program may administer medications as delegated by an Agrace nurse.

Students (i.e., medical or nursing students) may administer medications under the supervision of their clinical instructor. Medications will be administered according to a physician order using appropriate methods and procedures for administration of all drugs and biologicals.

## 7. Visitors

Family members or guests may visit at any time—24 hours a day, 7 days a week—unless specifically limited by the patient or family, or by Agrace (for safety/infection prevention). Minors are welcome, but they must be supervised at all times by an adult other than the patient or Agrace staff.

Family members or guests may not change their legal residence to Agrace. Family members or guests with disruptive or inappropriate behavior which violates others' rights or jeopardizes safety will be asked to leave the Agrace campus.

If a pet visit is desired, an Agrace Animal Visit form must be completed and turned in to Agrace staff for approval before the animal comes to Agrace. An Animal Visit form can be obtained from any staff member.

## 8. Smoking, Alcohol and Firearms

The Agrace campus is smoke-free. The only exception is for patients—who are not in the Memory Care Suites—who are allowed to smoke on their patios if the Residence Team assesses that they are safe to do so independently. The Memory Care Suites are completely smoke-free, including for patients.

Alcohol may be consumed in moderation, as permitted by a physician, in patient rooms and designated areas within the building. Patients' alcohol is required to be stored in the Medication Room.

Possession of or use of weapons, illegal drugs and/or drug paraphernalia of any kind is not permitted on the Agrace campus. Failure to comply may result in immediate removal from the facility.

### **9. Personal Property**

Patients may bring small items from home to personalize their living area. Personal pictures or wall art may be displayed on their room's picture rail. Items may not be affixed to the wall.

Bringing furniture is not permitted. For safety reasons, area rugs and throw rugs are not permitted.

Agrace will provide and maintain standard linens. Personal laundry and linens, such as quilts or bedspreads, must be labeled and can be washed by Agrace staff. Laundry requiring special care is the responsibility of the patient or family.

Patients living at the Residence/Memory Care Suites are responsible for their personal belongings and should not keep valuable belongings here. Agrace is not responsible for any lost or misplaced items.

After a patient's last day of occupancy, access to their room is limited to staff and responsible parties, as designated by the patient, for the purpose of packing and removing personal belongings. Barring exceptional circumstances, it is expected that belongings will be removed within 24 hours after a patient has died or has been discharged.

### **10. Personal Vehicle**

Parking is available in the Agrace parking lot for patients who may be using their personal automobile. Please notify the Residence social worker if you need parking.

### **11. Memory Care Suites Locking System**

The Memory Care Suites provide a living environment which is supportive for those with memory issues, such as dementia or Alzheimer's disease. The Suites feature doors with a controlled egress locking system, providing a safe and secure unit for those who are an elopement risk. These doors will be locked to prevent patients from wandering and are equipped with safety mechanisms to ensure they will open when needed.

**By checking the box and signing below, I acknowledge that I have read and agree to the Agrace Hospice Care Residence and Memory Care Suites Policies.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print name: \_\_\_\_\_

If a representative, your relationship to patient: \_\_\_\_\_

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