Hospice Emergency Contacts and Important Numbers

A sheet for the refrigerator door or beside the phone, so anyone in the house knows who to call, day or night.

FOR ANY CHANGE OR WORRY, DAY OR NIGHT

Call hospice first: _____

Patient: _____ **Date of birth:** _____

Address: _____

Hospice: _____ **Patient or account no.:** _____

Before calling 911
If 911 is called, emergency crews may start CPR and take your loved one to the hospital unless a valid out-of-hospital DNR or POLST form is there for them to see. Ask the hospice which form your state uses, and keep it where crews will find it.

DNR or POLST form is kept: _____

The hospice team

Role	Name	Phone
After-hours nurse line		
Nurse case manager		
Hospice doctor		
Social worker		
Chaplain		
Aide		
Volunteer coordinator		
Hospice pharmacy (deliveries)		
Equipment company		
Oxygen supplier		

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Advance directive and health care proxy are kept: _____

Family and others

Who	Name	Phone
Health care decision-maker		
Main caregiver		
Family member		
Family member		
Neighbor with a key		
Primary care doctor		
Clergy or faith community		
Funeral home, if chosen		

When to call the hospice

Call any time, day or night, for:

- ☐ Pain that isn't controlled
- ☐ Restlessness, agitation or confusion that is new or worse
- ☐ Can't swallow medicines
- ☐ A medicine or equipment problem
- ☐ You think death may have occurred
- ☐ Trouble breathing, or breathing that frightens you
- ☐ A fall
- ☐ No urine for many hours, or other sudden changes
- ☐ The caregiver can't manage, or needs help now
- ☐ Anything you aren't sure about

> **When to call 911**
> Call 911 for a fire, for anyone else in the house who needs emergency help, or in any situation where the hospice team has told you to call 911. For changes in your loved one's condition, call the hospice first.

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What to say when you call

- ☐ Your name, and the patient's name
- ☐ What is happening, and when it started
- ☐ What you have already tried, including any medicine given and the time
- ☐ Your phone number, in case the call drops

Call log

Date and time	Reason for the call	Who we spoke to	What they said to do

> **The hospice team is there for you**
> Your hospice team manages your loved one's medical care, day and night. This checklist helps your family prepare, ask good questions and keep track. Call the hospice with any question about symptoms, medicines or equipment.

The other checklists in this set: Preparing for the First Hospice Visit · Questions to Ask the Hospice Team · Hospice Emergency Contacts and Important Numbers · Preparing the Home for Hospice Care · Understanding Hospice Medications and Equipment. All at AgingAtHomeSupport.com/hospice-checklists/

To keep every name, number, medicine and daily note together, the When Hospice Comes Home workbook (18 fill-in pages) is at AgingAtHomeSupport.com/when-hospice-comes-home-workbook/

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