



Checklist For Partnering With A Hospice

With over 40 years of experience providing end-of-life care to our communities, we know how important it is to choose the right hospice. This checklist will guide you in asking the right questions so you can feel confident in making the best end-of-life care choice for you or your loved one.

833.839.1113 | www.viahp.org

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What kind of reputation does the hospice have in the community?

VIA Health Partners enjoys an outstanding reputation within our community. Because we have been providing superior hospice and palliative care for more than 40 years, we are the overwhelming choice of healthcare professionals. Satisfaction survey results from patients, caregivers, and other referral partners validate the quality of our offerings and demonstrate why we are the most sought-after hospice in the community. Over 97% of caregivers surveyed by VIA Health Partners would recommend us to others.

What do you know about the company that owns the hospice?

VIA Health Partners is an independent, not-for-profit organization that specializes in hospice care and palliative medicine. Our resources and energy are focused exclusively on providing the very best care to our patients and their families and our profits are returned to fulfill our mission.

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Is the hospice accredited?

While accreditation is optional, VIA Health Partners has demonstrated a commitment to quality care by earning deemed status accreditation by the Accreditation Commission for Health Care (ACHC).

How quickly can the hospice respond to you and your patient's needs?

We know how important a timely response to a patient call can be -- every minute matters. VIA Health Partners provides quick access to excellent patient care in the greater Charlotte region from our five licensed locations. Make sure to ask if a hospice provider has a licensed office within 60 minutes or less of your office or facility.

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What is the after-hours and on-call practice of the hospice?

We have a dedicated team of 25 clinicians on staff, all of whom are available at any time (including nights, weekends, and holidays) to make home visits or telephonically support the needs of our patients and families. Members of our dedicated After-Hours team live in each of our geographical areas, ensuring that response time is quick and needs are met.

Does the hospice have adequate, trained volunteers to help you?

Specially trained, compassionate volunteers from your community bring comfort and peace through their gift of presence and other special skills. In 2017, over 454 VIA Health Partners volunteers provided almost 38,942 hours of service.

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What grief care services does the hospice offer?

VIA Health Partners serves the grief needs of the community by providing individual and group counseling as well as support groups at various times and locations. We also offer Chameleon's Journey™, a grief camp for children and teens. In the event of sudden / traumatic death or crisis that impacts schools, communities of faith, healthcare communities, or workplace environments, our Crisis Intervention Team is available to provide stress management and other emergency mental health services.

Does the hospice provide education to the community?

As part of our mission, VIA Health Partners offers a wide range of training to community and healthcare organizations (including physician practices, assisted living communities, and communities of faith) from end-of-life topics to grief care and more.

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Does the hospice offer help with advance care planning?

VIA Health Partners has trained and experienced clinical staff available to facilitate discussions surrounding end-of-life decisionmaking and to assist your patients and families with completion of their living will and healthcare power of attorney. When desired and appropriate, we can initiate the Do Not Resuscitate (DNR) and Medical Orders for Scope of Treatment (MOST) forms. We can provide this service in a convenient location.

What specialized services does the hospice offer?

VIA Health Partners provides unique care for persons living with a life-limiting illness such as dementia, advanced lung disease, cardiac failure, and renal disease through our specialized, disease-specific programs. We have a unique “We Honor Veterans” program and we also offer specialized care for children through our Kids Path® Team. Additional resources include numerous on-staff physicians, nurse practitioners, and a full-time pharmacist, all of whom are available for consultation, expert symptom management, and medication review.

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Does the hospice operate an inpatient facility (hospice house)?

Conveniently located within our service area, hospice patients are served by our Levine & Dickson Hospice House inpatient units located in Huntersville and east Charlotte. We also offer General Inpatient (GIP) level of care at area hospitals, and both GIP and Respite care at various skilled nursing facilities.



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VIA Health Partners Regional Locations

North Carolina

South Charlotte	704.375.0100
Davidson	704.375.0100
Lincolnton	704.375.0100
Shelby	704.487.4677

South Carolina

Clinton	864.833.6287
Fort Mill	803.548.3708
Greenville	864.438.3900





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VIA Health Partners Hospice House Locations

Huntersville, NC

Levine & Dickson Hospice House - Huntersville
704.375.0100

East Charlotte, NC

Levine & Dickson Hospice House at Aldersgate
704.375.0100

South Charlotte, NC

Levine & Dickson Hospice House at Southminster
704.375.0100

Shelby, NC

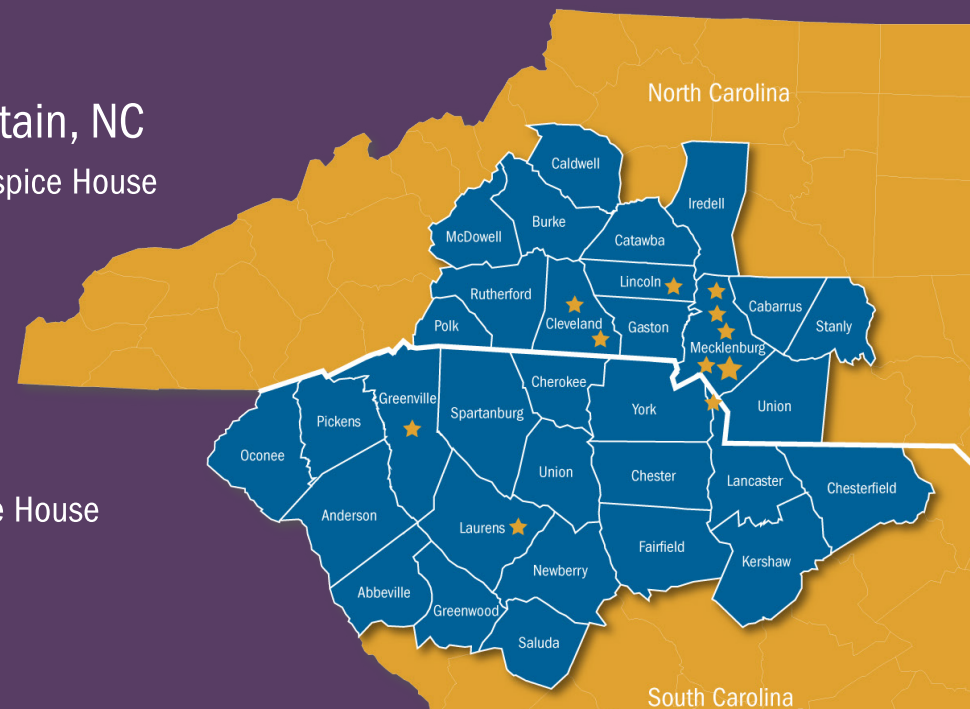
Wendover Hospice House
704.487.7018

Kings Mountain, NC

Testa Family Hospice House
704.751.3918

Clinton, SC

Laurens Hospice House
864.833.6287





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To refer yourself or a loved one...

Call: 833.839.1113

Fax: 704.375.8623

Message Us Online at:

www.viahp.org/contact-form

*We are available 24/7 -
365 days a year.*

