



CHECKLIST FOR PARTNERING WITH A HOSPICE

VIA Health Partners enjoys an outstanding reputation within our community. Because we have been providing superior hospice and palliative care for more than 45 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 92% of caregivers surveyed by VIA Health Partners would recommend us to others.



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



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.

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.



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



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.

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).



Is the hospice accredited?



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 decision-making 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.

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 14 licensed locations. Make sure to ask if a hospice provider has a licensed office within 60 minutes or less of your office or facility.



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



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 reached Level 5 Status - the highest level attainable in the "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.

We have a dedicated team of 55 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.



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



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

Conveniently located within our service area, hospice patients are served in NC by our Levine & Dickson Hospice House inpatient units located in Huntersville, east Charlotte & south Charlotte, and by The Testa Family Hospice House in Kings Mountain, and Wendover Hospice House in Shelby. In SC, our hospice patients are served at Hospice of Laurens County. We also offer General Inpatient (GIP) level of care at area hospitals, and both GIP and Respite Care at various skilled nursing facilities.

Specially trained, compassionate volunteers from your community bring comfort and peace through their gift of presence and other special skills. In 2023, over 375 VIA Health Partners volunteers provided almost 23,466 hours of service.



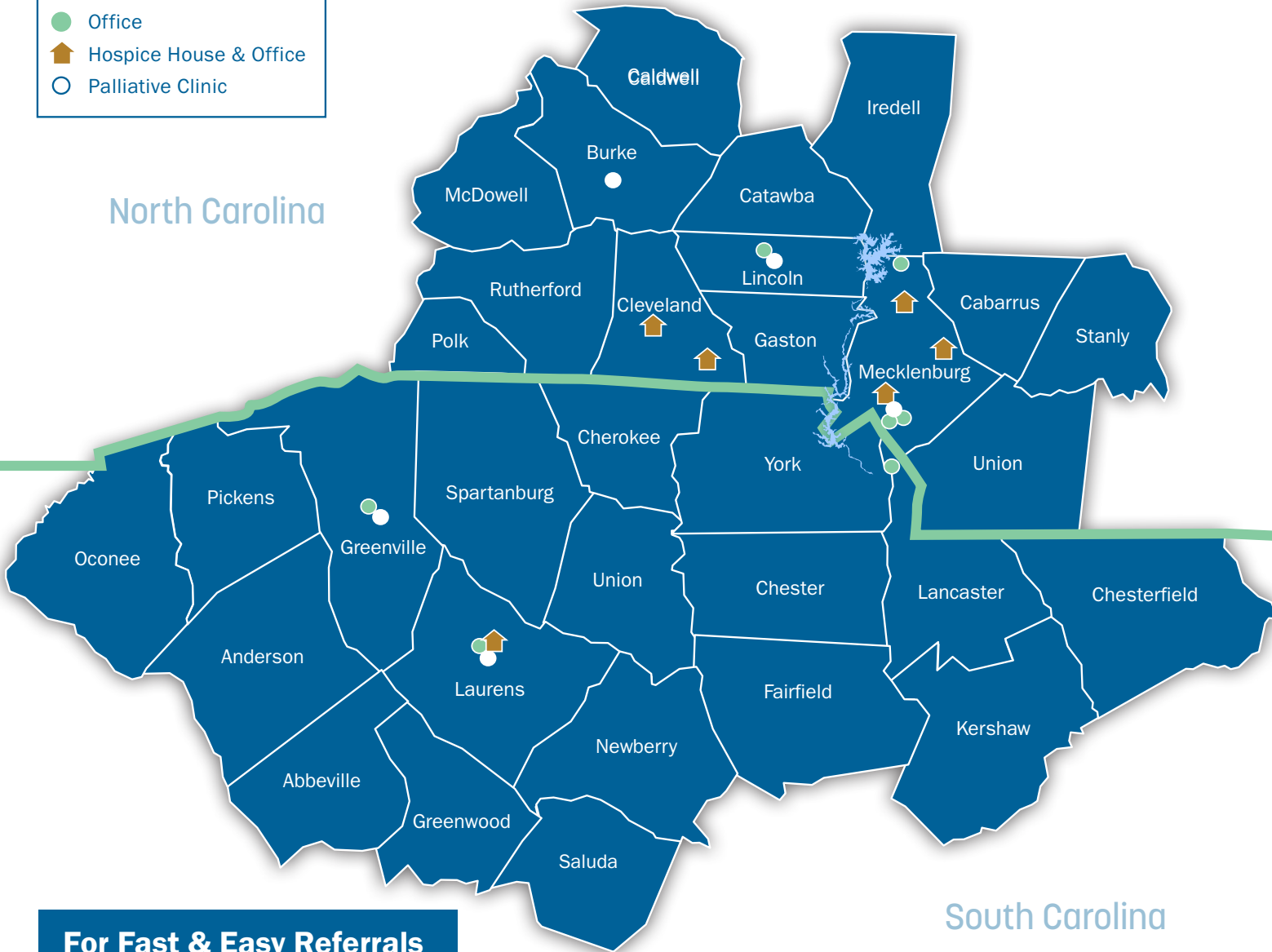
Does the hospice have adequate, trained volunteers to help you?

Region Served

KEY

- Office
- 🏠 Hospice House & Office
- Palliative Clinic

North Carolina



South Carolina

For Fast & Easy Referrals

704.335.3575 PHONE

704.335.3522 FAX

or via **All Scripts** or **naviHealth**

Hospice Care • Palliative Care • Grief Support • Pediatric Care • Inpatient & Residential Care

VIA Health Partners (including Hospice & Palliative Care Charlotte Region, Hospice & Palliative Care Lake Norman, Hospice & Palliative Care Lincoln County, Hospice & Palliative Care Palmetto Region, Levine & Dickson Hospice House – Huntersville, Levine & Dickson Hospice House at Southminster, Levine & Dickson Hospice House at Aldersgate, Hospice of Laurens County, and Hospice Cleveland County) does not discriminate against any person on the basis of race, color, creed, national origin, gender, age, sexual orientation, religion, veteran status, or disability on admission, in treatment, or participation in its programs, services, activities or employment. If you speak the following languages, language assistance services are available to you free of charge: Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-704-375-0100 (TTY: 1-704-568-8505) Chinese: 注意：如果你会说中国话，语言援助服务，免费的是可供您使用。致电 1-704-375-0100 年 (TTY: 1-704-568-8505)