

Confident Care:

*A palliative care resource
for patients and families*



 **FOUR SEASONS** 
PALLIATIVE CARE

- Welcome**
- Mission, Vision and Values 2**
- About Palliative Care 3**
- About Research 4**
- Getting Started with Four Seasons Services 5**
- Paying for Care 6**
- Your Care Team**
- Palliative Care Team Members 7**
- Managing Your Health**
- Medications 9**
- Nutrition 10**
- Oxygen Safety 10**
- Physical Activity 11**
- Preventing Falls 11**
- Skin Care 12**
- Being Prepared 12**
- Hand Washing 13**
- Managing Your Symptoms**
- Anxiety 15**
- Bowel and Bladder Issues 15**
- Depression 16**
- Nausea and Vomiting 16**
- Pain 17**
- Recurrent Infections 19**
- Shortness of Breath 19**
- Spiritual Concerns 20**
- Managing Your Care**
- Aging 21**
- Caregivers 21**
- Grief and Loss 22**
- Goals of Care 22**
- Advance Care Planning and Advance Directives 23**
- Advance Care Planning Resources 25**
- What Matters Most? 28**
- Appendix**
- Notice of Program Accessibility 29**
- Notice Regarding Nondiscrimination & Accessibility 30**
- Notice of Privacy Practices 33**



The Care You Trust

Thank you for choosing Four Seasons. Your well-being is very important to us, and we believe that our palliative care services are the best way to provide the care and support you need.

Our work in palliative care is a team effort – we work together for your comfort, providing effective symptom management and helping you achieve the best quality of life. We will work with you to establish goals of care, ensuring you have optimal healthcare. The team consists of physicians, physician assistants, nurse practitioners, registered nurses, social workers, and a chaplain.

You will find this manual to be a useful resource, but it should not replace good communication between you and Your Four Seasons Team. When you have questions or concerns about anything, please talk to a member of Your Palliative Care Team.

If for any reason Four Seasons has not been able to meet your expectations, we want to know how we can improve. Please call 828-692-6178 and I will be notified immediately of your concerns.

You are entrusting us with your care, and we will do whatever we can to help you meet your goals and live fully with dignity, free of pain and other symptoms.

It is our privilege and honor to care for you.

Sincerely,

Dr. Millicent Burke-Sinclair Ed.D, MBA
President & CEO

571 South Allen Road
Flat Rock, NC 28731

Toll Free: 866-466-9734
Phone: 828-692-6178

Fax: 828-233-0351
www.FourSeasonsCFL.org

Mission, Vision and Values

Mission

Co-Creating the Care Experience

Vision

Innovate Healthcare. Influence Humanity. Impact Life.

Values:

- COMPASSION
We are a Companion for the Journey
- BALANCE
Co-Creating Meaningful, Daily Accomplishment and Joy,
at Work, with Family, Friends and Myself
- RESPECT
Each Person is Honored
- INTEGRITY
Be Trustworthy in All Things
- TEAMWORK
Together Everyone Achieves More
- EXCELLENCE
We Dream More (*than others think is practical*) and
Expect More (*than others think is possible*)
- RESILIENCE
We Recover and Thrive from any Challenge or Change

About Palliative Care

Palliative care is a patient-centered and collaborative team approach that focuses on patient care for those suffering from serious, life-limiting illness. Although it grew out of the hospice movement, it has become more of a specialty model in many healthcare settings. Palliative care has four primary goals: *managing symptoms, setting treatment goals, providing psychosocial and spiritual support, and planning for future healthcare needs*. It is appropriate at any age and can be helpful in providing information and guidance for complex medical decision making.

As medical care and treatments have improved, more people are living longer with serious illness. Patients and their caregivers/families often feel overwhelmed with the task of managing so many options and so much information. Four Seasons works with your doctors and caregiver(s) to provide for your physical, emotional and spiritual needs, bringing an extra layer of support to patient care.

How is palliative care different from home health and hospice care?

| Home Health Care | Palliative Care | Hospice Care |
|---|---|--|
| For patients who are <i>homebound</i> and have a <i>skilled health need</i> | For patients at <i>any age</i> or <i>any stage of chronic illness</i> | For patients with prognosis of <i>6 months or less</i> |
| <i>Supports</i> curative treatment plan | <i>Can continue</i> curative treatment | <i>Stop</i> curative treatment |
| Focus on <i>symptom</i> and /or <i>functional improvement</i> | Focus on <i>quality of life</i> through symptom and pain management | Focus on <i>peaceful transition</i> |
| Patient-centered | Patient & family-centered | Patient & family-centered |
| Nursing and/or therapy services to <i>improve</i> current health status | Focus on <i>planning in advance</i> for <i>future medical needs</i> | Comfort measures <i>only</i> |

About Research

At Four Seasons, we believe innovative treatment and compassionate care go hand in hand. In fact, we are among the few organizations in the country that research and develop comfort care practices and treatments. We lead studies that can help improve our patients' symptoms and, ultimately, their quality of life. We've studied several areas including pain, shortness of breath, weight loss and cancer, constipation, and fatigue and depression.

Our patients include current hospice and palliative care patients and patients referred by community physicians. We conduct all research according to federal guidelines designed to protect and benefit patients. Participating in a research study is completely voluntary and a decision whether or not to participate does not affect any other care received. Our participants are fully informed about the details of the study prior to giving their written consent.

There are many reasons to participate in a study. Participation can help contribute to medical knowledge, which helps to improve treatments for future patients and defines best clinical practices. It also allows our patients to access new treatments that are otherwise unavailable, often improving their quality of life by reducing pain or other symptoms. Lastly, patients who have participated have expressed a feeling of leaving a legacy.

We are committed to research and continuously see the difference it makes in the lives of our patients. As a part of Four Seasons services, you or your loved one may be contacted about research opportunities related to your illness or symptoms.

For more information about the studies that are currently available you may contact a member of Your Four Seasons Team.

Getting Started with Four Seasons Services

Referrals for Palliative Care Services may come from:

- Doctor
- Nurse
- Social Worker
- Family or Friend
- Patient

To request a referral call 828-233-0387 or toll free 866-466-9734.

Where can care be provided?

- Palliative Care Clinics
- Private Homes
- Group Homes
- Nursing Facilities
- Assisted Living Facilities
- Hospitals
- Rest Homes

If I call to inquire about services do I have to accept Palliative Care Services?

No. Palliative care is a choice you make with consent given voluntarily by the patient or their designated representative.

Am I allowed to keep my own doctor?

Yes, in fact we ask that you continue with your primary care physician. We work with your current doctor(s) cooperatively, in a consultant role.

What happens if I no longer want or need your services?

You can discontinue services at any time.

What happens if I want palliative care services in a long-term care facility?

We can provide palliative care in long-term care facilities if we receive an order from the supervising physician, physician's assistant or nurse practitioner.

Paying for Care

Payment for palliative care is the same as any other physician coverage provided by your insurance. It is the same as when your primary physician recommends any specialist.

Palliative care is a consultative specialist to your primary care physician. Your insurance policy will outline co-payments, co-insurance and deductibles for which you are responsible. Please know that Four Seasons will provide care regardless of your ability to pay. Please call and ask to speak to our palliative care billing department with any detailed questions you may have, or to inquire about financial aid.

Once you are admitted to Four Seasons Palliative Care, you will begin to meet different members of Your Care Team. Your care will be overseen by a Medical Doctor, a Physician Assistant or a Nurse Practitioner. In order to simplify communications we refer to these professionals as “Providers.” The team meets weekly for Interdisciplinary Group (IDG) where they collaborate to provide each patient with the best possible care experience.

Palliative Care Team Members

You and Your Family

You are the most important member of Your Care Team. The services offered by Your Four Seasons Care Team are based on your specific goals, your questions, and your concerns. Your Care Team respects your privacy, personal choices, cultural and/or religious customs, and family traditions.

Palliative Physician

The doctors on Your Care Team are palliative care specialists and oversee your care. They are able to consult with your primary physician and the team regarding your special care needs.

Nurse Practitioner

A Nurse Practitioner (NP) is a Registered Nurse who has completed additional education and training in specific areas including family, adult and/or geriatric care. They are uniquely qualified to provide care for patients seeking palliative care, combining their background in nursing and their medical knowledge to provide a holistic approach to care for you and your family. They are trained to diagnose, prescribe medication and work with other members of Your Care Team to provide the best possible care based on your goals for care.

Physician Assistant

A Physician Assistant (PA) is also trained and certified to provide medical care, diagnose, prescribe medication and treat patients as part of Your Care Team.

Registered Nurse (RN)

A Registered Nurse (RN) is clinically trained to provide care and information for you about your health, medications and disease management. The Palliative Care Team RN may call you or your caregiver to perform an initial nurse assessment. The Palliative Care RN will also be available to answer questions, assist with medications and symptom management. They work closely with you, your caregivers and the rest of the team to help you manage your health effectively.

Social Worker

The Palliative Care Social Worker is trained to work with clients of all ages, through life and health transitions, as well as acquiring needed resources and providing ongoing psychological support and collaboration with other involved professionals. The majority of palliative care clients are facing many challenges related to their chronic illness and need an unbiased source to help them plan for their care. Social Workers help empower clients and families as they clarify goals for care. A social worker can be a motivator as well as a nurturer in the quest for quality of life throughout a client's healthcare experience.

Chaplain

A Chaplain is clinically trained and able to offer support and spiritual care to anyone regardless of spiritual belief or religious affiliation. They provide care for any spiritual concerns you or your family might have with regard to coping with illness, transitions and changes, loss and bereavement, finding meaning, or a desire for religious rituals and support. At any time during your care a chaplain is available to you. You may request to speak with a chaplain or your provider may refer a visit to support your care.

Team Administrator

The Patient Care Team Administrator is the person who assists in scheduling your appointments and making sure information is communicated to the right person on Your Care Team. They are your main contact and will make sure that any questions or concerns you have are addressed.

There is a lot of information to manage when a person is living with an advanced illness. Often you can feel confused and overwhelmed trying to remember which medication to take when, what appointments to keep, and to still be focused in the middle of everything. This section is designed to assist you and your family in managing your care and your health. We have a place at the end of this notebook for medications to be listed, appointments recorded, symptoms to be noted and community resources that can help.

Medications

DO:

- Keep medications in the original container and out of sight and reach of children and pets
- Check the date on everything in your medicine cabinet and *dispose** of anything that has passed the expiration date
- Check to see which medications need to be refrigerated. Make sure they are stored where they will not freeze and where children cannot easily reach them.
- Read the label before taking any medication
- Take medication exactly as ordered by your prescribing provider
- Talk with your nurse or doctor before stopping any medication

DON'T:

- Take medication in front of children, since they tend to mimic adults
- Give your medication to others to take or take someone else's medication
- Put different medications into one bottle
- Store medication in places that are hot and humid
- Take a medication that looks different (i.e. color, shape, size, etc.) than you are accustomed to without first checking with your pharmacist
- Stop taking any medication abruptly, even if you feel it does not help

* *It is important to properly dispose of drugs in order to prevent someone taking them accidentally or through an illegal sale. Ask your pharmacist about drug take-back programs near you.*

Nutrition

Appetite changes are often attributed to illness or medications

that treat the illness. Changes in diet and food choices may be necessary to help with managing chronic conditions and illness. Food can taste different, and discomfort or nausea with eating can occur due to physical changes or side effects of treatments and/or medications. Weight loss can also be caused by serious illnesses.

Your Palliative Care Team can assist you with these concerns by providing you with information and support as you make necessary changes, helping you maintain comfort and quality of life.

Oxygen Safety

Some Palliative Care patients may need to have oxygen in their homes to assist with symptom management. If you utilize oxygen at home:

- Place a “NO SMOKING” sign on the doors leading into your home. The equipment company that brings the oxygen equipment can provide these signs.
- Avoid petroleum-based products. Use only water-based products for skin care. This includes lip balm, face and body lotion and hair products.
- Keep tubing as short as possible to increase the amount of oxygen received
- Place the oxygen machine (concentrator) on a carpet, rug, or some type of thick pad to reduce the noise
- Handle oxygen canisters carefully and store them in an upright position in the cart or holder supplied. Oxygen canisters have very high pressure and can become dangerous if dropped.
- Be sure you have a working smoke detector, a working fire extinguisher, and a plan of escape in case of fire
- Make sure that your guests and visitors are aware you have oxygen and follow all of the above safety rules
- Do not use aerosol sprays near oxygen equipment
- Do not lubricate or clean equipment with oil, grease or chemical products
- Do not store or use oxygen within 10 feet of an open flame. Open flames and potential fire sources include such items as candles, stoves, matches, cigarettes, heaters, cooking devices and fireplaces.
- Do not smoke while wearing/using oxygen

However, if anyone is going to smoke you must do these things first:

1. Remove the oxygen mask or tubing from patient’s face

2. Turn off the oxygen machine or tank completely
3. Wait 30 minutes before smoking. Oxygen may remain in or on the body and clothing and can cause a fire even if the oxygen equipment has been turned off.

Physical Activity

Regular physical activity is always helpful in promoting health and well-being for people with chronic illness. It will be important to explore with your health care provider(s) the ways you can modify your routine to find activities that you can do and enjoy.

Preventing Falls

Avoiding injury is important for everyone but is especially important for those dealing with on-going health issues. Address these things to reduce risks of falling inside your home:

- Slippery floors, loose throw rugs
- Dark or dim lighting that makes it difficult to see
- Stairs without railings or loose carpeting on steps
- Bathtubs, showers and toilets without grab bars
- Clutter than can be hard to walk around and easy to trip over (for example, stacks of newspapers and magazines)
- Hard to reach items in high locations (the top shelf of a cabinet)
- Electrical or phone cords
- Wear proper fitting shoes or slippers with good grip/traction

Some things you should address to reduce risks of falling outside your home:

- Slippery sidewalks, walkways, driveways from ice or snow
- Wearing shoes or boots with little or no traction
- Entrances, walkways and garages with poor lighting
- Walkways that have become uneven (like those made of brick)

This information and more is available at the North Carolina Falls Prevention website at www.med.unc.edu/aging/ncfp

Skin Care

Skin is your body’s largest organ. It acts as a coat to protect you, but during chronic illness your skin can become irritated or damaged. Specialty mattresses, cushions and positioning are all ways to protect the skin from developing sores during times of immobility.

- It’s important to check your skin daily, particularly in bony

areas, for redness that does not blanch (turn white when you touch and release)

- If a loved one is bed or wheelchair bound, turn or move them every two hours for relief from pressure
- If sitting in a chair for long periods it's important to move from side to side or stand up every 15 minutes to relieve pressure areas
- Notify your Palliative Care Provider if you have skin concerns

Being Prepared

Prepare yourself and your family for unexpected events such as power outages, fires and natural disasters.

- In case of fire or natural disasters, call 911
- Keep a list of emergency numbers beside each phone.
 - 911
 - Your power, water, gas companies
 - Neighbors/Family/Close friends
- Contact your power company if you rely on an oxygen concentrator or any other electric medical device at home. The power company can put you on a priority list to restore power.
- For your safety, your oxygen equipment company will give you backup oxygen tanks to use in case the power goes out
- Put together an emergency supply kit including:
 - Flashlights
 - Portable radio with batteries
 - Plastic bags (with self-locking zippers, such as Ziploc) for medicine and supplies
 - Canned food and bottled water
- It is important to have an escape plan and practice it

Hand Washing

- Always use soap and running water and wash for 15-20 seconds (sing "Happy Birthday" as you wash)
- You do not have to use hot water, which actually may excessively chap hands and injure skin
- You may use an alcohol hand sanitizer to cleanse hands that are not visibly soiled. Apply product to palm of one hand in an amount sufficient to wet both hands. Vigorously rub hands together to cover all surfaces of hands and fingers until hands are dry. Do not use tissue or a towel to dry your hands.

You may be experiencing varied symptoms related to your chronic illness and the effects of living with a high level of stress. These symptoms can be physical, emotional or spiritual.

Anxiety

Anxiety is a concern about an event, person, uncertainty, or feeling of not being able to handle things. Often, when coping with a serious illness you may feel uneasy and experience fear, worry, sleeplessness, nightmares, confusion, rapid breathing or heartbeat, tension, nerves, and/or jitters. You may also feel worried about your finances and your future. The social workers on our team can help you understand your emotions and find ways to help with stress and worry. They are in place to provide support and care for you and/or your family.

Several ways to help with your anxiety include:

- Write down thoughts and feelings. These can be shared with someone, or kept private.
- Talk with a trusted friend or ask to meet with the team social worker or chaplain
- Engage in relaxing activities such as deep breathing or yoga or listen to soothing music
- Avoid too much caffeine and alcoholic beverages
- Exercise regularly even if it is only a few minutes of walking, or stretching and moving in bed or a chair
- Use medications as prescribed. The Palliative Care Nurse can give you guidance on safe use of medications.

Bowel and Bladder Issues

Changes in bowel or bladder habits are a result of many things like inactivity, changes in eating habits, medication and lack of privacy. It is important to let your Palliative Care Provider know if you have a significant concern in this area.

Constipation: a longer-than-normal period between regular bowel movements or unusually hard stool. A patient should have a bowel movement at least every 3 days, even if not eating very much.

- Drink fluids as much as possible

- Walk daily, if possible
- Eat foods high in fiber, such as vegetables and fruits
- Only use fiber laxatives (like Metamucil) if you are able to drink several glasses of fluids a day
- Vegetable laxatives and stool softeners, such as senna and docusate, are preferred, especially if the patient is taking pain medications

Diarrhea: frequent, watery stools that may be accompanied by stomach cramping.

- Drink liquids such as water, apple juice, non-caffeine sodas, or chicken broth until the symptoms end
- Avoid dairy products such as milk, cheese or ice cream
- Gradually offer the BRAT diet (bananas, rice, applesauce, toast) as the diarrhea begins to stop

Depression

Depression is a range of feelings that may include sadness, gloom, numbness, emptiness, helplessness and hopelessness. These can occur as brief episodes when trying to adjust to the changes of coping with a chronic illness. Clinical depression can be of longer duration and more severe. Other signs or symptoms might be fatigue, loss of appetite, no interest or pleasure in daily activities, withdrawal from family and friends, sleep problems, difficulty focusing and thinking, and thoughts of suicide. If you have a history of depression or you have any of the symptoms described please talk with one of the members of Your Palliative Care Team.

Nausea and Vomiting

Nausea and vomiting are common problems. Medical treatments, medications, anxiety, or the illness itself can cause nausea or vomiting.

- Limit movement when feeling nauseated or queasy or sick to stomach
- Rest and avoid rapid changes in position
- Take medications to prevent or treat nausea at least 30 minutes before eating or before other medications

- Slowly sip ginger ale, peppermint or ginger tea, or suck on a peppermint candy if choking is not a risk
- Drink only clear fluids (drinks you can see through) for at least 24 hours – ginger ale, apple juice, Sprite or 7-Up, sports drinks like Gatorade, or popsicles, broth, Jell-O, etc.
- Slowly begin eating small amounts of a BRAT diet: Bananas, Rice, Applesauce, Toast (plain)
- Rinse mouth thoroughly after vomiting. Use a watered-down mouthwash or brush teeth if possible
- Avoid:
 - Eating sooner than two (2) hours after vomiting
 - Heavy or fatty meals
 - Lying down after eating
 - Caffeine (ex. coffee, sodas, black tea)
 - Strong smells

Pain

Only the person having pain can describe what it is like. Here are some descriptions of pain:

- Mild, moderate, or severe
 - Your Palliative Care Team will often ask the patient for a “score” to rate the pain. ‘0’ means no pain, and ‘10’ is the worst pain. The patient is the only one who can give an accurate number to their pain.
- Sharp, dull, aching, stabbing, throbbing, hot, burning, needles, gnawing, cramping, etc.
- Comes on very fast, or slowly builds up
- Constant, or comes and goes
- Worse with activity, or increases if staying still
- Occurs any place in the body, or in many places in the body

The Palliative Care Team is skilled at evaluating and treating pain. They will ask you about pain in order to keep you as comfortable as possible. As they help you get your pain under control, you and those who care for you will have better quality of life. Four Seasons values life and does not use pain medications or any other treatment to shorten life.

For people who may have a hard time describing their pain, for children, or for patients with dementia, you may see changes in their actions, such as:

- Fidgeting, restless movements, pacing
- Crying, moaning, or frowning
- Curling up, or rocking back and forth, or holding onto a part of their body
- Acting cranky, grouchy, or irritable
- Wanting to be left alone, or covering up like they are trying to sleep

How to help:

- Watch for some of the above signs and ask the person if they are uncomfortable
- Give medications as ordered by the doctor. The Palliative Care Nurse can explain when and how to use pain medications.
- It is important to give pain medications before the pain gets severe. It takes much less time and medicine to get mild or moderate pain under control than it does for severe pain.
- Pain medications may be “long-acting” or “short-acting”
 - Usually the long-acting types are ordered to take on a regular schedule with the goal of preventing pain
 - Short-acting medications are often ordered to take when the pain begins to increase
 - Your Palliative Care Nurse can explain what types and how to use the pain medications ordered
- Changing position in the chair or bed may help
- A cool compress or a heating pad may help certain kinds of pain
- Soothing music, or a very quiet room
- Dim lights
- Your Palliative Care Team will be able to offer many other suggestions, like massage, relaxation exercises, or music therapy, to reduce pain

Common side effects from pain medications:

- Dry mouth
- Drowsiness

- Upset stomach
- Constipation
- Temporary confusion

Most side effects from pain medications do not last very long. Many side effects get better or go away with simple actions. The Palliative Care Nurse can help you learn what you might expect and what to do about any side effects until they go away.

Recurrent Infections

When living with a chronic illness you may be predisposed to having recurrent infections. These can be a result of medications or a depleted immune system. Some of the more common recurrent infections might be urinary tract infection (UTI), gastrointestinal infections, or upper respiratory infections that can lead to pneumonia. If you experience an on-going infection Your Palliative Care Team will help you to manage the symptoms.

Shortness of Breath

Shortness of breath is also called dyspnea. Patients often describe it as a feeling of not getting enough air or a feeling that you cannot catch your breath, as if the room is closing in or that there is not enough air in the room.

Being short of breath can cause:

- Fear, anxiety
- Gasping
- An inability to keep doing an activity
- A need to sit upright
- Blue or grey color in lips, fingertips or toes, end of nose, or ears

Stay calm and breathe slowly while you do the following things:

- Sit up in a chair or recliner
- Raise your head on pillows when lying in bed
- Sit with your hands on knees or on the side of the bed, leaning over

- Take slow, deep breaths, breathing in (inhale) through the nose and then breathe out (exhale) slowly and gently through pursed lips (lips that are “puckered” as if you were going to whistle). This breathing exercise is like blowing bubbles, and will help get good, slow, deeper breaths into the lungs.
- Open a window, use a fan or an air conditioner, gently fan a piece of paper several inches from your face
- Apply a cool cloth to your head or neck
- Use oxygen if ordered, making sure it is turned on, the tubes or mask are in the right place on your face, nothing is kinking the tubing, and no one is smoking
- Take medication, including inhalers, nebulizers, pills, or liquids as ordered. The Palliative Care Nurse can teach you how to use the medications appropriately. Many times a small dose of liquid morphine is the best medication to use.
- Keep area quiet to decrease feelings of anxiety
- Use relaxing activities such as prayer, meditation, calming music, massage, or other things that have helped you in the past. Your Care Team will be able to offer suggestions, like massage, relaxation exercises, or music therapy, to help.

Spiritual Concerns

When we are living with a chronic illness the experience often causes us to question, to struggle with meaning and purpose, and even feel angry. These feelings can affect our spiritual life at a time when we need our spiritual strength to be a resource for us. A Chaplain is available for you or your family to listen, to provide support, and to assist regardless of religious affiliation.

Aging

As we age we often experience a series of losses. There may be the actual loss of loved ones and friends. Our circle may be getting smaller. In addition, when we are coping with a serious illness we may be experiencing the loss of functions such as the ability to drive, our independence, our mobility, our hearing, our ability to remember and/or to think as quickly as we did when younger. Perhaps we are in the position of having to help care for grandchildren when we were expecting to take life easy. These are all considered losses, large and small. And loss has an impact on our health.

Aging can be, for some, a series of losses and change. We may experience ourselves in new situations and with a changing environment. Older adults often feel isolated or worry that they are a “burden” to family. How we manage the transition of aging may be different for each individual.

As we get older many of us can better understand those who say that **old age is not for the weak of heart**. There are good things about aging that we sometimes don’t notice or consider. We are still able to learn new things and grow. It may take us a bit longer to “retrieve” information from our brain, but our memory is often richer and we may exhibit more sensitivity to differences given our longevity and experience. We may have more time to ponder spiritual questions of meaning and purpose. And, most importantly, it is a time to make sure we are prepared in advance for decisions down the road regarding our health.

Caregivers

The person(s) in your life who help to care for you might appreciate helpful information about your situation in addition to you the patient. It is our hope that you will share this book with them.

Caring for someone can be stressful and we understand that the caregiver(s) need to look after themselves as an important part of the care for you. We want the caregiver(s) to feel supported by us and informed about the issues surrounding the important role they play.

Grief and Loss

In the event of the actual loss of someone we love the impact of grief can be physical; we can experience loss of appetite, sleeplessness, fatigue or intestinal distress. Emotionally we may have periods of extreme sadness, a sense of hopelessness and/or depression. We can struggle with our spirituality and question our meaning. All of these can take a toll on our immune system and ultimately our health.

It is important to recognize and experience our grief. That means being able to talk with persons we trust about our loss as well as express the feelings and emotions of sadness. Just as we need to manage our physical health and the symptoms of a disease, we have to take our emotional and spiritual health seriously. The Palliative Care Team has Social Workers and a Chaplain who are available for support and counselling.

Goals of Care

You have heard it said “if you don’t know where you are going you will end up there”. We know how important it is that you get the health care treatment that you want. The care needs to be in line with what you value and what you want in your life, no matter your age. At your initial meeting with your Palliative Care Provider we will discuss your hopes with regard to medical care and outcomes. Palliative care can be done in collaboration with your current physicians and in conjunction with disease-focused treatment. Once we know from you what is important we work to better ensure your goals of care are being pursued.

In addition to working with your symptoms we also believe it is critical to have discussions about your goals of care and your quality of life. As your needs change so may your goals of care. This may include a shift to comfort care and possibly a transition to hospice care, if needed. We can assist in these discussions and decisions.

Advance Care Planning and Advance Directives

Advance Care Planning involves making sure goals of care are in line with the quality of life you want and the values you hold. Your goals may change over time and this can be reflected in your plan and in your advance directive.

What is a Living Will?

In North Carolina, a living will is a document that tells others what medical care you want or don’t want in the event you are unable to make and communicate decisions. In a living will, you can direct your doctor not to use heroic treatment that would delay your dying, for example by using a breathing machine (respirator or ventilator), or to stop such treatments if they have been started. You can also direct your doctor not to begin or to stop giving you food and water through a tube (artificial nutrition or hydration).

What is a Health Care Power of Attorney or health care agent?

In North Carolina, you can name a person to make medical care decisions for you if you become unable to speak for yourself. This person is called your “health care agent.” In the legal document you name who you want your agent to be. You can say what medical treatments you would want and what you would not want. Your agent then knows what choices you would make.

How would I choose a health care agent?

You should choose someone you trust. Discuss your wishes with that person before you sign the health care power of attorney form. The person chosen must be mentally competent and at least 18 years of age.

How do I make an Advance Directive?

You must follow several rules when you make a formal living will or appoint a health care power of attorney. These rules are to protect you and ensure that your wishes are clear to the doctor or other provider who may be asked to carry them out. Your directives must be written and signed by you while you are able to understand your condition and treatment choices and to make those choices known. All types of advance directives must be witnessed by two qualified people and be notarized.

Are there forms I can use to make an Advance Directive?

Yes, the forms are available through Four Seasons and we have a notary service available to you. If you want to download and look at these forms, you may do so at www.mountaindecisions.org. These forms are the best way to make sure your wishes are fulfilled. Your Palliative Care Team can provide you with these forms and help you complete them.

When does an Advance Directive go into effect?

The powers granted to your health care agent go into effect when you are not able to make known your health care choices. A living will goes into effect when you are going to die soon and cannot be cured or when you are in a persistent vegetative state.

What happens if I change my mind?

You can cancel a living will at any time by simply destroying it. You can change your health care power of attorney or attorney-in-fact by destroying all the signed copies or signing another one, and by telling your doctor and each health care agent about the change.

Whom should I talk to about an Advance Directive?

You should talk to those closest to you about an advance directive and your feelings about the health care you would like to receive. Your doctor or healthcare provider can answer medical questions. A lawyer can answer questions about the law, but you do not have to use a lawyer in order to complete your advance directives. Some people also discuss the decision with clergy or other trusted advisors.

Where should I keep my Advance Directive?

Keep a copy in a safe place where your family members can get it. Give copies to your family, your doctor or other healthcare provider, your healthcare agent and any close friends who might be asked about your care should you become unable to make decisions.

What if I have an Advance Directive from another state?

An advance directive from another state may not meet all of North Carolina's rules. To be sure about this, you may want to complete

advance directives in North Carolina also. You can ask a member of Your Palliative Care Team to review the documents to determine if they meet North Carolina's guidelines.

Advance Care Planning Resources

(Please note: some of the resources listed may have a cost attached.)

American Bar Association Advance Planning Toolkit

www.americanbar.org/groups/law_aging/resources/health_care_decision_making/consumer_s_toolkit_for_health_care_advance_planning.html

This online toolkit answers basic questions about advance care directives, legal issues surrounding serious illness and decision making, and elder care ethics. The American Bar Association has also developed the *My Healthcare Wishes* app, which offers unlimited storage and management of personal and family profiles and documents, including advance directives, living wills, health care powers of attorney, DNR orders, POLST documents (Physician Orders for Life-Sustaining Treatment), and related information (available for a small fee.)

www.americanbar.org/groups/law_aging/MyHealthCareWishesApp.html

Aging with Dignity and Five Wishes • www.agingwithdignity.org

Provides practical information, advice and legal tools for Advance Care Planning, including the "Five Wishes" Advance Directive. Also offers "Voicing My Choices: A Planning Guide for Adolescents & Young Adults" (in English and Spanish), a tool that helps young people living with a serious illness communicate their preferences to friends, family and caregivers.

The Center for Practical Bioethics

www.practicalbioethics.org/resources/advance-care-planning

Offers downloadable resources, including the workbook "Caring Conversations," as well as case studies and audio interviews about the importance of advance care planning.

The Conversation Project • www.theconversationproject.org

Features The Conversation Starter Kit, aimed at helping people overcome barriers to planning and to start talking to family and loved ones. Available in English, Spanish, French, and Mandarin.

Go Wish Game • www.codaalliance.org

Helps stimulate discussion that would focus in a positive way on values and wishes about end-of-life care. The card game can be an effective tool for elderly people with limited cognition, and for people with limited literacy and limited skills in the English language, without seeming too simplistic for those with higher education.

Hospice Foundation of America • www.hospicefoundation.org

Has extensive resources for clinicians and consumers on advance care planning, end-of-life care decisionmaking, hospice care, and grief. Find state-specific Advance Directives information: hospicefoundation.org/End-of-Life-Support-and-Resources/Coping-with-Terminal-Illness/Advance-Directives

My Directives • www.mydirectives.com

Allows consumers to digitize their voices and treatment priorities in a comprehensive legal advance care plan that is secure in the cloud and available 24/7 anywhere in the world. MyDirectives also features a Discussion Guide and Conversation Starters to help people have discussions with doctors, family and healthcare agents and also offers a new mobile app.

National Hospice and Palliative Care Organization • www.nhpco.org

The largest nonprofit membership organization representing hospice and palliative care programs and professionals in the United States. Caring Connections (caringinfo.org), a program of the NHPCO, provides free resources to help people make decisions about end-of-life care before a crisis.

National Institute on Aging Advance Care Planning Tip Sheet

www.nia.nih.gov/health/publication/advance-care-planning

Offers advice on advance care planning, including helpful descriptions and definitions of medical situations that may occur and tips for considering decisions around treatment.

Online Living Will Registries

America Living Will Registry: www.alwr.com

U.S. Living Will Registry: www.uslwr.com

MedicAlert Foundation: www.medicalert.org/join/advance-directives.htm

Organ Donation • www.organdonor.gov

Run by the US Dept. of Health and Human Services, offers resources and materials on organ donation.

Prepare for Your Care • www.prepareforyourcare.org

Developed by geriatricians and other medical professionals, this website walks people through basic steps in Advance Care Planning and provides prompts and videos to help them get started. Information is available in English and Spanish.

What Matters Most?



Advance Care Planning Checklist

There are many steps you can take to keep the conversation going!

- Make a list of the three most important things you want those close to you to know about your wishes for end-of-life care.
- Think about who you would want to make your medical care decisions for you if you could not speak for yourself.
- Plan when and where you might want to talk to that person and others close to you about your wishes.
- Make a list of questions you'd like to ask your doctor.
- Fill out an Advance Directive form to record your wishes and legally appoint the person (agent) who will speak for you if you can't speak for yourself.
- Make copies of your Advance Directive and give them to your agent, your doctor, and anyone else you would like to know your wishes.
- If you already have an Advance Directive, review it to make sure it fits with your current wishes.
- Talk with those close to you about their wishes.
- Other steps you'd like to take: _____

Notice of Program Accessibility

Four Seasons' Services are Accessible to Persons with Disabilities

Section 504 Notice of Program Accessibility

The regulation implementing Section 504 of the Rehabilitation Act of 1973 requires that an agency/facility "...adopt and implement procedures to ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities, and facilities that are accessible to and usable by disabled persons." (45 C.F.R. §84.22(f))

Four Seasons and all of its programs and activities are accessible to and useable by disabled persons, including those who are deaf, hard of hearing, blind, or who have other sensory impairments.

Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, patient care areas
- A full range of assistive and communication aids provided to persons who are deaf, hard of hearing, blind, or who have other sensory impairments. There is no additional charge for such aids. Some of these aids include:
 - Qualified sign language interpreters for persons who are deaf or hard of hearing
 - Readers and taped material for the blind and large print materials for the visually impaired
 - Flash cards, alphabet boards and other communication boards
 - Assistive devices for persons with impaired manual skills
 - NC TTY.TDD: 919-874-2212

If you require any of the aids listed above, please let a Four Seasons staff member know.

Notice Regarding Nondiscrimination & Accessibility for Individuals

Four Seasons complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Four Seasons does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Four Seasons provides free aids and services to people with disabilities to communicate effectively with us, such as:

- **Qualified sign language interpreters**
- **Written information in other formats (large print, audio, accessible electronic formats, other formats)**

Four Seasons provides free language services to people whose primary language is not English, such as:

- **Qualified interpreters**
- **Information written in other languages**

If you need these services, contact:

Chris Morrisette, Chief Operations Officer
 Phone: 828-692-6178
 TTY/TDD: 1-919-874-2212

If you believe that Four Seasons has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Millicent Burke-Sinclair, President/CEO or
 Melody King, Compliance Manager
 571 S. Allen Road
 Flat Rock, NC 28731
 Phone: 828-692-6178
 Email: mburkesinclair@fourseasonsfcfl.org or
 mking@fourseasonsfcfl.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Chris Morrisette, Chief Operations Officer, is available to help you.

You can also file a civil rights complaint with:

U.S. Department of Health and Human Services,
 Office for Civil Rights electronically through the
 Office for Civil Rights Complaint Portal, available at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

By mail or phone at:

U.S. Department of Health and Human Services
 200 Independence Avenue
 SW Room 509F, HHH Building
 Washington, D.C. 20201
 Phone: 1-800-368-1019
 TDD: 1-800-537-7697

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 1-828-692-6178

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-828-692-6178

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-828-692-6178

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-828-692-6178

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-828-692-6178

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-828-692-6178

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-828-692-6178

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-828-692-6178

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-828-692-6178

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-828-692-6178

සුචන: ඔබ කතා කරන්නේ ඉංග්‍රීසි භාෂාවේ නම්, නිවැරදි කිරීමේ සේවාවන් ඔබට නිවැරදිව ලබා දීමට සූදානම්ව ඇත. දුර අංකය 1-828-692-6178

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-828-692-6178

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-828-692-6178

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍ່ລິການຊ່ວຍເຫຼືອ ຈຳນວນສາ, ໂດຍບໍ່ເສຍຄ່າ, ຈະມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-828-692-6178

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-828-692-6178 まで、お電話にてご連絡ください。

Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

- I. **OUR LEGAL DUTY:** Four Seasons is required by law to maintain the privacy of your health information. We are also required to provide you or your representative with this notice about our privacy practice, our legal duties and your rights concerning your health information. We must abide by the terms of this notice while it is in effect. We reserve the right to change the terms of this notice and to make the new notice provisions effective for all health information that we maintain. If we change this notice, we will make a copy of the revised notice available to you or your appointed representative at our website, www.FourSeasonsCFL.org.
- II. **USES AND DISCLOSURES OF HEALTH INFORMATION:** Four Seasons may use or disclose your health information for purposes of treating you, obtaining payment for your care and conducting health care operations. Four Seasons has established policies to guard against unnecessary uses or disclosures of your health information.
 - A. **To Provide Treatment:** Four Seasons may use your health information to coordinate care within Four Seasons and with others involved in your care, such as your attending physician, members of the Four Seasons interdisciplinary team and other health care professionals who have agreed to assist Four Seasons in coordinating your care. For example, physicians involved in your care will need information about your symptoms in order to prescribe appropriate medications. Four Seasons may also disclose your health care information to individuals outside of Four Seasons who are involved in your care including family members, clergy whom you have designated, pharmacists, suppliers of medical equipment or other health care professionals that Four Seasons works with order to coordinate your care.
 - B. **To Obtain Payment:** Four Seasons may disclose your health information to collect payment from third parties for the care you may receive from Four Seasons. For example, Four Seasons may be required by your health insurer to provide information regarding your health care status so that the insurer will reimburse you or Four Seasons. Four Seasons may also need to obtain prior approval from your insurer and may need to explain to the insurer your need for care and the services that will be provided to you.
 - C. **To Conduct Health Care Operations:** Four Seasons may use and disclose health care information for its own operations in order to facilitate the function of Four Seasons and, as necessary, to provide quality care to all Four Seasons' patients. Health care operations include, without limitation, such activities as:
 - Quality assessment and improvement activities (e.g., combining your health information with other Four Seasons' patients to evaluate ways to improve services);
 - Activities designed to improve health or reduce health care costs;
 - Protocol development, case management and care coordination;
 - Contacting health care providers and patients with information about

treatment alternatives and other related functions that do not include treatment;

- Professional review and performance evaluation (e.g., to evaluate staff performance);
- Training programs including those in which students, trainees or practitioners in health care learn under supervision;
- Training of non-health care professionals;
- Accreditation, certification, licensing or credentialing activities;
- Review and auditing, including compliance reviews, medical reviews, legal services and compliance programs;
- Business planning and development including cost management and planning-related analyses and formulary development; and
- Business management and general administrative activities of Four Seasons.

D. **Inpatient Facilities:** If you are a patient of a Four Seasons inpatient facility, Four Seasons may include certain information about you in a directory, including your name, your general health status, your religious affiliation and where you are in the Four Seasons facility. Four Seasons may only disclose this information to people who ask for you by name. Please inform us if you do not want your information to be included in the directory.

E. **For Fundraising Activities:** Four Seasons may use information about you to contact you or your family to raise money for Four Seasons. Four Seasons will only use the following information for fundraising purposes: your name, address, phone number, age, gender, and date of birth; the dates you received care at Four Seasons; the department providing your care; the name(s) of your treating physician(s); information related to the outcome of your care; and your health insurance status. Four Seasons may also release this information to a related Four Seasons foundation for fundraising purposes. You have the right to opt out of receiving fundraising communications. If you do not want Four Seasons to contact you or your family, call us at (828) 692-6178 and indicate that you do not wish to be contacted.

F. **Family, Friends and Others Involved in Your Care or Payment:** Unless you object, we may disclose your health information to a family member, friend or any other person you involve in your care or payment for your health care. We will disclose only the information that is relevant to the person's involvement in your care or payment.

G. **Business Associates:** Four Seasons may disclose your health information to its business associates that perform functions on its behalf or provide it with services if the information is necessary for such functions or services. Four Seasons' business associates are required, under contract with Four Seasons, to protect the privacy of your information and are not allowed to use or disclose any information other than as specified in its contract with Four Seasons.

III. OTHER USES AND DISCLOSURES ALLOWED UNDER FEDERAL PRIVACY RULES WITHOUT PATIENT CONSENT OR AUTHORIZATION:

A. **When Legally Required:** Four Seasons will disclose your health information when it is required to do so by any Federal, State or local law.

B. **For Public Health Activities:** Four Seasons may disclose your health information when authorized by law to do so for public activities and purposes, such as to:

- Prevent or control disease, injury or disability, report disease, injury, vital events such as death and the conduct of public health surveillance, investigations and interventions.
- To report adverse events, product defects, to track products or enable product recalls, repairs and replacements and to conduct post-marketing surveillance and compliance with requirements of the Food and Drug Administration.
- To notify a person who has been exposed to a communicable disease or who may be at risk of contracting or spreading a disease.
- To an employer about an individual who is a member of the workforce as legally required.

C. **To Report Abuse, Neglect or Domestic Violence:** Four Seasons may disclose your health information to government authorities if we believe you are the victim of abuse, neglect or domestic violence. Four Seasons will make this disclosure only when specifically required or authorized by law or when the patient agrees to the disclosure.

To Conduct Health Oversight Activities: Four Seasons may disclose your health information to a health oversight agency for activities including audits, civil administrative or criminal investigations, inspections, licensure or disciplinary action. Four Seasons may not, however, disclose your health information if you are the subject of an investigation and your health information is not directly related to your receipt of health care or public benefits. Four Seasons may disclose your health information to the North Carolina Department of Health Service Regulation to validate Four Seasons' compliance with North Carolina law. You have the right to object to a disclosure of your health information to the North Carolina Department of Health Service Regulation for this purpose. Such objections shall be made in writing on your Consent for Hospice Care upon admission or to the Four Seasons Privacy Officer at the address listed in Section VI below.

D. **In Connection With Judicial and Administrative Proceedings:** Four Seasons may disclose your health information in the course of any judicial or administrative proceeding in response to an order of a court or administrative tribunal as expressly authorized by such order or, in response to a subpoena, discovery request or other lawful process, but only when Four Seasons makes reasonable efforts to either notify you about the request or to obtain an order protecting your health information.

E. **For Law Enforcement Purposes:** Four Seasons may disclose your health information to a law enforcement official for law enforcement purposes as follows:

- As required by law for reporting certain types of wounds or other physical injuries pursuant to the court order, warrant, subpoena or summons, or similar process;
- For the purpose of identifying or locating a suspect, fugitive, material witness or missing person;
- Under certain limited circumstances, when you are the victim of a crime;
- To a law enforcement official if Four Seasons has a suspicion that your death was the result of criminal conduct including criminal conduct at Four

Seasons; or

- In an emergency in order to report a crime.

F. **To Coroners and Medical Examiners:** Four Seasons may disclose your health information to coroners and medical examiners for purposes of determining your cause of death or for other duties, as authorized by law.

G. **To Funeral Directors:** Four Seasons may disclose your health information to funeral directors consistent with applicable law and, if necessary, to carry out their duties with respect to your funeral arrangements. If necessary to carry out their duties, Four Seasons may disclose your health information prior to and in reasonable anticipation of your death.

H. **For Organ, Eye or Tissue Donation:** Four Seasons may use or disclose your health information to organ procurement organizations or other entities engaged in the procurement, banking or transplantation of organs, eyes or tissue for the purpose of facilitating the donation and transplantation.

I. **For Research Purposes:** Four Seasons may, under very select circumstances, use your health information for research. Before Four Seasons discloses any of your health information for such research purposes, the project will be subject to an extensive approval process. Four Seasons will ask your permission before any researcher will be granted access to your individually identifiable health information.

J. **In the Event of a Serious Threat to Health or Safety:** Four Seasons may, consistent with applicable law and ethical standards of conduct, disclose your health information if Four Seasons, in good faith, believes that such disclosure is necessary to prevent or lessen a serious and imminent threat to your health or safety or to the health and safety of the public.

K. **For Specified Government Functions:** In certain circumstances, the Federal regulations authorize Four Seasons to use or disclose your health information to facilitate specified government functions relating to military personnel and veterans, national security and intelligence activities, protective services for the President and others, medical suitability determinations, and inmates and law enforcement custody.

L. **For Worker's Compensation:** Four Seasons may release your health information for Worker's Compensation or similar programs.

IV. **AUTHORIZATION TO USE OR DISCLOSE HEALTH INFORMATION:** Other than as stated above, Four Seasons will not disclose your health information without your written authorization. If you or your representative authorizes Four Seasons to use or disclose your health information, you may revoke that authorization in writing at any time, except to the extent that Four Seasons has already acted upon your authorization. Four Seasons will obtain your authorization prior to: (a) disclosing your Psychotherapy Notes, if applicable; (b) using your health information for most marketing communications, except face-to-face communications, whenever Four Seasons is paid by a third party for making such communications; or (c) disclosing your health information in a manner which

constitutes the sale of such information under the Health Information Portability and Accountability Act of 1996 (HIPAA) and its implementing regulations.

V. **YOUR RIGHTS WITH RESPECT TO YOUR HEALTH INFORMATION:** You have the following rights regarding your health information maintained by Four Seasons:

A. **Right to Request Restrictions:** You have the right to request restrictions on certain uses and disclosures of your health information. For example, you may request a limit on Four Seasons' disclosure of your health information to someone who is involved in your care or the payment of your care. All requests for restrictions must be made in writing using the appropriate Four Seasons form. Except in limited circumstances, Four Seasons is not required to agree to your request. Except as otherwise required by law, Four Seasons must agree to a restriction request if: (i) the disclosure is to a health plan for purposes of carrying out payment or health care operations (and not for purposes of carrying out treatment); and (ii) the health information pertains solely to a health care item or service for which you, or another person other than the health plan on your behalf, has paid Four Seasons in full. This restriction will apply only to those health care records created on the date that you received the item or service for which you, or another person other than the health plan on your behalf, paid Four Seasons in full, and which document the item or service provided by Four Seasons on such date.

B. **Right to Request Confidential Communications:** You have the right to request that Four Seasons communicate with you in a certain way. For example, you may ask that Four Seasons only conduct communications pertaining to your health information with you privately and with no other family members present. All requests for confidential communications must be made in writing using the appropriate Four Seasons form. Four Seasons will not request that you provide any reason(s) for your request and will attempt to honor your reasonable requests for confidential communications.

C. **Right to Inspect and Copy Your Health Information:** You have the right to inspect and copy your health information, including billing records. All requests to inspect and copy health information must be made in writing using the appropriate Four Seasons form. If you request a copy of your health information, Four Seasons may charge a reasonable fee for copying and assembling costs associated with your request. In limited circumstances, Four Seasons may deny your request to inspect and copy your health information; however, you may request a review of the denial by a licensed health care professional who Four Seasons has designated as a reviewing official and who did not participate in the original decision to deny the request.

D. **Right to Request Amendment of Your Health Information:** If you believe that your health information records are incorrect or incomplete, you have the right to request that Four Seasons amend the records. That request may be made as long as the information is maintained by Four Seasons. A request for an amendment of records must be made in writing using the appropriate Four Seasons form, and must contain a reason to support the requested amendment. The request may be denied if your health information records were not created by Four Seasons, if the records you are requesting are not part of Four Seasons' records, if the

health information you wish to amend is not part of the health information you or your representative are permitted to inspect and copy, or if, in the opinion of Four Seasons, the records containing your health information are accurate and complete.

- E. **Right to Request an Accounting of Disclosures:** You have the right to request an accounting of disclosures of your health information made by Four Seasons for any reason other than for treatment, payment or health operations. The request for an accounting must be made in writing on the appropriate Four Seasons form. The request should specify the time period for the accounting starting on April 14, 2003. Accounting requests may not be made for periods of time in excess of six years. Four Seasons will provide the first accounting you request during any 12-month period without charge. Subsequent accounting requests may be subject to a reasonable cost-based fee.
- F. **Right to a Paper Copy of this Notice:** You have the right to a separate paper copy of this notice at any time even if you have received this notice previously. A copy of the current version of the Four Seasons Notice of Privacy Practices is also available at our website, Four Seasons - Compassion for Life
- G. **Right to Receive Breach Notification:** You have the right to receive notice of a breach of your unsecured health information. This notification may be delayed or not provided if so required by a law enforcement official. You may request that this notice be provided by electronic mail. If you are deceased and there is a breach of your health information, the notice will be provided to your next of kin or personal representative if we know the identify and address of such individual(s).
- VI. **QUESTIONS OR COMPLAINTS:** For all issues or questions regarding patient privacy and your rights under the Federal Privacy Standards, including requests for or complaints about your rights, you may contact:

| | | |
|--|----|--|
| Privacy Officer Four Seasons 571 South Allen Road Flat Rock, NC 28731 (828) 692-6178 | OR | Millicent Burke-Sinclair, President/CEO Four Seasons 571 South Allen Road Flat Rock, NC 28731 (828) 692-6178 |
|--|----|--|

You, or your representative, have the right to express complaints to the Privacy Officer or President/CEO of Four Seasons and to the Secretary of Health and Human Services if you, or your representative, believe that your privacy rights have been violated. Any complaints to Four Seasons should be made in writing to the Privacy Officer or President/CEO. We encourage you to express any concerns you may have regarding the privacy of your information. You will not be retaliated against in any way for filing a complaint.

If complaints regarding your privacy rights are not resolved satisfactorily, you may notify:

Secretary of Health and Human Services
200 Independence Ave. SW
Washington DC 20201
Toll-free 1-877-696-6775

VII. **EFFECTIVE DATE:** This notice is effective 9/23/2013.



*“With the new day
comes new strength
and new thoughts.”*

Eleanor Roosevelt

Compassion for life...it's what we're about at Four Seasons

Since 1981, Four Seasons has been providing a high level of compassionate and professional care for people facing serious life-limiting illness in Western North Carolina. We are a non-profit organization led by a dedicated team of health care professionals, social workers, spiritual care professionals and volunteers.

Palliative care is a medical specialty focused on the needs of people who are living with a serious, often life-threatening illness. Support is also given to family members. Palliative care can be provided regardless of a person's life expectancy and at the same time as curative/life-prolonging treatments.

Wherever a patient is – a family residence, an assisted living facility, a skilled nursing facility, or a hospital – we deliver comprehensive services to them.

We place a premium on delivering care that's compassionate AND innovative. We are among the few organizations in the country that researches and develops comfort care practices and treatments.

Our services are covered through Medicare, Medicaid, and private insurance plans. Thanks to the generosity of our donors, we're able to provide services to all patients who need them.

**Four Seasons is a non-profit organization,
deeply committed to serving the community through
fulfilling its mission of *Co-Creating The Care Experience.***