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Toolkit



Have You Had the Talk™ is provided as a public service by Hospice of Michigan.





INTRODUCTION

What is The Talk?

This is "The Talk" nobody talks about. You already know about the talk about sex and the one about drugs and the one about planning for college, retirement, and your last will and testament. But what about "The Talk" that helps you and the people you love navigate a medical event like a heart attack or stroke, cancer, a chronic illness like diabetes or Parkinson's, or a gradual decline in health and independence?

The **Have You Had the Talk** Campaign will help you get a conversation going with the people you love about the kind of care you'd want if ever faced with an illness or medical event where you have to rely on someone else to help you through it. This is the conversation we put off until there is an emergency. Then no one knows what to do or who to call. Think about it: if you suddenly needed the help of a loved one in a medical situation, do they know who your doctors are? What prescriptions you take? And why? Do you know who their doctors are?

Probably not.

The **Have You Had the Talk** Toolkit helps you plan for a medical emergency now – while you are in control and can speak for yourself. Then, with your plan in place, you can go back to living the best possible life.

It's easy.

- STEP 1: Clarify your thoughts and wishes.
- STEP 2: Organize paperwork and put wishes in writing.
- STEP 3: Have the Talk with the people you love.
- STEP 4: Be informed of services and resources available to help you and the people you love.

Don't put the toolkit aside. Complete it, make copies of your completed documents and share them with the people you love. Keep the toolkit in the same place at all times. If it can't be found, it can't help.

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Instructions for Completing Toolkit:

- STEP 1: Clarify your thoughts and wishes.
- The Six Questions Worksheet will get you thinking. Use the worksheet to jot down your wishes and hone in on what's most important.
- Think about who you'd want to carry out your instructions and make decisions on your behalf in the event of an emergency. The person you designate as your "patient advocate" will be named on the Durable Power of Attorney in Step Two.
- Instructions for My Caregiver: Review the "Instructions," consider the choice you would make in the situations presented, then complete the instructions and sign and date the document.
- STEP 2: Organize paperwork and put wishes in writing.
- Once you've decided on the items in Step One, organize your medical and personal information and put your decisions in writing.

(continued)





INTRODUCTION

STEP 2: (continued)

- Medical and Personal Information forms: Complete these forms. The completed document provides key information about your current health status in a format that will be easy to share with family, doctors and other emergency and health care personnel providing care and services to you. This form also provides a place to record the location of key financial and other supporting documents that will be helpful in an emergency.
- Durable Power of Attorney for Health Care: This form provides the legal framework for designating a patient advocate appointed by you to make decisions on your behalf in the event you can't speak for yourself. Before designating someone as your patient advocate, talk to them about your wishes and tell them why you have selected them. Ask their permission to name them and have them complete the form titled "Acceptance by Patient Advocate" that is part of the Durable Power of Attorney for Health Care.
- Once you have completed the Durable Power of Attorney for Health Care, ask two adults to witness as you sign the form. The witnesses cannot be members of your family, nor beneficiaries of your assets, nor medical personnel where you receive care.
- Do Not Resuscitate Order: This form provides the legal framework to declare that in the event your heart or breathing stops, you do not want to be resuscitated. Review it and make a decision whether or not you wish to complete it.

STEP 3: Have the Talk with the people you love.

- Review the tips for talking with the people you love.
- Set up a time and place to have the talk.
- Tell the people you love about your wishes.
- Ask them about what they would want.
- Life and situations change. So, get a conversation going. Keep it going.

STEP 4: Be informed

- Review the Internet Resources provided.
- Be resourceful in looking for articles, books and other sources of information about health care decision making and planning.

(continued)





Other Instructions:

• Use the Check List to keep track. As you complete the forms in the toolkit, check off the item on the check list.

TRODUCTION

- Make copies of the documents and share them with your loved ones, attorney, and physicians.
- Place the completed documents in the enclosed Ziploc bag and place in the orange Toolkit and place in the freezer. Yes the freezer. If you keep the toolkit in the freezer, it is instantly accessible to anyone who needs it. No searching through files or a pile on your desk. If you decide to store the Toolkit in a more traditional location, be sure to mark that on the magnet and tell the people who need to know where to find it.
- Keep an extra set in the glove box of your car.
- Keep a set in your safe deposit box if you have one.
- Fill out the Have You Had the Talk Magnet with the location of your documents. Place on the freezer.
- Fill out the Wallet Card with emergency contact information and place in your wallet.
- Spread the word about the importance of Having the Talk. Consider placing the enclosed window decal on your car window. Be an advocate for making medical wishes known.





The	e Check List will keep you on track.
	Reviewed all documents in this toolkit.
	Made decisions about the care I want in the event of a medical emergency or event.
	Selected a health care advocate to make decisions on my behalf in the event I cannot make them for myself.
	Completed the Medical and Personal Information Forms in the Toolkit.
	Secured the permission of the person I selected to be my patient advocate.
	Completed the Durable Power of Attorney for Healthcare.
	My designated patient advocate has read and signed the consent form attached to the Durable Power of Attorney.
	Two adults have witnessed my signature to the Durable Power of Attorney (the witnesses must not be recipients of your assets and cannot be spouse, child, sibling, or an employee of health care facility where you are a patient.
	Did I choose to complete the Do Not Resuscitate Order? O Yes O No
	Made copies of all documents and gave to the following people
	Put the documents in the provided Ziploc™ bag and placed in orange folder and placed in freezer or other
	Put a copy in the glove box of my car.
	Completed the wallet card with emergency contact information.
	Completed the Refrigerator Magnet with Emergency Contact Information and placed on Freezer.
	Set up a meeting with the important people in my life to Have the Talk.
	Had the Talk. Told the people I love about the kind of care I want if I am ever faced with a serious medical event.
	Talked to the people I love about what they want.





It's easy to talk about the weather, and the latest movie you saw. Harder to have a focused conversation about important topics and keep track of information.

The Six Questions Worksheet will get you started. The questions are provocative and are meant to help you clarify your wishes so you can make a plan and then live the best possible life.

What tasks would you like to accomplish before you die?
What does "quality of life" mean to you?
What would a good death look like to you?
What role would you like your loved ones to play in your dying?
What kind of help and support would you like for you and your loved ones?
Who would be the best person to advocate for you in an emergency? (Some traits your patient advocate needs: good organizational skills, good listening skills, ability to follow through, grasps details, cares about you and wants the best possible outcome, will follow your wishes and instructions.)



The following checklist can be used to prescribe how you would like to be treated in the event of a serious illness. Check the box next to each option that best describes your wishes and intentions.

First let's define our terms. Several references are made on this page to life-support treatment. Therefore it is important to define what the term means to you. Life support is usually defined as treatment that uses aggressive procedures (often including a medical device) to keep someone alive. These may include cardiopulmonary resuscitation (CPR), breathing tubes, tube feeding, dialysis, blood transfusions, surgery and antibiotics.

For those who do not want life-support measures, a Do Not Resuscitate (DNR) order is an effective way to fulfill one's wishes. A form approved and recognized by the State of Michigan is included in this toolkit.

In the event of serious illness: (Choose any or all of the following) I want my pain and symptoms managed so I am comfortable. I realize I might become drowsy and sleep more as a result. I want to have food and fluids (by mouth). I do not want any medical procedures that have the intention of hastening my death. I would like to be kept clean and warm. In the event of severe brain damage with no expectation of recovery: If I suffer severe brain damage and the medical professionals overseeing my care conclude it is permanent and irreversible AND life-sustaining measures would only delay my death: (Choose one) I wish to have life-support treatment. I do not want life-support. If treatment has begun, I want it stopped. I want life-support measures if my physician believes such treatment could improve my condition. If life-support measures are not proving to be beneficial, I want them stopped.	In the event of irreversible coma: If I am in a coma and the medical professionals overseeing my care agree I will not wake up or recover AND I have brain damage AND life-support would only delay my death: (Choose one of the following) I wish to have life-support treatment. I do not want life-support. If treatment has begun, I want it stopped. I want life-support measures if my physician believes such treatment could improve my condition. If life-support measures are not proving to be beneficial, I want them stopped. When I am close to death: If the medical professionals overseeing my care agree that I am likely to die in a short period of time and life-sustaining measures would only delay my death: (Choose one of the following.) I wish to have life-support treatment. I do not want life-support treatment. I do not want life-support. If treatment has begun, I want it stopped. I want life-support measures if my physician believes such treatment could improve my condition. If life-support measures are not proving to be beneficial, I want them stopped.
Life-support treatments The following limits define which life-sustaining measures Signature	





MEDICAL INFORMATION

My name:		Date:	
Birthdate:		Bloodtype:	
Allergies:			
In case of emergence	y contact:		
Name:			
Relationship to me:			
Cell:	Home:	Work:	
Name:			
Relationship to me:			
Cell:	Home:	Work:	
Name:			
Relationship to me:			
Cell:	Home:	Work:	
If I am unable to make dec. I have designated the Name:	isions on my own behalf, ne following person to make	them for me:	
Street Address:			
City:		State:	ZIP:
Cell:	Home:	Work:	211 .
-	Of Attorney can be found:		
Last updated:			
Last witnessed:			
My Last Will and Tes	stament can be found:		
Last updated:			
Last witnessed:			







Other important o	locuments can b	e found:			
Diagnoses					
Diagnosis	Date	Physic	ian Tre	atment	
Surgeries/Medica	al Procedures				
Surgery	Date	Surgeon Hospital		spital	
Current Medicati	ons				
Prescription	Date	mg	Frequency / Instru	ctions	Treats (name condition







Primary Physician		
Name:		
Street Address:		
City:	State:	ZIP:
Phone:		
Directions:		
Specialist Physician		
Name:		
Street Address:		
City:	State:	ZIP:
Phone:		
Directions:		
Specialist Physician		
Name:		
Street Address:		
City:	State:	ZIP:
Phone:		
Directions:		
Other Medical Professional		
Name:		
Street Address:		
City:	State:	ZIP:
Phone:		
Directions:		
Other Medical Professional		
Name:		
Street Address:		
City, State ZIP Code:		
Phone:		
Directions:		



DURABLE POWER OF ATTORNEY FOR HEALTH CARE



l,		, am of sound mind, and I volunta	rily
	PRINT OR TYPE YOUR FUL	LL NAME	
make th	nis designation. I designate	FULL NAME OF PATIENT ADVOCATE	my
SPOUSE,	, living at, child, friend, etc.	ADDRESS, CITY, STATE OF PATIENT ADVOCATE	as
my pati	ent advocate to make care, custody	y and medical treatment decisions for me in the event I become	e unabl
to partio	cipate in medical treatment decision	ons. If my first choice cannot service, I designate	
	FULL NAME OF PATIENT ADVOCATE SUC	, my, living at	
	ADDRESS, CITY, STATE OF PATIENT A	to serve as patient advocate.	
attendir	ng physician and another physician te shall follow my wishes of which h	participate in medical treatment decisions shall be made by monor licensed psychologist. In making decisions for me, my patie the or she is aware, whether expressed orally, in a living will, or i	nt
services	s for me, including admission to a I	ent to or refuse treatment on my behalf, and to arrange medical hospital or nursing care facility, and to pay for such services wit ess to any medical records to which I have a right.	
		advocate to make decisions to withhold or withdraw treatment I acknowledge such decision could or would allow my death.	
	SIGN YOUR NAME HER	RE IF YOU WISH TO GIVE YOUR PATIENT ADVOCATE THIS AUTHORITY	
My spec	cific wishes concerning health care	e are the following (if none, write "none"):	



DURABLE POWER OF ATTORNEY continued



I may change my mind at any time by communicating in any manner that this designation does not reflect my wishes.

It is my intent that my family, the medical facility, and any doctors, nurses and other medical personnel involved in my care shall have no civil or criminal liability for honoring my wishes as expressed in this designation or for implementing the decisions of my patient advocate.

Photostatic copies of this document, after it is signed and witnessed, shall have the same legal force as the original document

original document.	
I sign this document after careful conside	eration. I understand its meaning and I accept its consequences.
Dated: Signed:	
Address:	
	ICE REGARDING WITNESSES vill not receive your assets when you die (whether you die with or
without a will), and who are not your spot care facility where you are a patient.	use, child, grandchild, brother or sister, or an employee at the health
S	STATEMENT OF WITNESSES
We sign below as witnesses. This declara	tion was signed in our presence. The declarant appears to be of sound voluntarily, without duress, fraud or undue influence.
Signed by Witness:	SIGNATURE
	SIGNATURE
	PRINT OR TYPE FULL NAME
Address:	
Signed by Witness:	
	SIGNATURE
	PRINT OR TYPE FULL NAME
Address:	



DURABLE POWER OF ATTORNEY continued



ACCEPTANCE BY PATIENT ADVOCATE

- (A) This designation shall not become effective unless the patient is unable to participate in treatment decisions.
- (B) A patient advocate shall not exercise powers concerning the patient's care, custody and medical treatment that the patient, if the patient were able to participate in the decision, could not have exercised on his or her own behalf.
- (C) This designation cannot be used to make a medical treatment decision to withhold or withdraw treatment from a patient who is pregnant that would result in the pregnant patient's death.
- (D) A patient advocate may make a decision to withhold or withdraw treatment, which would allow a patient to die, only if the patient has expressed in a clear and convincing manner that the patient advocate is authorized to make such a decision, and that the patient acknowledges that such a decision could or would allow the patient's death.
- (E) A patient advocate shall not receive compensation for the performance or his or her authority, rights, and responsibilities, but a patient advocate may be reimbursed for actual and necessary expenses incurred in the performance of his or her authority, rights, and responsibilities.
- (F) A patient advocate shall act in accordance with the standards of care applicable to fiduciaries when acting for the patient and all act consistent with the patient's best interest. The known desires of the patient expressed or evidenced while the patient is able to participate in medical treatment decisions are presumed to be in the patient's best interests.
- (G) A patient may revoke his or her designation at any time or in any manner sufficient to communicate an intent to revoke.
- (H) A patient advocate may revoke his or her acceptance to the designation at any time and in any manner sufficient to communicate an intent to revoke.
- (I) A patient admitted to a health facility or agency has the rights enumerated in Section 20201 of the Public Health Code, Act N. 368 of the Public Acts of 1978, being Section 333.20201 of the Michigan Compiled I aws.

I understand the above conditions and I accept the designation as patient advocate for:

Signed: .

•	O	1	

Provided by Hospice of Michigan, www.hom.org. This document is for your information and is not designed to replace the counsel of your attorney. REV. 10/04



STEP 2: Organize paperwork and put wishes in writing.



DO-NOT-RESUSCITATE ORDER



DO-NOT-RESUSCITATE ORDER

I have discussed my health status with my physician,			. I request that in
the event my heart and breathing should stop, no person	shall attem	pt to resuscitate me. This	s order is effective
until it is revoked by me. Being of sound mind, I volunta	rily execute	this order, and I understa	and its full import.
DECLARANT'S SIGNATURE		DATE	
TYPE OR PRINT DECLARANT'S FULL NAME	-		
SIGNATURE OF PERSON WHO SIGNED FOR DECLARANT'S IF APPLICABLE		DATE	
TYPE OR PRINT DECLARANT'S FULL NAME	=		
□ Verbal order obtained from:	-	DATE	
Dr.	Bv		
PHYSICIAN'S NAME		RN'S NAME	
PHYSICIAN'S SIGNATURE		DATE	
TYPE OR PRINT PHYSICIAN'S FULL NAME		DATE	
ATTESTATION O	F WITNESS	ES	
The individual who has executed this order appears to be	of sound m	ind, and under no duress,	fraud, or undue
influence. Upon executing this order, the individual has (has not) rece	eived an indentification b	racelet.
WITNESS SIGNATURE DATE		WITNESS SIGNATURE	DATE
WITNESS SIGNATURE DATE		WITNESS SIGNATURE	DATE

THIS FORM WAS PREPARED PERSUANT TO, AND IN COMPLIANCE WITH, THE MICHIGAN DO-NOT-RESUSCITATE PROCEDURE ACT.

have you had the talk.com

888-247-5701 / www.hom.org

Do-Not-Resuscitate Order | 15





HAVING THE TALK

"Having the Talk" is simply about preparing in advance to deal with a medical event – even a routine one. Sharing your plans will give your loved ones confidence to assist you with a health related matter. Once you "have the talk," your loved ones will have all the information they need: your health status, your doctors, prescriptions, your wishes, and their role in assisting you.

"Having the talk" is a practical step to take and it provides you and your loved ones with an opportunity to have a meaningful conversation about some of the big issues in life. Once you get this conversation going, you may be surprised at how enjoyable and enriching it is, and you might be surprised by what people say!

Here are some tips:

- Let your loved ones know you want to meet and share the plans you have made in the event of a routine medical procedure or other health-related event.
- Set a time and place and have a set plan for the information you want to share. (If it's hard to find a time when everyone can meet, choose a time when you already know you'll be together – like Thanksgiving or other holiday.)
- Select a location where you can talk comfortably.
- Have a specific timeframe for going through your plan and sharing your wishes. Two hours allows plenty of time to share the information and have a lively conversation about what you and your loved ones would want when faced with a medical situation.
- Getting together for "the talk" can and should be an enjoyable event. Have refreshments and encourage everyone to be comfortable.
- Make copies of all of your documents so they can be shared.
- Expect that there will be distractions and that the subject will be changed as the conversation gets going.
- Be prepared to bring the conversation back on track so that you accomplish the goals for the meeting.

(continued)





HAVING THE TALK

Topics to consider:

- Where to find medical information about you. Show them the toolkit. Show them the forms you completed. Now easy to find, they will know all of your doctors, prescriptions and diagnoses. Tell them where you will be keeping it.
- Current health status. Even if you are in perfect health, let them know. It is not uncommon to be presented with a routine procedure. If you go to the hospital, your family will have all the information they need to assist you. If you've been ill or had surgeries, give them an overview of what you have been dealing with. Don't get bogged down in details at this point.
- Let them know who you have selected to be your "patient advocate." (Make sure this person already has agreed to be your advocate and understands their role.)
- Tell them some of the situations you have considered and the kind of care you would want. These decisions are not set in stone. They can be changed at any time. The idea is to get family members to understand your basic philosophy about these matters so that they know what you'd want and can help ensure you get the care you'd want.
- Ask them if they have thought about the care they would want. Get them talking about their wishes and encourage them to follow a process to select a "patient advocate" and complete a process like the one you have.
- Ask them if they have questions.
- If there are conflicts in the family, this is an especially good time to talk about your wishes. Conflicts can be prevented during health care events by getting all parties on the same page in advance when it's clear that plans have been made by you for you.





This list of nonprofit resources was compiled to help you make informed choices about end-of-life issues. Information is available from these organizations at no cost to you. Generally speaking, if it isn't free, or they ask for anything besides your address... you don't want it!

AARP - End of Life Issues

www.aarp.org/life/endoflife

Although many people would prefer not to think about the end of their lives, planning for the inevitable event increases the chances that your wishes will be met. You have a right to decide what kind and how much care you want or don't want when death is expected. You have a right to decide where you want to die and whom you wish to care for you. Since you may not have thought about those things before and may not be able to state those wishes when death is near, the time to plan is now.

Caring Connections

www.caringinfo.org

State-specific advance directives with instructions are available for free download after registration of name and email address. About How You LIVE empowers consumers to take action; specifically the campaign encourages people to: learn about your options for end-of-life services and care; implement plans to ensure your wishes are honored; and voice your decisions to family, friends and health care providers.

Caring Conversations

www.practicalbioethics.org/cpb.aspx?pgID=886

The Caring Conversations workbook provides a social ritual that helps loved ones plan for the end of life. Sharing the information in Caring Conversations allows others to understand and respect the preferences of patients who can no longer speak for themselves and eases the tension that patients and their families experience during a last illness. The workbook (also available in Spanish) is intended to help you, your family, and your friends think about these issues now, while you are able to respond to specific questions.

Compassion & Choices

www.compassionandchoices.org

Compassion & Choices is a nonprofit organization working to improve care and expand choice at the end of life. As a national organization with over 60 chapters and 30,000 members, Compassion & Choices helps patients and their loved ones face the end of life with facts and choices of action during a difficult time. They aggressively pursue legal reform to promote pain care, put teeth in advance directives and legalize physician aid in dying.

Funeral Consumers Alliance

www.funerals.org

The Funeral Consumers Alliance is a nonprofit organization dedicated to protecting a consumer's right to choose a meaningful, dignified, affordable funeral. They offer information on funeral choices to increase public awareness of funeral options, including how to care for your own dead without using a funeral home. The \$10 end-oflife planning kit: Before I Go, You Should Know - is the only item in this resource list that is an exception to the rule – if it isn't free, you don't want it.

Gift of Life

www.giftoflifemichigan.org

Gift of Life is the only non-profit full service organ and tissue recovery organization in Michigan since 1971. As an organization, the Gift of Life acts as an intermediary between the donor hospital and the recipient transplant center providing all of the services necessary for organ and tissue donation. The website has an online registry.

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INTERNET RESOURCES continued



Hospice of Michigan www.hom.org

Hospice of Michigan (HOM) is the largest nonprofit hospice organization in Michigan, providing comprehensive, compassionate comfort care to people with acute chronic illness and support to their loved ones. HOM started in 1979, and now serves more than 56 counties in the Lower Peninsula. The Open Access Policy assures that Hospice of Michigan will care for all who need and seek end-of-life services, regardless of age, diagnosis or ability to pay. The website offers an extensive array of resources for patients, caregivers and the medical community.

National Hospice and Palliative Care Organization

www.nhpco.org

Hospice and palliative care involve a team-oriented approach to expert medical care, pain management, and emotional and spiritual support expressly tailored to the patient's needs and wishes. Support is provided to the patient's loved ones as well. At the center of hospice and palliative care is the belief that each of us has the right to die pain-free and with dignity, and that our families will receive the necessary support to allow us to do so.

On Our Own Terms - Bill Moyers

www.pbs.org/wnet/onourownterms

There is a great divide separating the kind of care Americans say they want at the end of life and what our culture currently provides. Surveys show that we want to die at home, free of pain, surrounded by the people we love. But the vast majority of us die in the hospital, alone, and experiencing unnecessary discomfort. Bill Moyers goes from the bedsides of the dying to the front lines of a movement to improve end-of-life care in ON OUR OWN TERMS: Moyers on Dying.

Peace of Mind

www.legislature.mi.gov/documents/Publications/PeaceofMind.pdf

This free online booklet is designed to assist you in preplanning: personal records, medical records and forms on Michigan's Statutory Will and Patient Advocate law and organ donation. This booklet is not intended to replace the advice of a legal professional when it comes to making long-term care and end-of-life decisions. For additional information or if you are in need of a referral for legal counsel, please contact: State Bar of Michigan at (800) 968-1442 or see the following internet resource.

State Bar of Michigan

www.michbar.org/elderlaw/adpamphlet.cfm

One important area in which we exercise independence is in choosing the medical treatment we receive. Few would deny a competent adult has the right to consent to or refuse particular medical treatments or medically related services. Once you recognize your wishes, the process of planning is relatively simple and inexpensive or free. This website contains information on advance directives to assist you. The fill-in-the-blanks forms at the end of the website are but one option should you choose to proceed.

Will to Live

www.nrlc.org/euthanasia/willtolive/index.html

This advance directive is published by the Right to Life and provides an alternative to the living will. By signing a Will to Live you help to protect your own life by making clear that you would want food and water and would want life-saving treatment except in the circumstances you yourself specify. Why Should I Sign a Will to Live? – To lessen the real and growing danger that you may be starved or denied necessary treatment when you cannot speak for yourself.





DID YOU KNOW?

- 1. Have You Had the Talk Campaign is brought to you by Hospice of Michigan.
- 2. Hospice of Michigan exists to provide expert, high quality, compassionate care to people who have life-limiting illnesses, and support for families.
- 3. Research shows that people who use hospice services live longer and have significantly better quality of life than those who do not elect to use hospice services.
- 4. Choosing hospice to help patients through a life-limiting illness is not giving up hope. It is a change in tactics. Hospice of Michigan maximizes quality of life through expert care and significant support to the patient and their family members.
- 5. Hospice of Michigan is the state's largest hospice serving 900 patients each day, and more than 4,500 people annually throughout the Lower Peninsula.
- 6. All hospices are not alike. You have a legal right to choose your hospice.
- 7. 28% of referrals to Hospice of Michigan are made by a family member or the patient themselves. All you have to do is call.
- 8. You don't have to wait for a physician or nurse to refer you to hospice, you can call Hospice of Michigan anytime, day or night.
- 9. People who use hospice services live longer than people who don't.
- 10. We bring the ER to you in the middle of the night... even when it's snowing.

- 11. We work to improve the care of the dying in Michigan through advocacy, education, legislation, research, etc...
- 12. Our families are our marketing plan. Thank you for spreading the news.
- 13. We provide hospice care in patients' homes, assisted living centers, nursing homes and hospitals.
- 14. Hospice of Michigan is a non-profit hospice. This is an important distinction among hospices. Our mission is to serve all who need and seek our care regardless of their age, diagnosis or ability to pay. Our commitment is to the best possible care. Unlike publicly traded hospices, we do not have the objective of earning a profit and returning profits to stockholders. The need to earn profits requires a limitation of care and the screening of incoming patients to take only those whose costs will be low.
- 15. Hospice of Michigan raises more than \$4 million each year to support our mission to serve all who need and seek our care regardless of age, diagnosis or ability to pay. As a nonprofit organization, the community provides financial support through donations to ensure the maximum benefit to our patients and the community.
- 16. To make a donation in support of Hospice of Michigan, call (313) 578-6261 or (616) 356-5211 or go online to www.hom.org.
- 17. At Hospice of Michigan, hospice care is all we do. We are experts at caring for people at this important stage of life.
- 18. Hospice of Michigan: ask for us by name. We are Michigan's hospice.