



WHAT TO DO, WHEN TO CALL

You and your loved one will receive regular, scheduled visits from each of the members of the Hospice team . Your needs and wishes as well as those of your family and other caregivers will determine when and how often these visits occur.

You may have questions about your care or equipment while your Hospice Alliance team is caring for you. Many of your questions will be answered during the regularly scheduled visits from team members. A Communications Notebook is also available for you to write down questions or comments for your convenience. However, Hospice Alliance staff is available 24 hours each day, 7 days per week, 365 days each year should you have concerns or questions after normal business hours.

Some ideas of notes to write down for your Hospice team members are:

- Changes in comfort, pain control, or other troubling symptoms
- Needs for medication changes or medicine refills
- Need for equipment or supplies
- Any concerns you would like to talk about with any member of your Hospice team.

The Hospice Alliance office is open Monday through Friday from 8:00 AM - 4:30 PM. After these hours, calls are answered by our answering service and forwarded to the on-call nurse. The on-call nurse is available after normal business hours on weekdays and throughout the weekends and holidays.

No matter what time of day or night, when you need to reach Hospice Alliance, use one of the two phone numbers listed below:

1-800-830-8344 or 1-262-652-4400

Please call your Hospice Team if there has been a fall, a change in pain control, or an increase in shortness of breath or any other symptom. **Please do not call 911** unless directed to do so by your nurse or by another Hospice team member.

When you call Hospice Alliance, please be sure to give us:

- **Your name**
- **Name of the patient**
- **The phone number where you can be reached**

If you do not receive a call back within 15 minutes, please call back.



Hospice Alliance™

Ask for us by name

Your compassionate, community non-profit hospice, incorporated in 1981.

BATHING A LOVED ONE IN BED

Reminders

- Ask your nurse or nursing assistant for to show you how to bathe your loved one.
- Ask your loved one if he or she needs to use the bathroom before starting the bath and give time to use the bedpan or urinal as needed.
- Keep patient warm and covered as much as possible.
- If patient is having pain or has pain when being moved in bed, give pain medicines before starting the bath.
- Try to keep your loved one covered up as much as possible.
- If your loved one is in a hospital bed, push the control button to raise the bed high enough so you do not need to bend over too far when giving the bath.
- Check water temperature frequently to prevent water from becoming too cold.

Supplies

- 2 washcloths: 1 for washing & 1 for rinsing
- 2 or 3 towels
- Bath blanket
- Bowl with warm water that is comfortable for patient
- Soap
- Clean pajamas

Procedure

- Remove your loved one's pajamas and cover with bath blanket.
- Place dry towel under each part of the body when you begin washing. This will keep the bed sheet dry. If you are changing sheets, you do not need the dry towel.
- Wash, rinse, and dry your loved one's face, each arm, abdomen, each leg, back area.
- Wash bottom area from front to back making this the last place washed.
- Put deodorant on your loved one and use lotion if wanted.

If you have any questions, please call us at 262-652-4400 or 1-800-830-8344.