CONTACT AND REFERRALS

24-hour phone
630.665.7000

Physician referrals
630.665.7006

Fax
630.665.7371

TTY for the hearing impaired
630.933.4833

For more information, visit cnshomehealth.org

The team at Northwestern Medicine Home Health & Hospice (formerly CNS Home Health & Hospice) understands that considering hospice is a difficult decision. Hospice is a special way of caring for the physical, spiritual, social, psychological and practical needs of patients and families faced with a life-limiting condition.

Hospice isn’t a place—it’s a comprehensive approach to care. The goal of hospice is to care for the patient and family, not to cure the illness.

Controlling pain and symptoms, as well as providing emotional and spiritual support at the end of life, is the focus of hospice.

At Northwestern Medicine, you’ll find hospice that combines advanced medical care and symptom management with a personal, compassionate touch. The team believes that the end of life can and should be dignified and comfortable.

Although anyone may request information about hospice care, a physician’s orders are necessary to initiate services.
Care where it’s needed most
Northwestern Medicine hospice services are available wherever the patient resides—at home, in a nursing home or in an inpatient facility.

This care includes skilled nursing, expert pain management and symptom control, hydration, palliative radiation and more. The Northwestern Medicine hospice team works with the patient, their loved ones and the primary care physician to design a plan of care addressing medical, emotional and spiritual needs.

**Scope of care available***

<table>
<thead>
<tr>
<th>Medical director</th>
<th>Nurses</th>
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<tbody>
<tr>
<td>Bereavement counselors</td>
<td>Nursing assistants</td>
</tr>
<tr>
<td>Nurse practitioner</td>
<td>Social workers</td>
</tr>
<tr>
<td>Trained volunteers</td>
<td>Chaplains</td>
</tr>
<tr>
<td>Medical supplies and equipment**</td>
<td>Therapy services, such as pet therapy</td>
</tr>
<tr>
<td><strong>Medications</strong></td>
<td></td>
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</tbody>
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* Medicare, Medicaid and most commercial insurance plans cover hospice services.
** Usually covered if related to hospice diagnosis.
Our caregivers
One of the area’s largest home health and hospice providers, Northwestern Medicine Home Health & Hospice brings you a staff of skilled caregivers.

The Northwestern Medicine staff makes more than 100,000 home visits annually—24 hours a day, 365 days a year.

Caregivers can often make same-day visits.

Our service area
Northwestern Medicine is here to help
Physician referrals should be made as early as possible. Early initiation of hospice ensures that the patient and family can receive the full benefits of the physical, emotional and spiritual support provided by Northwestern Medicine Home Health & Hospice.

We also offer a comprehensive bereavement program to help family members and other loved ones navigate the journey of loss and grief.

Hospice is covered by Medicare, Medicaid and most private insurance plans. Self-pay is an option; however, no patient will be turned away because of an inability to pay.

Certifications and Accreditations
Fully accredited: Northwestern Medicine Home Health & Hospice is accredited by The Joint Commission and certified by the state of Illinois to participate in the Medicare/Medicaid program.

Magnet Recognition: Our patients come from a seven-county region and benefit from an affiliation with Northwestern Medicine Central DuPage Hospital (CDH) and Northwestern Medicine Delnor Hospital, including their highly trained nursing staffs, which earned Magnet® recognition for nursing excellence from the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program®.

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CNS credentials include: The Joint Commission accreditation; Medicare certification; and the Illinois Department of Health licensure.