

## We are COVID-19 prepared.

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Mary Washington Hospice, Palliative & Grief Support Services is committed to providing up-to-date COVID-19 information to the community, along with Mary Washington Healthcare's response. We hope answers to these questions provide information about the protocols we have implemented to continue caring for and keeping patients, families, and staff safe during the COVID-19 pandemic.

### **We are admitting hospice patients during the COVID-19 pandemic.**

Mary Washington Hospice continues to admit eligible patients to hospice care through the outbreak and are monitoring and adapting to the ever-changing situation.

### **We are conducting hospice patient in-home and facility visits.**

We are continuing patient visits while closely following the information and recommendations from the **CDC and the Virginia Department of Health**, ensuring the best quality of care. We are utilizing **telemedicine visits** as well as providing phone and other forms of audio / visual support. We are available 24 hours a day, 7 days a week. Our visit frequencies and methods of visits may be altered, depending on the mandates and protocols by which we are abiding.

### **We are providing hospice care for COVID-19 infected patients.**

Our teams are trained and prepared to provide care during the COVID-19 pandemic. Mary Washington Hospice supports our hospice-eligible patients regardless of diagnosis, acuity, or other circumstance. The safety of our patients and staff is extremely important to us.

### **We are conducting hospice in-person visits in long term care facilities.**

We are conducting these visits in person wherever possible. Updated CMS guidance and their end-of-life exception enables Mary Washington Hospice Associates to visit and care for our patients in long-term care facilities. We are working with our facility partners to abide by their individual visitation requirements.

### **We are performing chaplain, grief counselor and social worker hospice virtual visits.**

Mary Washington Hospice social workers, chaplains, and grief counselors are available during the pandemic. We are conducting virtual counseling sessions using various apps and phone calls to meet the needs of our patients and families.

## Hospice Patient and Clinical Team Safety

**Safety is our priority.** In partnership with our healthcare organization, the CDC, and National Hospice and Palliative Care Organization (NHPCO) guidelines, we are assessing both Associates and patients with travel and symptom screening questionnaires. Telemedicine options are considered for visits, and all the necessary PPE is supplied for our Associates. We are committed to keeping our patients, families, and Associates safe.

## Hospice Patient In-home Caregiver guidelines

During this time of increased uncertainty caregivers should follow the CDC recommended protocols for personal and patient hygiene:

- Wash your hands often with soap and water for at least 20 seconds, especially after interacting with the patients.
- Avoid touching your eyes, nose, and mouth.
- Avoid having unnecessary visitors in the home.
- Stay informed.
- Take care of yourself. Try to eat healthy meals and maintain a regular sleep routine.
- Make time for yourself, when possible and find opportunities to relax.
- Stay connected to loved ones.

## Volunteering for Mary Washington Hospice During COVID-19

For our current volunteers, we have ways to serve from the comfort of their home. For new volunteers, we ask that you visit **Hospice.mwhc.com** and go to the Volunteer Opportunities and Ways to Give to complete an application.

## Grief Support Services During the COVID-19 Outbreak

Mary Washington Hospice is providing individual bereavement counseling via phone during the crisis. If a patient needs grief services, please have them contact 540.741.1874.

Mary Washington Healthcare holds the safety of our patients, their families, our staff and our volunteers as a top priority. We closely follow information and recommendations from the CDC and the Virginia Department of Health to ensure we offer the best quality of care to the people we serve during this unprecedented time.

Please reach out to Mary Washington Hospice, Palliative & Grief Support Services at **540.741.3580** with questions or concerns.



**Mary Washington  
Healthcare**

Hospice, Palliative & Grief  
Support Services

[Hospice.mwhc.com](https://www.hospice.mwhc.com)

