

Patient Guide

# Optimal Care

For patients with Cardiac or Pulmonary Disease

*A program of AMC Hospice of the Shenandoah*

The right care at the right time.

## **Do you have a chronic or severe heart or lung condition?**

The Optimal Care programs may be ideal for you. Optimal Care provides patients with the ongoing, comprehensive, coordinated care you need.

**Our goal-** to improve the quality of life for you, and eliminate or reduce the need for hospitalization.

### **Optimal Care offers:**

- **Excellent medical treatment.** The Optimal Care Case Manager will work with your doctor to manage your health care needs.
- **Freedom from distressing or overwhelming symptoms.** You will have 24-hour access to a nurse to answer questions about your illness and visit your home, if needed.
- **Symptom education.** Learn how to manage your illness at home and know what to do if a problem occurs.
- **Experienced interdisciplinary team for coordinated and comprehensive care.** Through regular communication between you, your doctor, your family, and our interdisciplinary team, all aspects of your care—medical, emotional and spiritual will be addressed. Our Optimal Care team includes a consultant physician, registered nurse, medical social worker, spiritual caregiver, grief therapist, trained volunteers and other health professional services whose services may be required.
- **Customized care reflecting the needs of the patient and patient's caregivers.** Individualized care plans are developed with patients and their primary caregivers to meet patient-centered goals.
- **The best of everyday.** The primary goal of our Optimal Care programs is to improve the quality of life of the patient, from initial admission into the program and throughout the course of illness.
- **Freedom from bills.** With Optimal Care, any medication or durable medical equipment (ex: oxygen, wheelchairs, etc.) related to admitting diagnosis are covered in full by Medicare and most insurance providers.

If you think Optimal Care may be of benefit to you or your family, please speak to your doctor or primary care provider or contact our Optimal Care program at (540) 332-4909 or (540) 932-4909.

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