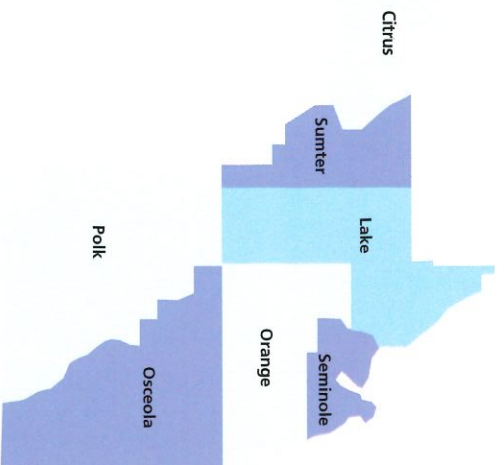


## Serving Lake and Sumter counties



### VITAS Offices

#### Mount Dora

6909 Old Highway 441  
Suite 105  
Mount Dora, FL 32757  
Phone: 352.800.5101  
Fax: 352.800.5190

#### Clermont

3160 Citrus Tower  
Boulevard - Building 9  
Clermont, FL 34711  
Phone: 352.800.5144  
Fax: 352.800.5190

#### The Villages

1950 Laurel Manor Drive  
Suite 135  
The Villages, FL 32162  
Phone: 352.800.5170  
Fax: 352.800.5190

# VITAS<sup>®</sup>

## Healthcare

Admissions and referrals:

800.93.VITAS

Hospice information in any language:

800.723.3233 | [Español.VITAS.com](http://Español.VITAS.com)

[f](#) [in](#) [ig](#) [t](#) | Since 1980

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# VITAS<sup>®</sup>

## Healthcare

## Serving Lake and Sumter Counties

### Hospice Care



## Your Interdisciplinary Team

**Nurses** are skilled in assessing and managing pain; they are trained to provide hands-on care.

**Social Workers** are available as friendly and skilled listeners to provide emotional support and help with financial issues and planning.

**Physicians** offer support and expert advice at critical care junctures, are available to make house calls as needed, and work directly with the patient's medical team to facilitate end-of-life care.

**Specialists** may offer nutrition, music, massage, and other integrative services to meet specific patient needs.

**Hospice aides** help with personal care, such as bathing or mouth care, and also can help with light housekeeping, light laundry, and occasional shopping.

**Chaplains** offer spiritual support to patients and families. When requested, they work with the family's clergy and honor cultural traditions.

**Volunteers** are an important part of the team, available to spend time with patients when they are needed most.

**Bereavement specialists** address anticipatory grief and loss after a death, supporting bereaved family members in multiple ways.

## Guided by VITAS Values

Four VITAS Values are at the heart of everything VITAS does; they are the basis for every interaction with every patient and family every day:

- Patients and families come first.
- We take care of each other.
- I'll do my best today and do even better tomorrow.
- I am proud to make a difference.



## Get to know VITAS® Healthcare

VITAS® Healthcare is a pioneer and leader in care transitions. Since 1978, we have been helping patients and their loved ones cope with advanced illness near end of life.

VITAS' goal is to make sure patients are informed, comfortable, and have improved quality of life. Everything from information and evaluation to pharmacy, oxygen, and home medical equipment are clearly discussed and provided as needed for the hospice diagnosis. From hospital to home, patients' needs, goals, and expectations continue to transition. VITAS is with you every step of the way.

There is no need to defer VITAS services due to financial concerns. We accept Medicare/Medicaid and private insurance. We accept all Medicare replacement policies, including Healthfirst. If the patient is not insured, payment options can be discussed with a VITAS representative.

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VITAS can help,  
from explaining what hospice  
provides to preventing frequent  
trips to the hospital to making  
decisions regarding comfort care.

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## Care near the end of life

Patients coping with serious illness may feel their quality of life has deteriorated as their health declines. They might be in and out of the hospital and emergency room. They might call their doctor repeatedly.

Often, they are in pain or frightened. Hospice can help. Our interdisciplinary team works with you and your family to introduce gradual, non-crisis transitions as conditions and needs change, all based on an individualized plan of care ensuring comfort, care, and dignity.

### What you should know:

- An admissions coordinator is available 24/7 to schedule a hospice evaluation when you or your physician requests it, typically within a matter of hours, even on holidays and weekends.



## Lake and Sumter counties programs and services

When you need an extra level of care, VITAS offers a range of specialized services that can be customized to your needs. These include complex modalities for high-acuity care, such as intravenous therapy, wound care, high-flow oxygen, and home vent withdrawal.

- Families can request a Memory Bear, custom-made by a VITAS volunteer from their loved one's favorite clothing or meaningful fabric donated by the family.
- VITAS participates in the We Honor Veterans program. Our hospice care teams are trained to make sure veterans receive the recognition and compassionate end-of-life care they deserve.
- Our care teams include respiratory therapists who oversee complex modalities associated with advanced lung disease, including ventilator support, high-flow oxygen, and other solutions that manage symptoms and provide comfort for patients.

- VITAS brings hospice care to your preferred setting, whether a private residence, nursing home, or assisted living community.
  - There are four levels of hospice care, provided according to patient and family needs:
    - Routine care in the home
    - Shifts of acute symptom management in the home when medically necessary—we call it Intensive Comfort Care®
    - Around-the-clock inpatient care when symptoms cannot be managed at home
    - Respite inpatient care for the patient when the family caregiver is away 1–5 days
  - Telecare responds to patient and family questions 24 hours a day, and can dispatch a team member to the patient's bedside if necessary.
- Get more details at [VITAS.com](https://www.vitas.com)

