

DIGNIFIED DECISIONS



COORDINATING CARE
AT A TIME OF
ADVANCED ILLNESS



EmblemHealth[®]

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DIGNIFIED DECISIONS

When you have a serious illness, you're faced with making decisions about your care. It can be a lot to handle.

That's where we come in. EmblemHealth's Dignified Decisions program guides you and your loved ones as you choose the type of care that best fits your circumstances and needs.

Our program specialists will listen to you. They will offer information to support you as you make the choices that are right for you. They can also suggest resources, review your medical treatment and help you take charge of your care.

We care.



DIGNIFIED DECISIONS SERVICES

WORKING AS A TEAM

We offer a team approach to your care. We work together with your doctors and other health care providers to make sure your care plan works well for you.

CARING SUPPORT

Our program specialists help you keep your quality of life — and they always respect your personal wishes. They can involve your loved ones in your health care planning, and suggest supportive services.

INFORMATION AND EDUCATION

We understand your situation. We'll give you information to help you make good decisions about your health care, advance directives and more. We are here to assist your caregivers care for you as well.

DIGNIFIED DECISIONS CARE OPTIONS

People with advanced illness deserve care that meets their unique needs.

EmblemHealth's Dignified Decisions program gives our members choices. Our program specialists can guide you as you weigh your options. They can also help you create the custom care plan that works best for you and your loved ones.

DECISIONS ABOUT TREATMENT

As your illness progresses, your medical needs may change. Your medical treatments should change along with your needs. Your program specialist can work with you and your doctor to help you choose the right treatment at different phases of your illness. We will give you information and support as you make those decisions.

CASE MANAGEMENT

Taking care of yourself when you are ill is hard work. Keeping track of everything you need to do can feel like too much at times. We understand. Dignified Decisions offers a case management program that works with you and your caregivers to help you manage your care. We will direct you to the program that best suits your needs.

HOSPICE CARE

Hospice is end-of-life care. It is a type of care that comes to you. It can be given in the patient's home, nursing home or assisted living community. When certain medical treatments no longer help, hospice care offers pain control, symptom management and emotional and spiritual support. These services can make quality of life better for

seriously ill patients. Hospice care also lessens the caretaking pressures on your loved ones.

Hospice is an all-inclusive benefit. This means that once a person signs up for hospice care, they do not pay for this service. There are no copayments or out-of-pocket costs for the care associated with the hospice illness.

Our program specialists work with New York's many quality hospices to get you the compassionate, personalized care hospice offers.

PALLIATIVE/COMFORT CARE

Although people getting hospice care no longer get treatment focused on curing their illness, their medical care continues. The focus of their care turns to controlling pain and managing symptoms. This is called palliative care or comfort care.

EMOTIONAL SUPPORT

Coping with advanced illness can bring about despair, anger, sadness, fear — even grief. We understand that. We are here to help preserve dignity and enhance quality of life for people with a limited time to live. Our program specialists can help you and your loved ones manage the emotional ups and downs and treasure your time together.

FOR MORE INFORMATION

There are a lot of decisions you need to make about your care. But you don't have to make them alone. EmblemHealth's Dignified Decisions program is here to help.

For more information on your care options, please contact a Dignified Decisions program specialist at **1-800-447-8557** or at **DD@emblemhealth.com**.

HELPING YOU WITH YOUR DIGNIFIED DECISIONS

Dignified Decisions partners with the National Hospice and Palliative Care Organization. This organization is the nation's leading advocate for those with a life-limiting illness. We offer their materials for patients and caregivers. Ask your program specialist for information of interest to you. Your specialist can also answer any questions you may have about care planning.

FOR OUR MEMBERS

The Basics of Hospice Care*

Communicating End-of-Life Wishes*

Conversations Before the Crisis

Coping with Loss*

Health Care Agents: Appointing One

Hospice: A Consumer's Guide

Living with a Serious Illness

Loss and Grieving: Helping Children
Through Difficult Times

There Is No Right or Wrong Way to Grieve
After a Loss

FOR CAREGIVERS

Ask Tough Questions

The Dying Process: A Guide for Family
Caregivers

A Guide for Working Caregivers

Loss and Grieving: Helping Caregivers
Through Difficult Times

When Someone You Care About Is
Seriously Ill

When Someone You Love Is Very Ill ...

For more information, visit the National Hospice and Palliative Care Organization at www.caringinfo.org or www.nhpco.org.

** Materials are also available in Spanish.*





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