

## Frequently Asked Questions

*Does my insurance cover supportive care costs?*

Medicare and private insurance plans generally cover care in an in-hospital setting, just as with other hospital admissions. It can also cover care in out of hospital settings as well. Your share of the cost depends on your plan's benefits.

*Can I have supportive care together with curative treatment?*

Absolutely. Your treatment choices are up to you. You can even withdraw from supportive care services completely, if you so choose.

*Can I get supportive care at home?*

After discharge from the hospital, you, your doctor, and the supportive care team can discuss outpatient care. Talk to your care team.

**“Hope does not lie in a way out but in a way through”**  
**-Robert Frost**

## Helpful Definitions

**Advance Directives** are written, legal instructions of your preferences for medical care if you are unable to make decisions for yourself.

Your **Health Care Surrogate** is the person you name in your advance directives who you trust to express your wishes and make health care decisions if you cannot speak for yourself.

**Palliative Care** also known as comfort care, includes any interventions that may be used to keep you comfortable and manage symptoms, while abiding by your treatment wishes. It can or not include additional collaboration with other clinicians.

**Hospice Care** is an insurance benefit to support you and your loved ones during an advanced illness, and focuses on comfort and quality of life rather than life prolongation. Hospice benefit is designed for patients near end of life but can be altered or cancelled and offered with curative care.

# Supportive Care



**UFHealth**  
**NEUROMEDICINE**

### CONTACT US

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**Fulfilling care and comfort at any age and stage**

## About UF Health Neuromedicine Supportive Care

At UF Health, we are dedicated to caring for patients, regardless of age, who may be living with a serious progressive or chronic illness such as:

- Spinal Injuries
- Epilepsy
- Movement disorders
- Stroke
- Neurosurgery
- Brain Tumor Surgery
- Alzheimer's
- Parkinson's

### Identifying personal care needs

Supportive care is a person and family - centered approach to treatment, and focuses on treating your unique **physical, emotional, and spiritual** needs. Our overall goal is to improve and enhance the quality of life for patients and their families, so they can live each day to the fullest.



## Why Supportive Care?

At UF Health, we strive to ensure communication and trust between patients, families and their clinicians to provide the best possible care. Through supportive care, we offer customized care to patients and assist with important decision making.

From symptom and pain management to advance care planning, our **doctors, nurses, and network of community volunteers** work with you in managing all aspects of a life limiting illness, suited to your goals of care. This is not a replacement of primary care, just additional support.

### Key Offerings

- Advance Care Directives discussion and completion
  - Living wills
  - Determining health surrogates
- Referral to palliative team (If needed)
- Additional level of support for patients and caregivers
  - Referral to hospice insurance benefit



## Care for Patients and Families

We recognize that it requires a lot of time and energy to provide care for someone who is ill. That is why among our goals of supportive care is assisting families, caregivers and friends in:

- Talking about their feelings and concerns,
- Asking questions of the health care team,
- The decision making process,
- Attaining counseling services.