

## What is concurrent care?

Concurrent care enables children with a life-limiting illness to continue to receive curative treatment along with comfort care to help manage their symptoms. This means your child can receive curative treatments while receiving additional expert care for pain and symptom management, as well as emotional and spiritual care

## When should we consider concurrent care?

Concurrent care may help if you need:

- Continued treatment for your child's condition
- Expert support managing pain and symptoms and improving quality of life, emotional and spiritual support for your child and family, help with care needs, and respite care to give your family rest
- Support related to disease progression

## What additional support does our family receive with hospice/comfort care services?

- A care team available 24/7
- Regular visits from nurses, aides, social workers, child life specialists, wellness therapists, and non-denominational chaplains in your home, a hospital or other healthcare facility, or at Regional Hospice's *Center for Comfort Care & Healing* in Danbury
- Counseling and grief support through our *Healing Hearts* program
- Coordination with your child's medical team
- Someone to answer questions anytime

## Who pays for concurrent care?

For children under 21, Medicaid covers both curative treatment and comfort care services together. Private insurance coverage varies—we'll help you understand your benefits.

## Can we stop comfort care if our child improves?

Yes. Families can pause or stop comfort care services anytime. If your child's health improves significantly, you can focus solely on curative care.

## Will we lose our current doctors if we decide to go with hospice/comfort care?

No. Your child's primary doctors remain in charge of treatment. Our comfort care team works alongside them to provide additional layers of support.

*You don't have to choose between hope and comfort. Concurrent care provides both.*



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# tender hearts comfort care

## Compassionate Care for Young Lives

Our Tender Hearts program provides specialized comfort care services for infants, children, teens, and young adults under 21 years of age. Our family-centered approach ensures that every patient receives expert, compassionate care.

## Our Philosophy

We believe in comfort-focused care that complements all other medical services and treatments. Our pediatric comfort care team partners with families to develop personalized care plans based on each patient's and family's hopes, preferences, values, and developmental needs.

## Holistic Care Team

*Our expert pediatric specialists understand the unique needs of young patients and provide:*

- Medical Support: Doctors, Nurses and CNAs
- Emotional Care: Social Workers and spiritual support
- Complementary Therapeutic Services: Sound healing, massage, meditation, music therapy, gentle massage
- Companion Care: Specially-trained volunteers, pet partners

## Seamless Integration

*Our pediatric comfort care services fully integrate with existing medical teams to:*

- Manage pain and other symptoms
- Prevent, ease, and relieve suffering
- Discuss and explore goals of care
- Manage medication and medical equipment management
- Provide care wherever needed—at home, hospital, or healthcare facility

## Peace of Mind for Families

We offer an added layer of care and support that relieves everyday stresses and provides peace, comfort, and dignity to patients and their families during challenging times.

## Eligibility

Eligibility is based on the medical complexity and fragility of your child's illness in collaboration with our pediatric medical staff and concurrent primary and specialty providers.

## Experience

Backed by Regional Hospice's 40+ years of experience providing comfort to patients and families.

## Contact Us

For more information about how our Tender Hearts program can support your family, please reach out to our Intake Team at 203.702.7439.



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## tender hearts comfort care q & a

**What are the benefits of Tender Hearts services for my child?** In addition to the curative care your child is receiving, our pediatric comfort care services provide comprehensive physical, emotional and spiritual support to your child and family. Our care team are experts in symptom and pain management, helping to ensure your child is as comfortable as possible. We coordinate all aspects of your child's comfort care, including managing medications, arranging for medical equipment and communicating with other healthcare providers.

**Where can Tender Hearts care happen?** Wherever your child resides. At home or in a healthcare facility, at the hospital or in our inpatient *Center for Comfort Care & Healing* in Danbury.

**Who will be on my child's care team?** The interdisciplinary team includes physicians, nurses, hospice aides, social workers, child life experts, chaplains, bereavement counselors and hospice-trained volunteers. This team will work closely with your child's existing healthcare providers to coordinate care.

**How often will they come visit?** Visit frequency is based on your child's needs and will vary depending upon circumstances.

**How will my child's pain be managed?** Regional Hospice provides expert management of symptoms and pain through medication oversight, with 24-hour on-call nursing availability. Our interdisciplinary team includes physicians and nurses who specialize in comfort care. For children specifically, we have a certified Pediatric Palliative Care Nurse on staff.

**Can we still go to the hospital if something changes?** Yes, and our care team will continue to provide services if your policy is eligible for concurrent care access.

**What happens at night if we need help?** Our support line, 203.702.7400, is available 24 hours a day, 7 days a week for symptom management, medications, equipment, and emotional support.

**Will there be emotional support for us as a family?** Yes - the team includes social workers, chaplains, and trained volunteers who provide support to the entire family. Additionally, Regional Hospice offers the Healing Hearts Program for Grief & Loss with various bereavement support groups and workshops.

**What about respite care?** We provide short-term, inpatient respite care at our *Center for Comfort Care & Healing* to our patients, allowing parents and caregivers to take a break while having peace of mind that your child is lovingly supported.



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