



# **HOSPICE** *of Orange & Sullivan Counties, Inc.*

## *A Plan for Living*

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March 12, 2020

Dear Administrator,

I am writing today to inform you of Hospice of Orange and Sullivan Counties' role in your facility and the care of Hospice patients during the COVID19 situation.

We have received guidance from the New York State Department of Health regarding the care of Hospice patients in the community setting, including skilled nursing facilities and group homes. Hospice services are deemed medically necessary by the NYS DOH regardless of the setting that they are delivered in. We will continue to abide by the Federal Regulations set forth by CMS that pertain to the election of the Hospice benefit, as well as New York State Department of Health and Joint Commission regulations. To that end, you can expect the following from our staff:

- Visits to your facility will continue as usual. The only change to this process is that we are suspending volunteer visits indefinitely. Registered Nurses, Licensed Practical Nurses, Hospice Aides, Spiritual Care and Social Work visits will be continuing visits as necessary.
- Our staff is following CDC guidelines and practicing appropriate infection control measures.
- We will continue to take our advice from the Centers for Disease Control, The New York State Department of Health and local health departments and will revise our plan should we be directed to do so.

Hospice of Orange and Sullivan Counties plays an important role in health care in our community and we are proud of the fact that we can manage our patients with very few hospitalizations/rehospitalizations. This will become increasingly important in the coming days as hospitals struggle to care for the acutely ill. We encourage you to continue to refer appropriate patients to us so that we can help provide the efficient, high quality care that has been our hallmark.

Thank you for your confidence in our ability to provide "home-based", person-centric and holistic comfort care side by side with you. Our interdisciplinary team is there for those who need our services and we look forward to meeting the challenges ahead with you.

I remain available to you should you require more information.

Sincerely,

Sandi Cassese, RN, MSN, CNS Community Health  
Vice President and Chief Operating Officer  
Hospice of Orange and Sullivan Counties  
845-561-6111 ext. 323



Accredited by  
The Joint Commission