



## Your Hospice Team Members

**RN / CASE MANAGER**

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**SOCIAL WORKER**

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**CHAPLAIN**

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**HOSPICE AIDE**

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When you need to reach an Elevate staff member,  
call **480-800-4816**

Please have the following information available when calling the Elevate Team:

- ❖ **Patient name**
- ❖ **Your name and phone number**
- ❖ **Where the patient is residing (hospice location)**
- ❖ **Reason for calling**

**Please let us know right away if this is an emergency!**



## Elevate Hospice Office Hours

Monday through Friday

8:00am-5:00pm

Nursing staff are available after-hours, and on weekends and holidays to assist you with your needs.

**Call 480-800-4816 anytime**

**Please do not call 911 until you have contacted a hospice nurse if possible. If you should call 911, this may not be a covered hospice expense.**

## COMMUNICATION

Elevate Hospice and Palliative Care staff are available to answer questions, address concerns, and to provide physical and emotional support 24/7 for our patients and families.

We want to know about your loved one's condition and care and we also want to be available to discuss any questions or concerns you may have about the care you are receiving through our program.

We want to ensure that you and your family are receiving the best care possible. Please feel free to share any problem you may encounter, and ask any questions, even if you feel they may seem trivial, so that we may provide the best care possible.

Please feel free to write down any questions you may have and the Elevate team members will address them during their visit. If there are concerns that need immediate attention, please contact the Elevate Hospice directly.

***Remember, no one knows your loved one better than you do, so your involvement is welcomed in their care!***

If you have a concern about hospice care, please discuss it with your hospice team members, or call the Elevate administrator at 480-800-4816.