Hospice Philosophy
Mercy Hospice has served the Ozarks since 1995. This specialized end of life care provides a comprehensive and compassionate approach to care of the terminally ill and their families. An interdisciplinary team of professionals, paraprofessionals and volunteers help patients and families live each day to the fullest extent possible and eventually experience end of life in a way that is meaningful and acceptable to them.

Services
The type and scope of services provided are based upon initial and ongoing assessments of patient and family needs. They may include:
- Medical Director
- Nursing/nurse practitioner
- Social services
- Spiritual counseling/chaplain
- Personal care/Home health aide
- Physical, occupational and speech therapy
- Respite/volunteers
- Prescription drugs and biologicals
- Medical supplies and equipment
- Nutritional counseling
- Mercy companions
- Bereavement

Additional Services
- **MercySecure** — a personal emergency response system
- **Electronic Medical Records** — Mercy Hospice utilizes electronic medical records with Mercy hospitals and physicians. This ensures consistency and close monitoring of patient care from the members of the Mercy team.

Specialty Programs
- CHF
- COPD
- We honor Veterans Partner

Patients may be appropriate for hospice services even if their plan of care includes the following:
- Full code
- PO and IV antibiotics
- IV hydration
- Dobutamine infusion
- IV pain management
- 10 palliative radiation treatments left to complete
- Blood transfusions
- Enteral feedings/supplements
- Physical therapy

Mercy Hospice Medical Directors
- Albert Leonardo, MD - Springfield
- Volare Yantis, MD - Springfield
- Sumit Singhal, MD - Lebanon
- Jaime Zengotita, MD - Cassville
- Samir Dalia, MD - Joplin

mercy.net/417hospice
Levels of Care
- Intermittent home care
- Inpatient care at hospital or nursing home for symptom control
- Inpatient care for respite service
- Continuous home care for crisis intervention

Inpatient stays for Mercy Hospice patients do not negatively affect rehospitalization rates.

Hours of service
Care is available 24 hours a day, seven days a week.

Referral Intake
417-820-7552 | 800-330-8304
417-820-5574 fax

Missouri Office Locations
Mercy Hospice Springfield
1570 W. Battlefield Road, Suite 110
417-820-7550 | 800-330-8304

Mercy Hospice Cassville
One Medical Plaza, Suite 2
417-847-6099 | 866-293-1507

Mercy Hospice Lebanon
1210 Deadra Drive
417-588-5900 | 877-500-9500

Mercy Hospice Joplin
1717 S. Range Line Rd. Suite B
417-623-8164 | 800-638-7073

Program accreditation
- Certified by Medicare and Medicaid
- Member of the Missouri and National Hospice and Palliative Care Associations
- Accredited by the Joint Commission
- Licensed by the state
- Hospice medical director is board certified in hospice and palliative care

Financial considerations
- Hospice is covered by Medicare, Medicaid and most health insurance plans.
- Mercy is a faith-based, non-profit provider.
- No qualified hospice patient will be turned away due to lack of payor source. Mercy Hospice staff will help identify options.

Service Area

Admission Criteria
- Diagnosis of terminal disease (with a physician order)
- Prognosis of six months or less if the disease takes its normal course
- Residence within service area
- Palliative, rather than curative treatment is desired

Referrals
- Once the physician order is received, our goal is to contact the patient/family within an hour.
- We admit all patients within 24 hours of receiving the referral, 7 days a week.
- An admissions nurse visits the patient and coordinates medical supplies, medical equipment and medication needs. The nurse also coordinates plans for other medical and therapeutic visits with the family. The admission visit may take up to two hours.
- A social worker and chaplain make an assessment visit and then return as requested.
- We encourage hospice care sooner rather than later so patients and their loved ones can fully benefit from Mercy’s approach to providing physical, emotional and spiritual support.