



15 QUESTIONS TO ASK WHEN CHOOSING A HOSPICE

1. How often will my nurse visit?

It should depend on the patient's condition, but twice a week is a healthy starting point, increasing during decline or when symptoms change.

2. What is your average nurse caseload?

Lower caseloads mean better care. Ask also how large the geographic area is that each nurse covers.

3. How do you handle uncontrolled symptoms in the home?

Every hospice must offer continuous care, so ask whether their own nurses provide it or if they contract it out.

4. How quickly do you respond to urgent calls?

Ask for the expected call-back time and how soon a nurse can realistically arrive.

5. Do you have after-hours nurses who come to the home?

You want a real hospice nurse responding after hours, not just a call center.

6. Will my loved one keep the same nurse?

Consistency builds trust, comfort, and better decision-making.

7. How long are your typical home visits?

Routine visits are usually around 30 minutes; complex visits are typically 45–60 minutes.

8. How quickly can you get comfort medications to the home?

Most urgent deliveries should arrive within 3–4 hours.



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9. What support do your aides provide, and how often do they visit?

Ask what tasks they assist with and how many days per week they come.

10. How often does the social worker visit or call?

Regular social work support helps with emotional needs, planning, and caregiver stress.

11. What does chaplain support look like?

They should provide gentle, respectful spiritual care that honors your beliefs.

12. Do you offer volunteer services?

If they do, ask how often volunteers visit and how long they stay.

13. What does your bereavement program involve?

Good hospices follow families for at least 13 months with calls, letters, or support groups.

14. How do you communicate changes in the care plan with the family?

You should always receive clear, timely updates.

15. How do you decide how many visits a patient needs?

Look for individualized care—not a “one visit per week” approach.

BONUS QUESTION: What makes your hospice different from others in the area?

BONUS TIP: If you are speaking with a marketer (often non-medical), ask to speak with the nurse manager who will oversee your loved one's care