

Clinical Excellence

VNA Care Choices was launched in 2018 when VNA was selected to participate in the only Medicare-sponsored home-based palliative care pilot in North Texas. The program focuses on improving quality of life for patients suffering from serious and complex illnesses through symptom management and supportive care provided by this team.

This team is led by our Palliative Care Physician and Nurse Practitioner:



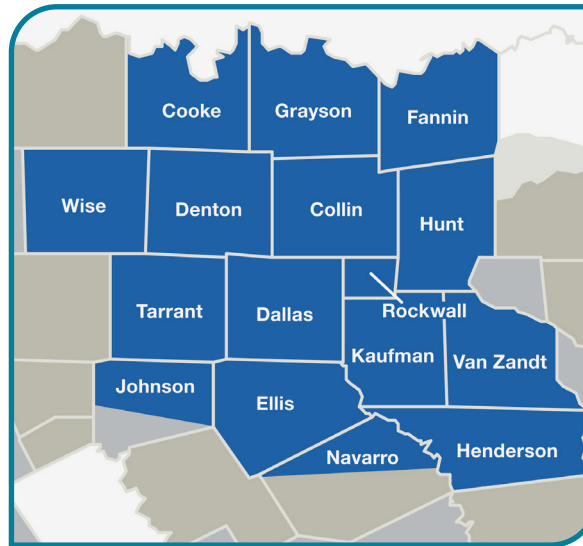
Kelley Newcomer, M.D.
Medical Director of Adult and Pediatric Hospice



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vnatexas.org



Serving Collin, Cooke, Dallas, Denton, Ellis, Fannin, Grayson, Henderson, Hunt, Kaufman, Rockwall, Tarrant, Van Zandt, Wise Counties and parts of Johnson and Navarro Counties.



VNA CARE CHOICES

Flexible, customized care.



For More Information
(214) 689-0000
gethelp@vnatexas.org



Following the diagnosis of a serious illness, you and your loved ones may need more support. The VNA Care Choices program provides supportive care in the home without discontinuing other treatment options. You will have greater control in care decisions through disease education, in-home clinical support, and care navigation. Our expert staff will help you and your family navigate the medical system, weigh options, and communicate with your physician(s) while helping with symptom management and clinical needs.

If you are discussing palliative care for a loved one and have questions or would like more information about VNA Care Choices, please contact us.

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What services should we expect?

- Supportive care services provided wherever you call home
- VNA's board-certified physician and her team make home visits and prescribe medications to ease your symptoms
- RN care coordination working with you and your family to develop a care plan, including advanced directives
- Assistance with communication between you and care provider(s) regarding treatment options
- 24/7 nurse access

Who is part of the care team?

You will have access to a dedicated care team to manage symptoms along with spiritual, social and emotional support.

- Board-Certified Palliative Physician and Nurse Practitioner
- Palliative Care Nurse
- Medical Social Worker
- Chaplain
- Volunteer(s)

Who is eligible?

You may be eligible for the VNA Care Choices program if you have a diagnosis of end-stage CHF, COPD, HIV/AIDS, cancer, liver disease, or other pulmonary disease.

Who pays for this service?

VNA Care Choices is often covered by Medicare and private insurance and our expert staff will check with your provider before you are enrolled in the program. For specific questions regarding coverage, please contact us.

How do we get started?

1. Patients may be referred by their physician or families reach out to us directly. If a physician refers you to our care, we will work directly with the doctor to review all medical records. If you reach out to us, we will connect with the physician to begin the referral and medical review process.
2. A VNA Care Choices Community Liaison will reach out to you to conduct a benefits review and complete any necessary paperwork. Once the paperwork is complete, a nurse will visit the patient for a full evaluation which will inform the plan of care.
3. If the patient meets eligibility criteria, he/she is admitted to the program and a customized care plan is put into action and home visits will begin.



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