Patients should have at least one of the following:

- Heart Disease – CHF (Congestive Heart Failure)
- Lung Disease – COPD (Chronic Obstructive Pulmonary Disease)
- Renal Disease – even on dialysis
- Liver Disease
- Cancer – even if receiving active treatment such as radiation or chemotherapy.
- Progressive Neurological Diseases – ALS, Parkinson’s Disease
- Advanced Alzheimer’s Disease/Dementia
- Other chronic medical condition
- Multiple co-morbidities

Eligibility will be verified upon referral.

- Univera Healthcare – All Plans
- BlueCross – All Local Plans - case by case evaluation for Federal Employee, out of area & Auto Workers Plans
- Independent Health – All plans except Self-Funded

Patient must have at least one of the following:

1. Uncontrolled Symptoms
   - Nausea/Vomiting
   - Pain
   - Dyspnea
   - Anorexia
   - Other

2. Need for further goals of care discussions
   - Advanced Care Planning
   - Living Will
   - Health Care Proxy
   - MOLST/DNR

3. Repeated hospitalizations or emergency department visits
   - Desire to avoid hospitalizations/ER visits related to their chronic illness

ASSISTANCE NEEDED WITH

1. Case Management
   - Coordination of care between physicians, services, other agencies involved
   - Community resource referrals – transportation, food assistance, etc

2. Understanding of their health status
   - Disease Education
   - Treatments that are prescribed
   - Medication Review
   - Side effects of disease, treatments, medication
   - Access to a Registered Nurse (RN) 24 hours a day/7 days a week

This referral form was created as a reference resource. Inquiries are reviewed on a case by case basis.
PATIENT REFERRAL PROCESS
For Hospice Buffalo Care

First Step
Identify the patient who can benefit from services.

1a. Complete the front of this form
   - Patient Information
   - Practice Information
   - If possible please discuss referral with patient/family

1b. Contact Hospice Buffalo — Phone: 716-686-8101 / Fax: 716-686-8101*
   - Please include the following with the fax:
     - Front Page of the Form
     - Demographics/face sheet
     - Recent H&P
     - Recent Visit Note
     - Medication List
     - Labs - if available
     - Diagnostics (x-ray, CT, MRI, other imaging) - if available

   *Hospice Buffalo will call you to confirm receipt of the information.

Next Steps

2. Hospice Buffalo will contact patient/family (within 24 business hours)
   - If Hospice Buffalo is unable to reach patient/family we will call referring
     office for alternate contact information

3. Hospice Buffalo will verify insurance coverage for patient
   - Notify insurance case manager (if required)
   - Obtain authorization (if required)
   - If patient does not have the Hospice Buffalo benefit Hospice Buffalo
     will contact referring office

4. Hospice Buffalo will arrange informational meeting with Hospice
   Buffalo RN
   - If patient is appropriate and interested in services
     - Patient will be admitted at this meeting
     - Hospice Buffalo RN will contact referring office
       - Inform that patient has been admitted
       - Review any medication changes/concerns/suggestions (if any)
       - Review any other concerns
     - If patient is not appropriate or not interested in services
       - Hospice Buffalo RN will contact referring office
         - Inform that patient was not appropriate or not interested in services
         - Alert office of any concerns.