

Frequently Asked Questions

Q: Can I call a patient directly?

A: To optimize patient comfort, calls cannot be made directly to a patient's room. All incoming patient calls must first go through the nurse's desk. To reach a patient, call 620.669.3773 and ask to be transferred to the patient's room.

Q: When are visiting hours?

A: We encourage visitors of all ages 24 hours a day, seven days a week. Families are welcome to stay overnight. We ask that children be supervised at all times to ensure the comfort of your loved one and other patients.

Q: Is door-side parking available?

A: Yes. Family and visitors may park directly in front of the Hospice House. Parking behind the House is reserved for staff and volunteers.

Q: Do I need a security code to enter the Hospice House?

A: No. If the front entrance is locked for security purposes, ring the doorbell in the foyer to alert staff or volunteers to your presence. The safety and security of patients and their families is of the utmost importance to us. Security cameras monitor all public entrances of Hospice House.

Q: Can we bring items to personalize our loved one's room?

A: Yes. We encourage you to bring photos or mementos to feel at home; however, we ask that you not add any holes to the walls.

Q: Is a kitchen available to prepare meals?

A: Yes. We encourage you to share meals together by using our large kitchen and dining area. You may store food items in the refrigerator and cabinets. A range and microwave are available for cooking.

State law requires that you label all refrigerated items with the name of the patient and the date. Dated items in the refrigerator should be discarded after one week. Please clean the kitchen and dining area after each use to ensure an inviting appearance for other families.

A vending machine with snacks and drinks is available in the Clean Holding room located in the west wing. Please make yourself at home.

Q: Are laundry facilities available?

A: Yes. A washer and dryer are located in the Clean Holding room. It is available to patients and their families.

Q: Is there a place to take a shower if I stay overnight?

A: Yes. A shower is available in the staff restroom. Towels are available.

Q: May I bring a pet to visit our loved one?

A: Yes. Many patients enjoy the opportunity to see their own pets. We simply ask that you maintain control of the pet and that they remain on a leash. Proof of current vaccinations is required.

Hospice House also offers pet therapy. Specifically trained pets and their owners visit the House weekly, offering additional comfort to patients and their families.

Q: Is smoking or alcohol allowed in Hospice House?

A: Hospice House is a smoke-free facility. A designated smoking area is available for patient use only. Alcohol is allowed for patients per physician order.

Q: Does the House have a tornado shelter?

A: A tornado shelter is located in the west hall. Patients and visitors are required to be in the safe hall when a tornado warning has been issued.

Q: What are my privacy rights as a patient?

A: A daily census is recorded. Please inform staff if you do not want to be recognized as a patient in the House.