

Frequently Asked Questions

HOW DOES SOMEONE GET ADMITTED TO ANDY'S HOUSE?

Access to Andy's House is only done through a referral by a Home and Community Case Manager. A Doctor or Nurse Practitioner can facilitate a referral to a Case Manager on your behalf or you can call Home and Community Care (HCC) directly to request a referral to hospice. Our local HCC phone number is 705-721-8010 - ask for a Case Manager. They will help determine the most suitable location, assess your eligibility and then begin the process.

HOW ARE PRESCRIPTION MEDICATIONS OBTAINED?

Hospice Muskoka employs a Nurse Practitioner who, together with staff, will work with you and/or your health care provider to arrange for medical prescriptions to manage pain and symptoms you may experience during your stay. We use The Apothecary Pharmacy in Port Carling who delivers daily to Andy's House. If medications are not covered by OHIP or a private plan, there may be additional charges you will be asked to pay.

DOES MY DOCTOR CONTINUE TO BE RESPONSIBLE FOR MY CARE ONCE I'M ADMITTED TO ANDY'S HOUSE?

Your family doctor or nurse practitioner remains as your primary care physician and they are welcome to continue your care. Many local health care providers have opted to work in a 'shared care' model with the Hospice Muskoka Nurse Practitioner who is specialized in palliative and end-of-life care. The Nurse Practitioner keeps your health care provider informed of your status during your stay at hospice. Your health care provider is invited to visit at any time. Medical support is provided 24/7 by the palliative care team.

HOW ARE HOSPICE MUSKOKA & ANDY'S HOUSE FUNDED?

Hospice Muskoka is partially funded by the Ministry of Health of Ontario, however we rely heavily on donations to cover our full complement of palliative and end-of-life services. Andy's House was built entirely through donations made by generous people who recognize the value of hospice services. Creating an end-of-life experience that honours a lifetime, preserves dignity and manages pain and symptoms to ensure physical, emotional, and spiritual wellness through the final journey of life.

Our registered charitable number is 890333263RR001.

FAQs con't...

IS THERE A COST TO COME TO ANDY'S HOUSE OR USE ANY OF THE HOSPICE MUSKOKA SERVICES?

There is no charge for individuals who stay at Andy's House or who are in need of Hospice Muskoka palliative support services. The cost for medications, services, and personal hygiene supplies not covered by OHIP or a private plan are the responsibility of the resident or family.

AM I ALLOWED TO PAY OR THANK THE STAFF OR VOLUNTEERS IN SOME WAY?

Staff and volunteers are not permitted to accept gifts or payment of any kind, from residents or family members. A wonderful way to show your appreciation is to make a donation on their behalf to Hospice Muskoka on-line through our webpage www.hospicemuskota.com or by mail to Hospice Muskoka at PO Box 156, Bracebridge, ON P1L 1T6.

ARE PETS ALLOWED TO VISIT?

Yes. Well-behaved pets are welcome to visit residents in their rooms. Pet owners are required to monitor their pets at all times and clean up after them. If a pet is disturbing other residents or causing allergic reactions among other residents, we will require the pet owner to remove the pet from the premises.

WHO PROVIDES MEALS AT ANDY'S HOUSE?

Andy's House residents will be provided basic meals through an in-house team of food service providers, however the family is asked to accommodate any special meal requests. Each resident room has a refrigerator for the storage of personal food items. We will make every effort to offer meals to family and friends who stay at Andy's House overnight when possible.

