Mission Statement

The valued mission of Dunes Hospice, LLC is to be the premier provider of spiritual, emotional and physical care during the end-of-life journey. We are committed to serve with honor, dignity, and above all, compassion.

- Strong ties and commitment to the local community
- Focus on quality care and excellence in customer service
- Patient and family driven plan of care
- Services provided in the comfort of the patient’s home environment
- Specializing in comfort care to ensure palliation of pain and symptom management to maintain quality of life
- Emotional and spiritual counseling by specially trained Social Workers and Chaplains
- Dietary consultation by a Registered Dietician to support patients and families during nutritional struggles
- Family support and bedside care at the time of death
- Compassionate bereavement program by dedicated Clinicians and Chaplains

Accepting that an individual needs hospice services can be difficult. Dunes Hospice, LLC is dedicated and trained to help families make the most appropriate decision for a loved one who has been diagnosed with a life-limiting illness. Hospice services are designed to care for patients who have been diagnosed with a life expectancy of six months or less, provided that the disease takes its normal course. With hospice care, the patient receives the care needed to make them feel comfortable during the end-of-life journey.

During the incredible journey of life, the sands beneath our feet may shift and change, but the precious memories will never wash away.
Medicare will reimburse the cost of hospice care under your Medicare Hospital Insurance (Part A). When all requirements are met the Medicare Hospice benefit will provide the following:

- Physician services
- Nursing care
- Medical appliances and supplies
- Medications for symptom management and pain relief of the terminal illness
- Respite care for up to 5 days for caregiver relief
- Short-term inpatient care for pain and symptom control
- Hospice aide/homemaker services
- Spiritual counseling
- Bereavement counseling
- Physical therapy, occupational therapy, speech therapy
- Mental health services
- Medical social services
- Dietary and other counseling

The Medicare Hospice Benefit does not cover the following services:

- Treatment for the terminal illness that is not part of the hospice plan of care
- Care provided by another hospice that was not arranged by the patient’s hospice
- Ambulance transportation not included in the hospice plan of care
- Medications that are not related to pain and symptom control of the terminal illness
- Visits to the emergency department or admission to the hospital related to the terminal diagnosis that are not part of the hospice plan of care without prior approval or arrangements
- Inpatient care at non-contracted facilities
- Lab studies, medical testing and/or any treatments not included in the hospice plan of care
- Room and board

Charges and Billing

We receive reimbursement for our services from Medicare, Medicaid and private health insurance. Most medical insurance plans include a hospice benefit or are willing to negotiate a per diem rate or make another arrangement. Our hospice office will contact your insurance company to determine your hospice benefits for the services related to your terminal diagnosis.

Patients will only receive a bill when their insurance plan has indicated that there are co-payments, deductibles, other out-of-pocket expenses or benefits are exhausted. These charges will be explained before services are provided.

All third party payors are billed for hospice services as appropriate. In most cases, your insurance company will pay hospice directly. Medicare or Medicaid patients will not be refused care or have their hospice care discontinued or reduced due to their inability to pay for that care. Our social worker will meet with the patient/family to determine concerns and needs. Any change to this policy will be communicated in writing to our hospice patients. Please call our office if you have questions about charges or insurance billing.
Our services enable the patient to stay in the comfort of their own “home” environment, whether that be a private home, assisted living, or long-term care facility. The Dunes Hospice team makes regularly scheduled visits to ensure quality delivery of care to maintain comfort and dignity during the end-of-life journey.

Our dedicated team of physicians, licensed nurses, certified nursing assistants, social workers, chaplains, and registered dietitians work in collaboration with the patient and family to develop an individualized plan of care centered around the patient’s wishes.

We offer a compassionate and individualized bereavement program to our families and friends by our dedicated chaplains and social workers.

In addition, counseling is available from a registered dietitian to support families during nutritional decline and to address dietary concerns during the end-of-life process.

Our Hospice involves key professionals and other staff members developing your individual plan of care, which is based upon identified problems, needs and goals, physician orders for medications, treatments and care, your environment and your personal wishes whenever possible. Effective pain management is an important part of your treatment plan.

The plan includes five basic areas:

- Physical care
- Personal care and comfort
- Spiritual needs
- Psychosocial needs
- Bereavement care

The plan is reviewed and updated every 15 days. We encourage your participation and your family’s participation and will provide necessary medical information to assist you.
Across the board, everyone from Dunes Hospice that cared for my dad was amazing. My dad looked forward to his visits from the Dunes Hospice staff and they gave him undivided attention in both his physical needs and his mental, emotional and spiritual needs. It was clearly evident that the staff of Dunes did not regard their service as a job but more like a ministry of giving. I am proud of the last days my dad had on earth, he was at peace with everything and was given more than care from Dunes - he was given love and respect, dignity, strength, and encouragement. Thank you Dunes Hospice.

~ Rod W.

Dunes Hospice staff was there every day with medications, spiritual help, comfort measures, companionship and with comfort and encouragement for my family. They came to my brother’s funeral and also sent flowers on my dear bother’s birthday. They sent a card to my sister (my brother’s caretaker) and offered post care bereavement. If ever any friend or family need special hospice care, my only choice is Dunes Hospice.

~ Rosa J.

When this all started, Linda and I were so afraid. She just wanted to get home from the hospital. Given her diagnosis, we decided it was time for hospice. Dunes Hospice was introduced to us and that is all it took. They met us at home and started taking care of everything that needed to be done. The loving and caring had started. When we met our personal nurse we knew we had met an angel. An outstanding young lady, as is all of the Dunes Hospice staff. They all went out of their way to take care of Linda and make her comfortable and give support to myself. It’s been a few months now since Linda passed away and I still love being in contact with the Dunes Hospice staff.

~ Dennis E.
As you begin your grief journey, remember that you will be grieving in your own way. You are a unique person. Your relationship with the person who died was unique. Only you know what feels right to you when you are grieving.

Dunes Hospice also provides a bereavement program for up to 13 months following the death of an individual’s loved one. The program is offered to families, friends and caregivers of Dunes Hospice patients, both before and after the patient’s death.

It is with open arms that Dunes Hospice, LLC invites the community to a grief support group specifically designed for those who have suffered a loss. We understand the need to share common experiences and gain the support of others in similar situations. The group meets at our relaxed and comfortable office location on a monthly basis. The meeting is facilitated by both a Licensed Clinical Social Worker and a Chaplain. We offer support to anyone who is struggling to face another day after a loss.

Please join us every third Wednesday of the month.

Time:  6:00 - 7:00 p.m.
Location:  Dunes Hospice
          4711 Evans Avenue
          Valparaiso, Indiana 46383