

**24/7 Hospice Number:
(909) 281-2550**

Calling for Help

During Business Hours:

If you need assistance, please call and ask for your primary nurse. Calls about **medication refills and supplies** are best served **during business hours** when your primary physician can be contacted.

After Business Hours:

Please call and ask for the on-call nurse. If you leave a message, please provide the following information:

1. The patient's name
2. Your name
3. The phone number
4. The problem

Your call should be returned within approximately 15 minutes. **Always call again if your call was not returned within 15 minutes. After talking on the phone, the on-call nurse will visit your home if needed.**

After Dark Visit:

Please turn on your outside lights. Safety is a priority for both the patient and our staff. If the nurse or visiting staff feels unsafe, they will contact you by phone and attempt to arrange alternate means of help.

If you have any complaints or questions about local hospice agencies or need to lodge a complaint concerning the implementation of the advance directive, please call or visit:

Department Of Public Health 24-Hour Hotline Number
San Bernardino County
(800) 344-2896
<http://www.sbcounty.gov/dph/>

Any questions regarding your Medicare benefits please call or visit:

1-800-MEDICARE
1-800-633-4427
<http://www.medicare.gov/>

When to Call Us

Hospice Emergencies Include:

- Pain not relieved with medication
- Vomiting not relieved with medication
- Falls
- Unexpected changes in condition, such as fever, confusion, shortness of breath
- Death of the patient
- If you unsure, PLEASE CALL and let the nurse listen to your concerns.

911 calls are NOT paid for by the Hospice! Please call our office first!

Hospice Provisions

Before purchasing **supplies or equipment for a patient's care**, please ask your hospice nurse if these supplies can be provided by the hospice. Bear Valley Hospice provides diapers, Chux, creams, and other basic supplies.

Always tell the laboratory, X-ray, and/or physician office that you are a hospice patient; these services, if pre-authorized, are covered by the hospice. **Failure to receive hospice pre-authorization may result in the patient being billed for services.**

Emergency Numbers

Hospital – Bear Valley Community	(909) 866-6501
Urgent Care – BBL Urgent Care	(909) 878-3696
Police	(909) 866-0100
Big Bear Fire Station	(909) 866-7566
Poison Control	(800) 222-1222
Adult Protective Services	(800) 451-5155
Child Protective Services	(800) 207-4464
Emergency Alert System Radio Station	93.3 FM KBHR
Southwest Gas	(877) 860-6020
Bear Valley Electric Service	(909) 866-4678