

Our 4 Levels of Care

A complete guide to all Medicare-mandated hospice service levels and what each one includes

◆ Westlake Village Hospice, INC

◆ Medicare-Certified | Joint Commission Accredited

◆ Serving LA, Ventura & Orange Counties

Medicare requires all certified hospice agencies to offer four distinct levels of care. At Westlake Village Hospice, we provide all four — ensuring we can meet your loved one's needs through every phase of their journey, at home or in a facility.

LEVEL 1

Routine Home Care

The foundation of hospice — regular, scheduled visits from our interdisciplinary team in the comfort of your loved one's own home, assisted living facility, or skilled nursing facility.

What's Included:

- Skilled RN visits for assessment, pain management, and medication management
- LVN visits for wound care, catheter care, and symptom monitoring
- Home health aide visits for bathing, grooming, and personal care
- Social worker visits for family counseling and resource coordination
- Chaplain visits for spiritual support (non-denominational options available)
- Medical equipment delivery: hospital bed, wheelchair, oxygen, walker
- All medications related to the terminal diagnosis
- 24/7 on-call nurse availability by phone

This level covers the vast majority of hospice care hours for most patients.

LEVEL 2

Continuous Home Care

Crisis management at home — intensive short-term nursing when a patient experiences a medical emergency that cannot be managed with scheduled visits alone.

When It Applies:

- Uncontrolled acute pain or severe breakthrough pain
- Respiratory distress or severe shortness of breath
- Uncontrolled nausea, vomiting, or agitation
- Seizures or acute neurological symptoms

What's Provided:

- Continuous skilled nursing for a minimum of 8 hours in a 24-hour period
- May include LVN, RN, and aide support
- Goal: stabilize the crisis so Routine Home Care can resume

LEVEL 3

Inpatient Respite Care

A break for family caregivers — short-term inpatient care in a Medicare-approved facility. This level is specifically designed to relieve caregiver exhaustion.

Key Details:

- Up to 5 consecutive days per benefit period
- Patient receives full professional care; family can rest away
- Available at contracted facilities across our service area
- Medicare covers the cost; a small daily room & board copay may apply
- The primary caregiver does not need to give a reason — this benefit exists for you

LEVEL 4

General Inpatient Care (GIP)

Acute symptom management in a facility — when a patient's medical situation cannot be safely managed at home and requires the resources of an inpatient facility.

When It Applies:

- Symptoms that require frequent IV medications or complex pain protocols
- Wounds requiring intensive clinical management
- Acute psychiatric symptoms related to the terminal diagnosis
- Any crisis where home-based Continuous Care is insufficient

Key Details:

- No day limit — continues as long as medically necessary

- Medicare covers fully when criteria are met
- Goal: return to home-based care as soon as clinically feasible

Our Interdisciplinary Care Team includes: Medical Director, Registered Nurses, Licensed Vocational Nurses, Home Health Aides, Licensed Clinical Social Workers, Chaplains, Volunteers, and Bereavement Counselors — all coordinated through a unified care plan.

Same-Day Admission Available

Call us to discuss which level of care is right for your loved one — at no obligation.

(818) 791-0611

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