

Extra Care When You Need It

When a Serious Illness Strikes, UHA is There for You and Your Family

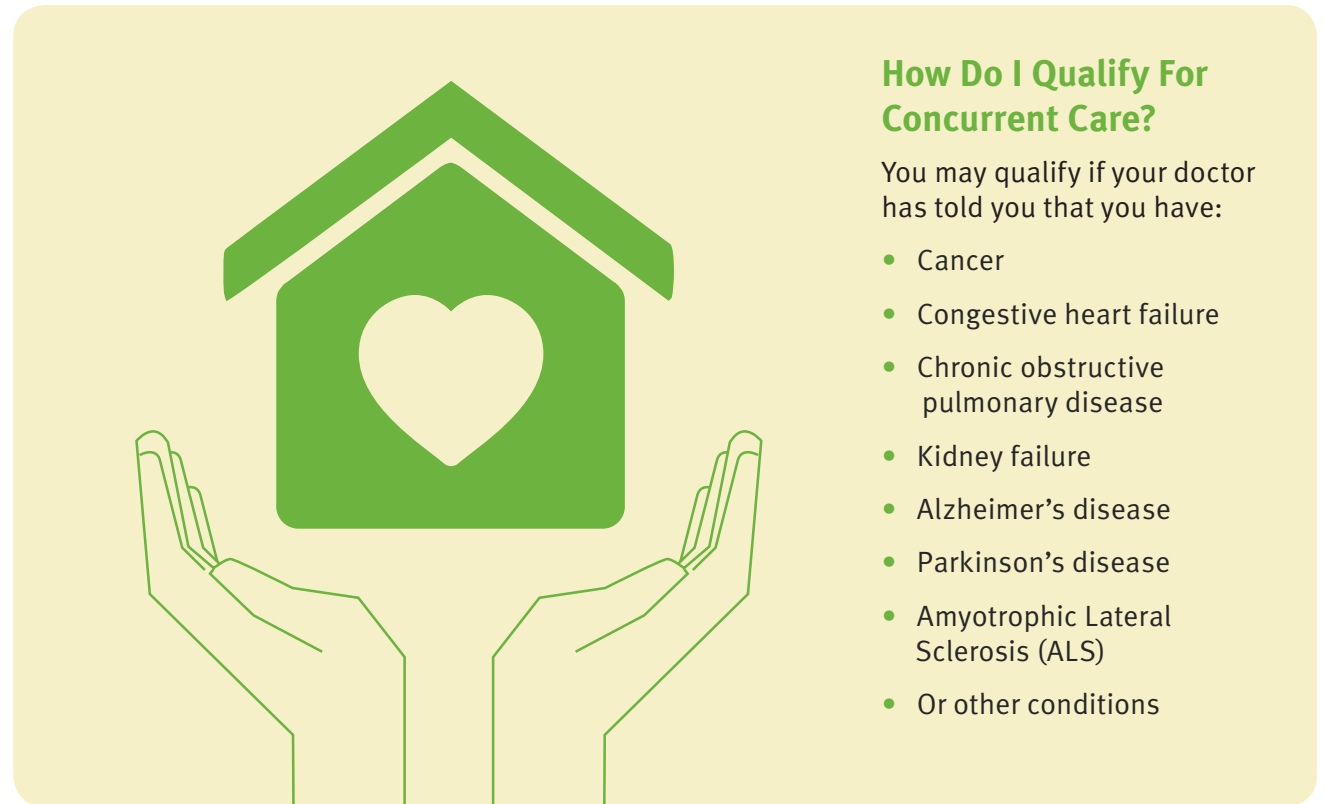
When your doctor tells you that you have a serious illness or medical condition, your world can change. Suddenly, you may feel alone, worried and confused. It can be a very difficult time.

UHA is a local health insurance company. We were founded to improve healthcare for Hawaii's people. We bring that same aloha and caring to our health benefits. That's why we were the first health plan in the nation to offer something completely new. Our plan gives you the best care in your time of need. It's called **concurrent care**. In Hawaiian, we call it *laulima*. At UHA, we call it comfort care. This means many hands working together toward a common goal – your comfort.

What is Concurrent Care?

Concurrent care is receiving all medically necessary treatment which would often not be allowed if a person was in a *traditional* hospice program. This means that somebody with a serious illness can have all the benefits of comfort care and still receive life-prolonging treatments.

In Hawaii, when someone is in need, we surround that person with love and special attention. It is in those times that we may have a deeper understanding and appreciation of **'ohana**, what it means to be family.



How Do I Qualify For Concurrent Care?

You may qualify if your doctor has told you that you have:

- Cancer
- Congestive heart failure
- Chronic obstructive pulmonary disease
- Kidney failure
- Alzheimer's disease
- Parkinson's disease
- Amyotrophic Lateral Sclerosis (ALS)
- Or other conditions

These treatments may include:

- medical, surgical, radiologic and other treatments like hemodialysis

Comfort care may reduce some of your physical symptoms such as:

- pain, shortness of breath, or nausea

It may help you gain the strength you need to carry out your daily activities. It may also improve your ability to tolerate certain medical treatments.

**Overall, it can improve
your quality of life.**

It's Working: A Story about Eleanor

One of our members, Eleanor, has been diagnosed with breast cancer which has spread to other parts of her body, including her lungs and bones. Eleanor does not have as much strength as she had before and has a hard time keeping her balance, so she is unable to walk to the bathroom safely and there is a risk she may fall.

Her oncologist recommended she participate in UHA's concurrent care program where she can receive comfort care while also receiving chemotherapy.

Comfort care has been a godsend to her and she welcomes the extra level of care. Her husband works long hours, putting in as many as 12 hours a day, so he is unable to give her his full, undivided attention. Her teenage son is also unable to adequately care for her, but he is learning by watching the nurses that come to visit. The nurses also help by explaining Eleanor's condition to her husband, so he can better understand how to care for her.

What does Eleanor think about the comfort care she is receiving from the hospice program? "At first, I wasn't sure about hospice, but I like what it is doing for me. When the nurse or social workers come to my home, they always cheer me up and it's a big help just to talk to someone about my illness and how it affects my family. They help me to manage my symptoms - the pain, nausea and constipation, so I am more comfortable and able to do a little more."

A Team Approach to Your Care

Patients who get concurrent care are supported by a team of healthcare experts. Team members may include:

- doctors, nurses, social workers
- massage therapists, pharmacists, nutritionists and chaplains

This means you get the best, well-rounded care available.

Extra Care from a Hospice Program

Hospice programs specialize in comfort care, symptom management, and emotional and spiritual support while you undergo your medical treatment. As part of our network of care, UHA partners with local hospice programs to provide comfort care. This extra care you receive must be from a Medicare-certified hospice program that has a contract with UHA. These include programs such as Hospice Hawaii, St. Francis Community Health Services (Hospice), Bristol Hospice, Islands Hospice, Malama Ola Hospice of Kona, Hilo Hospice, North Hawaii Hospice, Kauai Hospice and Maui Hospice.

Questions?

Call UHA's Health Care Services team:

808-532-4006 or
800-458-4600 ext 300 (toll free)

We can also connect you
with a comfort care provider.



UHA
HEALTH INSURANCE

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Concurrent Care for Families




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Better **Health. Better Life.**