Contact Information
Please call the Nurses Station 330.375.6333 to reach one of the following:
• Social Worker
• Hospice Assessment Nurse
• Spiritual Care Coordinator
• On-call Chaplain

The Acute Palliative Care Unit Manager is available Monday – Friday, 8:00 a.m. - 4:30 p.m. at 330.375.6333.

Frequently Asked Questions
Can I use my cell phone?
Yes, cell phones are permitted on the unit.

Where do I park?
Valet parking is offered at the main entrance to the hospital for a nominal fee. There are two parking decks that can be accessed off Arch Street. There are a variety of parking plans, please ask the parking deck cashier for the option that fits your needs.

Where can I smoke?
To promote a healthy environment, the buildings and grounds of Summa Health are tobacco free. Thank you for your consideration.

Can I use my laptop computer?
You can search for the wireless network provided by Summa Health and attempt to connect to it. Users can browse the internet and check emails only from the approved sites determined by Summa Health.

Does the palliative care consult service and the Hospice of Summa team work with my doctor?
Yes, both teams work very closely with your own physician as well as your family members.

What is the difference between hospice and palliative care?
Although hospice and palliative care are similar in their comfort care orientation, there are distinct differences between them. Palliative care can be provided at any point in the course of a person’s illness where aggressive pain management and symptom control is needed. Hospice provides care for those patients who have a limited life expectancy and have elected to receive comfort-oriented (noncurative) care.

Isn’t palliative care only for actively dying patients?
Palliative care is for any patient who needs aggressive treatment of pain and other uncomfortable symptoms at any stage of a complex illness.

Where is Hospice located?
Hospice is a philosophy of care rather than a “place”. In fact, more than 90 percent of care provided by the Summa Hospice team is provided in the comfort of a patient’s home, nursing home or assisted living facility. Summa does provide hospice services in our Acute Palliative Care Unit as well as at other inpatient sites in the community.

Doesn’t receiving hospice care mean that you have given up all hope?
No. “Getting well” is not always the same thing as “getting better.” Hope for many patients equates to an expectation of a greater quality of life. Many hospice patients feel more in control and more comfortable as a result of their hospice care.

What is the phone number to the patient’s room?
Dial 330.375.4 and the room number.
Family and Visitor Information

Welcome to the Acute Palliative Care Unit (APCU). The word palliative is derived from the Latin word pallium, a type of cloak used for protection in ancient Greece and Rome. Palliative care seeks to shelter the patient and family from distress and envelop them in comfort. We are honored to care for you and your loved one.

Unit Vision
It is our mission to provide comprehensive interdisciplinary care and support to patients and their loved ones who are dealing with advanced, complex illness. Palliative care is defined as comprehensive, specialized care provided by an interdisciplinary team to patients and families living with a life-threatening or severe advanced illness. Care is primarily focused on alleviating suffering and promoting quality of life. Major concerns are pain and symptom management, information sharing and advance care planning, psychosocial and spiritual support, and coordination of care.

Patient Information
The APCU team meets weekdays at 10:00 a.m. to review patient/family status and to coordinate care. Team members include bedside nurses, physicians, hospice assessment nurses, a social worker, pharmacists, nurse practitioners, chaplain, dietitian, volunteers, a clinical psychologist and the bereavement coordinator. Information about the care of your loved one will be provided to you by your team members. If you wish to set up a specific time to meet with the physician or the team, please contact your nurse or social worker. Every attempt will be made to accommodate your request within 24 hours. We ask that you designate one family member to serve as the permanent family spokesperson. We desire for each member of your family to interact with our care team. By focusing our communication toward a spokesperson, that person relays information to the family and all are informed.

Visitation
The APCU allows for 24-hour visitation. Two family lounges and a kitchen area are provided for your convenience. Sleeping is permitted in the patient’s room as space allows; however, as a courtesy and for the comfort and safety of all patients and families, we discourage sleeping in the lounges. We also request that shoes be worn at all times. If you or your family have special overnight accommodation needs, please talk with a staff member from the APCU to discuss available options. Children are welcome to visit when accompanied by an adult. Drugs, alcohol and smoking are not permitted on hospital property. To enter the building after 9:00 p.m., please use the protective services entrance located on Arch Street to the left of the main entrance.

Spiritual Care
Embracing a holistic approach to care includes meeting the spiritual needs of patients and families. Our spiritual care providers address the spiritual and emotional aspects of living and dying, respecting faith traditions and personal beliefs. Engaging conversations and quiet listening provide healing for the spirit. For a breath of fresh air, visit the serene gardens located next to Summa’s critical care and cancer centers. A chapel is also located on the first floor for prayer and meditation.

Food and Beverage
In addition to the food available in our kitchen, there are several food options available within the hospital.

Vending Machines
- Cafeteria on the ground floor
- Emergency Department vending on the ground floor
- Central Lounge vending on the first floor

Starbucks
- Coffee, sandwiches and salads
- Main Lobby
- Monday – Friday, 6:30 a.m. – 5:00 p.m.
- Saturday and Sunday, 6:30 a.m. – 1:00 p.m.

Einstein Bros Bagels
- Light breakfast and lunch
- Monday – Friday, 7:00 a.m. – 4:00 p.m.

Virtues Restaurant
- Upscale dining
- Summa Health Ann & David Brennan Pavilion
- Monday – Saturday 11:00 a.m. – 10:00 p.m.
- Dial 5-7444 to ask about specials and delivery

Cafeteria
- Ground floor
- Daily 6:00 a.m. – 6:30 p.m. and 11:00 p.m. – 2:30 a.m.

Please see a staff member for delivery menus or local food options within driving distance.