

[Date]

To the Family of [Patient Name],

Welcome to [Hospice Agency Name]. We understand that this is a challenging time for your family, and our goal is to provide comfort, dignity, and specialized care tailored to your loved one's needs.

This letter serves as an introduction to our services and what you can expect during the orientation process. Our interdisciplinary team is here to support not only the patient but also you as caregivers.

**Your Care Team Includes:**

- **Nurses:** To manage pain and symptoms.
- **Hospice Aides:** To assist with personal care and hygiene.
- **Social Workers:** To provide emotional support and resource planning.
- **Chaplains/Spiritual Counselors:** To offer spiritual care if desired.
- **Volunteers:** To provide companionship and respite.

**Orientation Overview:**

During our first few visits, we will coordinate the following:

- Delivery of necessary medical equipment (beds, oxygen, etc.).
- Management of medications related to the hospice diagnosis.
- Creation of a personalized plan of care.
- Training for family members on comfort measures.

**Support and Contact Information:**

We are available 24 hours a day, 7 days a week. For any questions, symptoms, or emergencies, please call our direct line at: **[Phone Number]**.

Please review the enclosed orientation packet for more details regarding patient rights, pharmacy procedures, and bereavement support.

Sincerely,

[Signature]

[Name of Hospice Representative]

[Title]

[Hospice Agency Name]