

Connecting your patients to SSM Health at Home Hospice is now even easier.

You asked, we listened – You need to connect your patients to hospice care earlier so they can benefit from the care they need longer. New enhancements make the process even more efficient and convenient for you.

Two easy ways to connect your patients to hospice care:

1. **NEW! Call SSM Health at Home**

Simply call SSM Health at Home and an RN will take your referral and expedite your patient's transition to hospice care.

1. **Existing! Epic - Using the current REF 35 process**

Continue using the familiar REF 35 process within Epic to refer your patients effortlessly.

Enhancements to simplify referrals:

New, local phone numbers

We've introduced new local phone numbers for you and your staff to call, ensuring quick and direct access to RNs who can connect you and your patients directly.

St. Louis West: 636-695-2050	Greater Fond du Lac Area: 920-923-7950
St. Louis: 314-989-2800	Greater Madison Area: 608-242-1516
Southern IL: 618-899-1631	Oklahoma: 405-231-3755
All Regions: 1-800-924-2273	

1. **Enhanced phone coverage**

Our enhanced phone coverage prioritizes patients with the highest needs, ensuring they receive prompt attention.

2. **Immediate availability for phone orders**

Our phones are staffed by RNs who can take orders and initiate the REF 35 process immediately, streamlining the referral process.

3. **Early connection with patient's family**

We reach out to the patient's family early in the intake process to introduce our services and establish a connection.

4. **Continued use of Epic (EMR)**

We continue to offer and promote the use of REF 35 within Epic for doctors who prefer referring through the EMR system.

By making these enhancements, we strive to support you in providing the best possible care for your patients. Connect with SSM Health at Home Hospice today and experience the ease and efficiency of our improved referral process.