

Professional Referral and Contact Sheet

For hospitals, physicians, skilled nursing facilities, assisted-living communities, board-and-care homes, care managers, and community partners.

Call	(310) 527-2962
Secure fax	(310) 527-2999
General email	hospice@charityhhs.org
Office	20300 South Vermont Ave., #130, Torrance, CA 90502

Protect patient information

Do not send diagnoses, medical records, insurance information, medication lists, or other protected health information by ordinary email. Use the secure fax or call Charity Hospice Care to request an approved secure referral pathway.

Helpful referral information

- Patient demographics, current location, and responsible-party contact.
- Current history and physical, primary and related diagnoses, and recent clinical changes.
- Recent progress notes, hospital or facility records, and relevant test results.
- Current medication list, allergies, and medical equipment needs.
- Insurance information and attending clinician contact information.
- Known language, cultural, spiritual, safety, or accessibility needs.

Referral Pathway

A clear handoff helps the hospice team review eligibility and coordinate the next step without delay.

1. Send	Call or securely fax available records.
2. Review	The hospice team reviews the clinical picture and identifies missing information.
3. Discuss	The patient and family receive an explanation of hospice, choices, and next steps.
4. Assess	When appropriate, a nurse assessment and hospice physician eligibility review are coordinated.

What Charity coordinates

- Initial clinical and coverage review.
- Communication with the patient, family, attending clinician, hospital, or residential facility.
- Hospice physician eligibility review and in-person nursing assessment when appropriate.
- Medication, equipment, supply, and visit planning.
- Admission updates to the referral source when permitted.

Service availability and admission timing depend on eligibility, location, required documentation, patient choice, current needs, and the care setting.