

Willowmere Home Health & Hospice

88 Meadow Lane, Riverbend, ST 58024
Intake 555-0460 · Clinical after-hours 555-0461 · Equipment 555-0462
willowmerehome.example · Office hours Mon–Fri 8:00a–5:00p

HOSPICE TEACHING SHEET

Document

Comfort kit orientation

Owner

Hospice Clinical Manager / Pharmacy liaison

Version

5.0 · Approved 02/02/2027

Hospice nurse line

555-0461

Understanding the Comfort Kit

Why a sealed kit is delivered, how to store it, who may direct that it be opened, how to document, and how unused items are returned

KEEP THE KIT SEALED UNTIL A HOSPICE NURSE DIRECTS OTHERWISE

This sheet never names a dose, never matches a medicine to a symptom, and never authorizes a family member to choose an item. If a symptom is present, call the hospice nurse. Do not open a pouch because a previous patient, a website, or a neighbor described a similar kit.

KIT NAME (SPECIMEN) Willowmere Comfort Kit, sealed tote WM-CK-050	DELIVERED BY Hospice nurse or contracted courier with chain-of-custody slip
PHARMACY LABEL On each inner pouch — the nurse reads it with you when directing use	DISPOSAL / RETURN Hospice nurse or pharmacy take-back — never household trash

WHY THE KIT IS IN THE HOME BEFORE IT IS NEEDED

The kit exists so that, if the hospice nurse later directs use of a labeled pouch, the item is already in the house. Presence of the kit is not a prediction, not a change in the plan of care by itself, and not permission to start anything.

- Delivery is recorded on the chain-of-custody slip. Count inner pouches with the nurse.
- The outer tote seal should be intact at delivery. If it is broken, do not use the kit; call 555-0461.
- The kit is part of hospice inventory until unused items are returned. It is not household property to share, sell, or save 'for later' after discharge.

INVENTORY AT DELIVERY — COUNT ONLY, DO NOT OPEN

Inner pouches are listed by letter so this teaching sheet can stay free of product strengths and directions. The pharmacy label on each sealed pouch is the only place those details appear, and a hospice nurse reads that label with you if use is directed.

POUCH	WHAT YOU SHOULD SEE FROM THE OUTSIDE	SEAL	IF MISSING, DAMAGED, OR UNSEALED
A	Solid oral form, unit-dose packaging visible through the pouch window	Intact heat seal + pharmacy label	Stop. Call 555-0461. Do not substitute.
B	Solid oral form, different pharmacy label from pouch A	Intact	Stop. Call 555-0461.
C	Oral liquid in a manufacturer or pharmacy bottle, still inside the pouch	Intact; bottle cap not yet broken	Stop. Call 555-0461.
D	Non-oral comfort supply (for example a sealed wipe or gel labeled by pharmacy)	Intact	Stop. Call 555-0461.
E	This orientation sheet and a blank use log	Paper sleeve	Request a replacement sheet; do not guess from memory.
—	Outer tote, numbered seal WM-CK-050-XXXX	Plastic seal closed	Do not accept the delivery. Call 555-0461.

Do not select an item: No row on this page is a direction for use. Matching a pouch to a symptom is a clinical decision the hospice nurse makes at the time, using the pharmacy label and the plan of care — not this table.

STORAGE

- Store the sealed tote where children and pets cannot reach it, away from food.
- Follow the storage line printed on the outer tote (room temperature versus refrigerate). Do not freeze unless the tote says to.
- Do not mix kit pouches into the household medicine cabinet. Keep the kit together.
- Do not transfer pouches into unlabeled bags or pillboxes.
- If the home loses power and the tote required refrigeration, call 555-0461 before using anything from it.

WHO MAY DIRECT THAT A POUCH BE OPENED

1. A Willowmere hospice nurse, after assessing the situation by visit or by the recorded nurse line.
2. A covering hospice clinician designated on the plan of care.
3. Emergency clinicians if a 911 response is in progress — bring them the unopened tote and this sheet.

Family, aides from other agencies, and neighbors may not direct use. A previous verbal instruction from another week does not apply to a new symptom.

IF THE NURSE DIRECTS USE — DOCUMENTATION ONLY

When a nurse directs that a specific labeled pouch be opened, they will tell you which pouch letter, they will read the pharmacy label with you, and they will tell you what to write. This sheet does not repeat those directions.

DATE / TIME	POUCH LETTER THE NURSE NAMED	NURSE NAME	YOU CONFIRMED THE PHARMACY LABEL TOGETHER	NOTES THE NURSE ASKED YOU TO WRITE
			Y / N	
			Y / N	
			Y / N	
			Y / N	
			Y / N	

Leave unused pouches sealed. Do not 'pre-open' in case they are needed overnight.

RETURN, DISPOSAL, AND LEFTOVER ITEMS

SITUATION	ACTION
Hospice is still in place and a pouch is unused	Leave it in the sealed tote. Do not donate, flush, or put in household trash.
A pouch was opened but not fully used	Follow the nurse's instruction for that container. Do not offer leftovers to another person.
Discharge, revocation, or death at home	The hospice nurse or pharmacy liaison inventories the tote and arranges return or witnessed disposal. Keep the tote until they arrive.
You find a loose tablet or an unlabeled bottle near the tote	Do not take it and do not throw it away. Call 555-0461.
A child or pet may have reached the tote	Call 911 if there is any exposure concern, then 555-0461.

VERSION AND APPROVAL

ITEM	VALUE
Document number	WM-CK-050
Approved by	Hospice Clinical Manager S. Ingram, RN; Pharmacy liaison (contracted) Cedar Point Compounding (specimen); Administrator L. Patel
Approval date	02 February 2027
Effective	16 February 2027
Next review	August 2027
Teaching rule	Nurses may not write a dose on this orientation sheet or on the refrigerator card. Doses, if any, live only on the pharmacy label and the plan of care.

FICTIONAL SPECIMEN. Willowmere Home Health & Hospice, the comfort kit, pouch letters, and approval records are invented for demonstration only. This document contains no dosing instructions and is not medical advice. Do not open, choose, or administer any medicine based on this sheet. Follow only a real hospice clinician and a real pharmacy label.