

Key Hawai'i Community Resources for Those with Serious Illness



What is Palliative Care?

Palliative Care is specialized medical care for people living with a serious illness and provides relief from the symptoms and stress of the illness. The goal is to improve quality of life for both the patient and loved ones. This care is appropriate at any age and at any stage in a serious illness, and it can be provided along with curative treatment.

Hospital-based (Inpatient) Palliative Care Programs - Ask for palliative care consult

Adventist Health Castle Medical Center: 808-263-5253
Kaiser Permanente Hawaii: 808-432-7100
Kapi'olani Medical Center for Women & Children: 808-983-6000
Maui Memorial Medical Center, Palliative Care Coordinator: 808-442-5801
Pali Momi Medical Center: 808-486-6000
Queen's North Hawai'i Community Hospital: 808-885-4444
Straub Medical Center: 808-522-4000
The Queen's Medical Center: 808-691-4726
Wilcox Health: 808-245-1100

Out-patient Palliative Care – Ask for a consult from your doctor

Queen's Medical Center Supportive Oncology Clinic
Kaiser Permanente: 808-432-7100
Kapi'olani Medical Center for Women & Children, Pediatrics 808-949-9355
Straub Cancer Center: 1-808-522-3033
Pali Momi Cancer Center: 808-643-4673
Wilcox Health (Kaua'i): 808-245-1100

Community-Based Palliative Care Programs

As of July 2024, six Hawai'i health plans offer a community-based palliative care benefit. Visit the Kōkua Mau website: kokuamau.org/where-to-find-palliative-care-in-hawaii/

HMSA's 'Supportive Care' palliative care benefit: 1-844-378-9997 or 808-948-5377
Kaiser Permanente: 808-432-7073
MDX Hawai'i Palliative Care program: mdxhawaii.com. Available on O'ahu, Kaua'i and Maui. (MDX is currently the agent for Humana and United Health Care)
'Ohana Health Plan 1-888-846-4262
UHA's 'Concurrent Care' toll free 1-800-458-4600 #300 or 808-532-4006.
VA PIHCS 'Concurrent Care' is for registered Veterans still receiving treatments. Call your VA provider to request a palliative care consult.

Community-Based Palliative Care in a person's home or a facility is offered by specialized teams trained in palliative care that work with or are contracted by insurance companies on all islands. It is also called 'supportive care' or 'concurrent care', depending on the words your insurance company might use. Based on the qualifications and training of their staff, hospice providers also offer *Community-Based Palliative Care* as a stand-alone additional layer of care, in combination with curative treatments. Please contact your preferred hospice directly for details in your area or island. (See contact phone numbers on page 2 or consult our website).

What is Hospice Care?

Hospice is a special kind of care helping those with a prognosis of six months or less to live. Paying attention to the physical, emotional, social and spiritual needs of the person cared for, the hospice interdisciplinary team strives to relieve pain and suffering in all its dimensions and prepare the patient and loved ones for the end of a life. The focus of hospice is on comfort rather than curing. Hospice care can be provided wherever the patient lives, however, it is usually provided in the patient's own home. Hospice programs are paid by health insurance plans (e.g. Medicare, Medicaid and private insurance) and is provided on all islands. In cases where there is no insurance coverage, most hospice programs will provide core services at no cost. All hospice providers also offer trained teams for *Community-Based Palliative Care*. Please contact your preferred hospice directly.

O'ahu:

Bristol Hospice	808-536-8012
Islands Hospice:	808-550-2552
Kaiser Permanente Care at Home Oahu Hospice	808-432-7660
Mālama Ola Health Services	808-543-1188
Navian	808-924-9255
St. Francis Hospice:	808-595-7566
Veterans Administration	808-433-7676

Kaua'i: Kaua'i Hospice 808-245-7277

Island of Hawai'i:

Hawai'i Care Choices:	808-969-1733
Hospice of Kona:	808-324-7700
North Hawai'i Hospice:	808-885-7547

Maui:

Hospice Maui:	808-244-5555
Islands Hospice Home, Kahului	808-856-8989

Lana'i: Hospice Maui 808-244-5555

Moloka'i: Hospice Maui 808-244-5555

ADVANCE CARE PLANNING – MAKING LIFE DECISIONS

Everyone needs an Advance Directive – Not Everyone needs a POLST

The Advance Health Care Directive, or Advance Directive, allows you to appoint your Health Care Power of Attorney, the person who can speak for you if you cannot speak for yourself in a medical situation. It allows you to specify your wishes for care at the end of life. There are many versions of the Advance Directive. You can download a free version at: kokuamau.org/resources/advance-directives. **Everyone 18 years and older needs an Advance Directive.**

POLST (Provider Orders for Life-Sustaining Treatment) is a portable medical order for **seriously ill or medically frail people** that specifies the type of care you would like in the event of a medical emergency. POLST takes effect as soon as it is signed and can follow you from home into a medical setting, and after discharge to your home or other settings such as a nursing or care home. This form, on a distinctive bright green paper, can be quickly understood by all healthcare professionals, including first responders and ambulance personnel. To be valid, it must be discussed with and signed by a Doctor, Advanced Practice Registered Nurse (APRN), or Physician Assistant (PA) and the patient or your legally authorized representative. kokuamau.org/polst/

Let's Talk Story: Kōkua Mau wants to get our community talking about what matters most and how to care well for those with serious illness. Our **ambassadors** will go to where people work, live and pray for interactive sessions facilitated by our trained experts. To arrange a free workshop on this important topic, contact us at: speaker@kokuamau.org or call us.

Grief and Bereavement Support: The Bereavement Network of Hawai'i maintains a comprehensive, constantly updated list of support groups and services in Hawai'i. Visit the Kōkua Mau website for the Bereavement Support List as a PDF file. Or go to: kokuamau.org/services/grief-and-bereavement

Kōkua Mau - A Movement to Improve Care

Visit kokuamau.org for further information and to download resources available for professionals and the general public, including Advance Directives, POLST, palliative care, hospice and other local resources.

Kōkua Mau • kokuamau.org • PO Box 62155 • Honolulu HI • 96839 • Phone: 808-585-9977 • info@kokuamau.org

Please note: The list was compiled and updated by Kōkua Mau as a community service as of April 2025. Please call the number listed to find out details about the specific group or program. We need your help to maintain this list: Please send any additions or edits to: info@kokuamau.org. For additional resources, visit: kokuamau.org/services/caregiving