When Hospice Ends: Emergency Equipment Checklist

Williams Senior Transition Services
Central Texas • stellawilliamstx.com

Use this when a hospital bed, oxygen, lift, wheelchair, or other hospice-supplied equipment is scheduled for pickup. The goal: a safe replacement arrives **before** the hospice equipment leaves.

Emergency? Call 911. If breathing support or another life-sustaining device is at risk, call the treating clinical team immediately. Never stop or change oxygen without clinical direction. Never use a recliner as a lift or carry someone who can't bear weight.

1 What's being picked up?

Equipment	Pickup date & time	New supplier / delivery time	Replacement status
☐ Hospital bed			☐ Ordered ☐ Scheduled ☐ Delivered
☐ Pressure-relief mattress			☐ Ordered ☐ Scheduled ☐ Delivered
☐ Oxygen			☐ Ordered ☐ Scheduled ☐ Delivered
☐ Patient (Hoyer) lift			☐ Ordered ☐ Scheduled ☐ Delivered
☐ Wheelchair			☐ Ordered ☐ Scheduled ☐ Delivered
☐ Bedside commode			☐ Ordered ☐ Scheduled ☐ Delivered
☐ Other: _____			☐ Ordered ☐ Scheduled ☐ Delivered

2 Do these first, before buying anything

- ☐ NOW **Check immediate safety.** Can they breathe comfortably, get out of bed, use the toilet, and avoid falls without it? If not, call the hospice nurse, or 911.
- ☐ NOW **Call hospice; get it in writing.** Ask for the discharge coordinator or social worker. Request the written discharge notice, reason, effective date, and pickup date.
- ☐ NOW **Say so if pickup would leave them unsafe.** Tell hospice and the equipment company. Ask whether pickup can be rescheduled and request a coordinated replacement plan.
- ☐ TODAY **Facility resident?** Ask the assisted living or memory care director whether a safe temporary bed or other equipment is available.
- ☐ TODAY **Call the doctor.** Ask for an urgent assessment, equipment orders, and records sent to the supplier. A prescription alone doesn't guarantee coverage.
- ☐ TODAY **Call Medicare or the Advantage plan** and an enrolled, in-network supplier. Ask about medical necessity, authorization, delivery, rental, and cost.
- ☐ IF NEEDED **Still seem hospice-eligible?** Ask another Medicare-certified hospice for an evaluation.
- ☐ IF NEEDED **Discharge disputed?** Ask whether a Notice of Medicare Non-Coverage applies and note the appeal deadline. Call the Texas Medicare Help Line.
- ☐ IF NEEDED **Cost or supply problem?** Call the ADRC or 2-1-1. Ask about equipment loan closets.
- ☐ ALWAYS **Write down every call:** name, date, case number, what was promised, delivery and pickup times. (Call log on page 2.)

Why the equipment doesn't just stay: Hospice-supplied equipment is usually owned by the hospice's supplier, not the family. Original Medicare Part B may cover medically necessary equipment after hospice ends, but it needs a new order and an enrolled supplier; it's not automatic. Oxygen usually also needs recent test results.

Who to call & what to say

3 Our care team

Hospice discharge coordinator / social worker	
Doctor or facility nurse	
Hospice equipment company (pickup)	
New equipment supplier	
Insurance / Medicare Advantage plan	
Facility director (if applicable)	

Help lines

VERIFIED OCT 29, 2026

Emergency	**911**
Medicare (TTY 877-486-2048)	**800-633-4227**
Texas Medicare Help Line (free counseling)	**800-252-9240**
Capital Area ADRC	**855-937-2372**
Area Agency on Aging (ask for ombudsman if in a facility)	**888-622-9111**
2-1-1 Texas (24/7 referrals)	**2-1-1**
Eldercare Locator (nationwide)	**800-677-1116**
Texas HHSC (hospice complaints)	**800-458-9858**

ADRC & AAA serve Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis, and Williamson counties.

4 Call script

READ THIS TO HOSPICE OR THE EQUIPMENT COMPANY

"My loved one, _____, has been discharged from hospice. Their _____ is scheduled for removal on _____, and we don't have a safe replacement. Please connect me with the discharge coordinator today, explain the discharge and appeal rights in writing, and help coordinate an urgent replacement plan with the doctor, facility, and supplier."

Before you hang up, ask: What's your name? What's the case or reference number? Who can change the pickup date? Can pickup happen the same day the replacement arrives? Is the supplier enrolled in Medicare and do they accept assignment?

5 Call log

Date / time	Who I spoke with	What they said or promised	Case / ref #

You don't have to sort this out alone. When hospice ends, families often have to rethink where their loved one will be safest next. Williams Senior Transition Services helps Central Texas families compare care settings and plan the move: **stellawilliamstx.com**

Educational only; not medical, legal, or insurance advice. Coverage depends on the person's situation, paperwork, supplier, and plan. Last reviewed October 29, 2026. Sources: Medicare.gov, CMS.gov, hhs.texas.gov, capcog.org, eldercare.acl.gov, 211texas.org. The interactive version of this checklist lets you track equipment and calls online.