



## FREQUENTLY ASKED QUESTIONS

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### WHO QUALIFIES FOR A MOMENT?

Designated for patients receiving care and/or treatment by a Quincy Medical Group provider or any patient in the Quincy Medical Group's geographic service area who falls under one of the following categories: hospice care, terminal illness, life-limiting illness, or significant cognitive decline.

- ❖ A person in hospice care is near the end of life and has stopped treatment to cure/control their disease.
- ❖ Terminal illness is believed to have progressed to the final or terminal stage. There is no precise timeframe, but typically a person considered to be within the last 12 months of life is in a terminal stage. Of course, it is not always easy to know when a person has reached this stage or how much more time they have.
- ❖ Life-limiting illness is a term used to describe an incurable condition that will shorten a person's life, though they may continue to live active lives for many years. There is a wide range of life-limiting illnesses, including heart failure, lung disease, neurological conditions, such as Parkinson's and Multiple Sclerosis, and cancer that no longer responds to treatment intended to cure.
- ❖ Patients receiving memory care with a diagnosis such as dementia or Alzheimer's disease.

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### WHAT QUALIFIES AS A MOMENT?

We never put moments into categories and no two moments are ever alike! Moments can be small (special dinner, picnic, or day with family or friends) or larger (family vacation, a special weekend, or a party). The Quincy Medical Group Foundation will work closely with the patient and their family to create a treasured moment in line with the nominee's desire and help them navigate the details of their request. A family member or caregiver can communicate a nominee's moment with the Foundation if it reflects the nominee's desire, not someone else's for the nominee. For nominees with significant cognitive decline, their legal representative must be involved in the moment.

We regret we are unable to grant the following types of Moments That Matter requests:

- Payment of bills, medications, or debts
- Cash requests
- Automobile or equipment
- Hunting
- Property or home improvements or repairs
- Cruises or travel outside the United States
- Any request deemed offensive, inappropriate, or inconsistent with the values of Quincy Medical Group Foundation.

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## WHO CAN FILL OUT THE NOMINATION FORM?

Nomination forms may be submitted by medical professionals such as providers, nurses, social workers, family members with a detailed knowledge of the patient's medical condition, or the patient themselves.

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## HOW IS A MOMENT THAT MATTER FULFILLED?

Moments are approved and facilitated by the Quincy Medical Group Foundation and Quincy Medical Group Community Relations staff members. All nominations will be processed with the understanding that all moments may not be granted. Depending on the request, Moments That Matter may not have the necessary resources to grant a moment in its entirety. The Quincy Medical Group Foundation reserves the right in their sole discretion to grant or deny any nomination.

When a nomination is received, the Foundation will reach out to the nominee to discuss their nomination, required paperwork, and details about their potential moment. The Foundation will work closely with the nominee to ensure their moment is one that will be treasured.

Coordinating the moment begins when all paperwork has been submitted by the nominee. Forms to be completed by nominee include: release of health information; Moments that Matter agreement; request for open communication, and Moments That Matter request.

When the planning is completed, nominees will receive a Moment Details sheet, including all the information and documentation pertaining to their moment.

All Moments will be shared on the Quincy Medical Group website and Facebook page for community supporters to assist with moment granting. Every moment is made possible by the ongoing support of individuals in our community and committed organizations passionate about making a difference in the lives of those surrounding us. Recipients are encouraged to share their story and moment photography.

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## HOW LONG WILL IT TAKE UNTIL A MOMENT THAT MATTER IS FULFILLED?

It is the intention of the QMG Foundation to fulfill a moment within three months of submission of all required paperwork. Our staff is prepared to work quickly for any nominee with limited time, or to coordinate between treatments. We also recognize that some moments may take longer to coordinate or may be on hold due to the health of the nominee.

If a moment's coordination exceeds three months, the nominee's physician will need to reevaluate and, if necessary, provide a renewed sign-off or recommendation after conducting another assessment of the patient's health and circumstances.

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#### WHAT IS INCLUDED IN A TRAVEL MOMENT?

If the nominee's wish includes travel, eligible expenses include transportation, lodging, and tourist attractions. For travel-related moments beyond QMG's 75-mile radius, the QMG Foundation requires the nominee, or one of the participants to have a credit card with a maximum spending limit up to \$5,000 and a valid driver's license.

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#### WHO CAN BE PART OF A MOMENT?

Anyone can be a part of a moment! This truly depends on what the nominee's moment includes. For travel moments, the immediate family is included in the costs so the nominee and their family can share in the experience and create memories together. Immediate family includes the nominee's partner and children under the age of 18. Nominees can invite other participants to be included in a travel moment, with the understanding they will be responsible for their expenses. No person may accompany recipient during any portion of the Moment fulfillment unless specifically agreed to in writing between QMGF and the Moment Recipient.