

# Hospice EMR: Core Features and Compliance Requirements

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# Electronic Medical Record (EMR) for Hospice Service Providers

Hospice agencies face unique clinical and administrative challenges as they provide end-of-life care. Specialized **hospice EMR (Electronic Medical Record)** systems help streamline documentation, scheduling, billing and compliance, freeing staff to focus on patients. A robust hospice EMR must satisfy industry-specific needs: it must be [HIPAA-compliant](#), support detailed electronic charting of patient observations, and handle care-plan management while tracking advanced directives and other end-of-life documents ( [www.getapp.com](#) ) ( [www.getapp.com](#) ). Leading hospice EMRs also centralize document storage and include features like digital signatures and [regulatory compliance tracking](#) ( [www.getapp.com](#) ). For example, industry lists frequently cite all-in-one home care platforms (which include hospice modules) such as *Alora Home Health* and *Netsmart myUnity* – both of which market [cloud-based solutions](#) covering home health and hospice care ( [www.softwareadvice.com](#) ) ( [www.softwareadvice.com](#) ).

**Key features of a hospice EMR** typically include:

- **HIPAA Compliance and Security** – All patient data must be protected under health privacy laws (HIPAA), ensuring encryption, access controls and [audit trails](#) ( [www.getapp.com](#) ).
- **Electronic Charting** – Comprehensive digital charting of patient visits, symptoms, and interventions, replacing paper forms ( [www.getapp.com](#) ). This includes notes, vitals, medication records, assessments, and bereavement documentation.
- **Care Plan Management** – Tools to create and update individualized care plans, schedule tasks, and coordinate multidisciplinary teams (nurses, social workers, volunteers). Many EMRs include built-in care plans tailored to hospice protocols ( [www.getapp.com](#) ).
- **Document Storage & Workflow** – A centralized repository for advance directives, POLST forms, consents, and clinician orders. Hospice EMRs enable staff to upload and retrieve documents easily across locations ( [www.getapp.com](#) ).
- **E-Signature and Compliance Tracking** – Digital signing of physician orders and patient documents, along with real-time compliance alerts. This helps meet accreditation requirements (CHAP/JCAHO) and Medicare Conditions of Participation.

These features not only improve record-keeping and reporting, but also give hospice teams more time with patients. Research indicates that specialized hospice software “enables more energy and time to be dedicated to patients” by consolidating administrative data ( [www.softwareadvice.com](#) ). In practice, high-rated solutions like Alora Home Health (“all-in-one software solution” for home care) and Netsmart myUnity (a “cloud-based, clinical point-of-care system” for home health and hospice) are repeatedly mentioned as popular hospice EMR options ( [www.softwareadvice.com](#) ) ( [www.softwareadvice.com](#) ).



## Top 10 Hospice EMR Software Solutions

Below is a list of ten widely used EMR/EHR systems that cater to hospice care providers. Many of these are built specifically for hospice or aged-care settings, while others are broader post-acute products with hospice modules. Each offers a range of clinical, administrative, and reporting features tailored to hospice agencies.

### 1. Axxess Hospice

Axxess Hospice is a leading cloud-based platform designed exclusively for hospice care. It offers comprehensive electronic charting, scheduling, medication tracking (eMAR), and volunteer management. Axxess emphasizes mobile access – clinicians can document care on tablets or phones during visits. The system includes automated compliance checks (for documentation and billing rules) and integration with agencies' back-office finance systems. Many hospices choose Axxess for its extensive feature set and user-friendly mobile apps, which help streamline care coordination and reduce paperwork.

### 2. Netsmart myUnity (Home Care & Hospice)

Netsmart's *myUnity Home Care & Hospice* (formerly DeVero) is a cloud-based EHR platform serving home health and hospice agencies. It provides point-of-care documentation, eMAR, billing, and analytics in one system. myUnity allows clinicians to chart on mobile devices during patient visits and includes built-in libraries of forms and care plans. According to software directories, myUnity delivers an "intuitive, clinical point-of-care system" for hospice teams ([www.softwareadvice.com](http://www.softwareadvice.com)). It also integrates clinical and back-office workflows, helping agencies manage OASIS, plans of care, and regulatory submissions. Many reviews note its flexibility and support for both large and smaller hospice providers.

### 3. MatrixCare Home Health & Hospice

MatrixCare is a well-known post-acute software suite (by NetSmart/ResMed) that covers home health, hospice, and long-term care. The *MatrixCare Home Health & Hospice* module includes clinical charting, scheduling, billing, and analytics. Designed "for clinicians by clinicians," MatrixCare offers advanced reporting dashboards and mobile solutions. Its hospice-specific features include tracking immediate and eventual care needs, volunteer coordination, and compliance reporting. The platform is scalable for larger agencies and supports multi-state billing rules. Being widely used, MatrixCare helps agencies streamline workflows, though it is often cited as better suited to mid-size or enterprise organizations.

### 4. Hospice Tools EMR



Hospice Tools EMR is a specialized hospice and palliative care software built with a focus on ease-of-use. It's known for being one of the few hospice-focused EMRs vetted by hospice accreditors (the vendor notes CHAP verification). Key features include customizable clinical workflows, automatic compliance alerts, mobile charting apps, and comprehensive bereavement tracking. Hospice Tools emphasizes intuitive navigation so that nurses and aides can document care quickly. Its integrated platform also covers scheduling, billing interfaces, volunteer and donor tracking. Reviewers often mention its deep hospice-specific functionality and the vendor's attentive support.

## 5. FootPrints EMR

FootPrints EMR provides a cloud-based solution aimed at small to mid-sized hospice agencies. It is HIPAA-compliant and offers end-to-end functionality: intake/admissions, clinical documentation, interdisciplinary care plans, and billing integration. FootPrints includes specialized modules for volunteer management, bereavement follow-ups, gifts-in-kind tracking, and supply management—features valuable in hospice operations. The system also allows agencies to define custom forms, schedules, and OASIS/HFA compliance tasks. Users appreciate its comprehensive coverage of both administrative and consistent documentation workflows for hospice providers.

## 6. Curantis (Cardinal Health Hospice Suite)

Curantis Hospice (formerly by Homecare Homebase, now part of Cardinal Health) is a cloud-based platform that integrates hospice care management and analytics. Curantis offers clinical documentation, plan of care, scheduling, medication administration, and a billing engine. Its hospice edition includes regulatory reporting, quality measure tracking, and family satisfaction tools. The software is browser-based (cloud-hosted), requiring no local servers. Providers like Curantis for its modern interface and the way it centralizes agency tasks. It's well-suited for agencies that want a complete all-in-one system with robust support for reporting and compliance.

## 7. Hummingbird (mumms™ Software)

Hummingbird, by mumms Software, is a web-based EMR tailored to hospice and palliative care. It emphasizes integrated billing and clinical charting: for example, it offers a built-in 31-point billing audit to ensure compliance with Medicare and third-party rules. Hummingbird covers patient admission, nurse documentation, medication, and volunteer management. It also provides reporting tools for quality metrics and census tracking. Many long-standing hospice agencies use Hummingbird for its comprehensive core features and the vendor's expertise in hospice billing logic. The modern SaaS version continues to be a reliable option for hospices seeking a unified clinical-financial system.

## 8. Alora Home Health (with Hospice Module)

Alora Home Health is an all-in-one home care EMR that also serves hospices. It includes clinical charting, electronic drug administration records (eMAR), scheduling, and billing. The platform is fully integrated, so clinical notes flow directly into billing and compliance reports. Features such as outcome-driven care plans and performance dashboards help agencies monitor quality of care. According to the vendor, "Alora Home Health is an all-in-one software solution that streamlines the management of home health care agencies" ( [www.softwareadvice.com](http://www.softwareadvice.com)). Though primarily positioned for home care, Alora supports hospice workflows like volunteer tracking and bereavement scheduling, making it a popular choice for smaller agencies looking for a single-suite solution.

## 9. StoriiCare

StoriiCare is a digital care-planning and engagement platform often used in senior care settings, including some hospice and memory care programs. While not exclusively a hospice EMR, it offers innovative tools for holistic care: creating "life story" bookings, family engagement boards, daily task checklists, and personalized care journeys. Nurses and caregivers can use StoriiCare's mobile app to document activities, observations, and family interactions in real time. Its emphasis on narrative and connectivity can complement a hospice team's approach, although agencies typically pair it with a billing/clinical EMR. StoriiCare is noted for its user-friendly interface and focus on resident engagement.

## 10. DayCentra (DayCentre Hospice)

DayCentra (also known as DayCentre) provides a hospice and aged care management solution, with a focus in some regions (e.g. Australia/UK). It is a cloud-based system that covers clinical care plans, scheduling, rostering, and reporting. Features include multidisciplinary documentation, mobile access, and dashboards for key performance metrics. DayCentra is designed to handle both care home and home hospice scenarios. While less common in the U.S. market, it appears on industry software lists for hospice and may be a fit for international providers or those seeking a combined solution for residential and home-based care.

## Choosing the Right Hospice EMR: Actionable Insights

Selecting an EMR for hospice requires balancing features, cost, and organizational needs. Here are some actionable tips:

- **Assess Your Agency's Workflows and Size:** Determine if your hospice is small, mid-size, or enterprise. Some EMRs (like FootPrints or Alora) excel for smaller agencies with simpler needs, while others (MatrixCare, Curantis) scale to large multi-office operations. Ensure the software can handle your census and charting load.



- **Evaluate Core Functionality:** Make sure any system you consider includes **clinical charting, care plan management, electronic medication administration (eMAR)**, scheduling, and billing integration. Check for hospice-specific modules (advance directives, volunteer/bereavement tracking, hospice quality metrics).
- **Check Regulatory and Billing Support:** The EMR should simplify compliance with Medicare/Medicaid rules and hospice regulations. Look for built-in checks or alerts for documentation compliance. If you bill to multiple payers, verify the system's billing engine supports those rate structures. Review if the vendor updates the EMR quickly when regulations change.
- **Consider Deployment and Mobility:** Decide between cloud-based vs. on-premise. Cloud (SaaS) hospice EMRs are popular since they require no local servers and can be accessed from anywhere. Ensure staff can easily use mobile devices (tablets/smartphones) for point-of-care documentation.
- **Integration and Interoperability:** If you already use other systems (e.g. pharmacy software, patient portals, analytics tools), check if the EMR integrates with them or can export data easily. Interoperability helps with electronic records exchanges and aggregated reporting.
- **Vendor Reputation and Support:** Research user reviews on sites like Capterra/G2. Many agencies prefer vendors with dedicated hospice expertise. Ask for references from similar-sized hospices. Evaluate the vendor's training and implementation support – a good rollout plan is crucial.
- **Budget and Total Cost:** Compare pricing models (subscription, per-patient or per-seat, etc.) and total cost of ownership. Consider implementation fees, training, and ongoing support costs. Sometimes a higher upfront cost EMR pays off with better efficiency.
- **Pilot and Trial:** Whenever possible, request a demo or trial of the software using your own forms/data. Involve clinical users and IT staff in the trial to ensure the system meets real-world needs.

By carefully evaluating these factors, hospice administrators can narrow the list to a solution that fits their clinical processes, improves patient care, and ensures compliance. The vendors listed above rank among the most recommended and are a good starting point for comparison.

## Key Takeaways

- **Specialized hospice EMRs** replace paper records with digital charting, scheduling, and billing tailored to end-of-life care. Firms that adopt these systems often see **efficiency gains** and reduced manual errors. For example, dedicated hospice software supports centralized storage of advance directives and automates compliance tasks (advantages over paper-based systems) ( [www.getapp.com](http://www.getapp.com)) ( [www.getapp.com](http://www.getapp.com)).





- **Top hospice EMR vendors** (such as Axxess, Netsmart/myUnity, MatrixCare, Hospice Tools, etc.) offer comprehensive solutions covering clinical, administrative, and financial needs. Many are designed to be HIPAA-compliant and to handle both documentation and analytics. Industry guides frequently cite vendors like Alora and myUnity as “all-in-one” platforms supporting hospice operations ( [www.softwareadvice.com](http://www.softwareadvice.com)) ( [www.softwareadvice.com](http://www.softwareadvice.com)).
- **Selection tips:** Before choosing, map your key requirements (charts, OASIS/hospice regs, mobile use), and compare demo systems. Engage staff in testing interfaces. Verify that the EMR vendor stays current with hospice regulations and provides training.
- **Long-term benefits:** A well-chosen hospice EMR ensures staff spend more time on patient care instead of paperwork. With features like care plan automation and digital signatures, agencies can maintain high care standards while streamlining workflow.

Implementing the right hospice EMR is a significant investment in quality and efficiency. By leveraging a specialized system with the features outlined above, hospice providers can enhance patient care coordination and meet regulatory demands more effectively. The products listed here represent some of the leading options in hospice software; agencies should evaluate several to find the best fit for their unique needs.

**Sources:** Industry analyst sites and user reviews highlight these hospice EMR solutions and their features ( [www.softwareadvice.com](http://www.softwareadvice.com)) ( [www.softwareadvice.com](http://www.softwareadvice.com)) ( [www.getapp.com](http://www.getapp.com)) ( [www.getapp.com](http://www.getapp.com)). (Providers should consult each vendor’s documentation and trials for detailed capabilities.)

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