



HONORING WHAT MATTERS MOST

January 20, 2025

Dear Neighbors,

At Mountain Valley Hospice and Palliative Care, (MVHPC) we remain committed to providing the highest quality care and support to our patients and their loved ones. We are writing to inform you of an update regarding our Palliative Care program. Starting January 1, 2025, we will be transitioning from a home-based model to an outpatient-based model at the Nancy Dowd Hospice House (NDHH) located at MVPHC. (108 Steele Avenue, Gloversville) This change was made with thoughtful consideration, and is designed to better meet the needs of our community and enhance access to specialized care we provide.

Outpatient care will allow us to provide expanded access and coordinated care with better integration with other medical specialties and resources to support comprehensive care plans. We will be offering the same compassionate, patient-centered care you've come to expect from MVHPC, while also allowing for family and caregiver participation.

Starting January 1, 2025, Susan Casler, Nurse Practitioner, will be seeing patients in the NDHH on Thursdays beginning in January. For any patients that are currently enrolled in our Palliative Care program, our team will work closely with you to ensure a smooth transition to outpatient care. For patients who are homebound or experience transportation challenges, Susan will have the capability to connect via telehealth.

Katie Gotobed-Fraiser will be reaching out to all of our current patients and families individually to discuss and assist with the transition, answer any questions and help with scheduling appointments. If you have any immediate concerns, please do not hesitate to contact us at 518-725-454

We deeply value the trust you have placed in us over the years and are committed to making this transition as seamless as possible. Our goal remains to support you and your loved ones with compassionate care and to continue honoring what matters most.

Thank you for your understanding and support as we adapt to meet the ever-growing needs of our community.

With gratitude,

Celeste Farnham, MSN, RN

Arsyl D. De Jesus, M.D.

Kevin Cope, M.D.

Celeste Farnham

Dr. Arsyl DeJesus

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Director of Operations

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