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Ronald McDonald House procedures for referrals:

- Families should live at least 25 miles or more (road distance) from Ronald McDonald House Charities of Mobile.
- Referrals must be accompanied by a faxed or hand-delivered referral form.
- BayPointe nurses or physicians may call the Ronald McDonald House to check room availability. Authorized staff can confirm a room. Volunteers may also confirm a room if directed by an authorized staff person. The family is requested to make a \$12.00 per night donation.
- Referrals are initiated with the following minimum information:
 - Last name of parent(s) or guardian(s)
 - Home address, city, state and zip
 - Patient DOB
 - General diagnosis
 - First night needed and date of referral
 - Name of referring hospital & contact number & person requesting the referral
 - Estimate of how long the room will be needed
 - Number of people that will use the room
 - Confirm the level of care the patient is receiving (i.e., ICU, IP, OP)
- All referrals should come from a medical facility.
 - Ronald McDonald House staff will contact the parent/guardian indicated on the referral. If we are unable to reach the family, we will contact the referring hospital/medical facility to explain the current occupancy situation
 - Room vacancies are unpredictable because family visits are determined by the course of medical treatment.
- **Priority Criteria**

Ronald McDonald House of Mobile may have difficulty in meeting the demand for services. In working with the hospital(s) served by the House, it has been determined that the following criteria be used to prioritize those on the waiting list:

- Families are served in order on a **first-come, first-served** basis. If at full occupancy, a wait list is created and kept on file in the Manager on Duty's office. Families are placed on that list in the order that the referral was received.