RMHC of Nashville
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Outpatient Appointment Policy

Purpose: Ronald McDonald House Charities of Nashville (RMHC) is committed to providing temporary lodging to families whose children are receiving outpatient treatment at local hospitals. This policy establishes expectations for families utilizing RMHC for outpatient appointments, ensuring access and alignment with our mission to serve as many families as possible.

Definition of an Outpatient Appointment(s):

- Defined by RMHC, an outpatient appointment is:
  - A scheduled medical visit to a local hospital, clinic, specialist, or doctor's office, where the patient receives diagnostic testing, consultation, or treatment without being admitted overnight.
  - When patients leave the medical facility the same day, even if undergoing minor surgery or procedures.
  - A minimum of 2 appointments.

Appointment- Based Eligibility Guidelines:

- RMHC staff make room assignments based on room availability, referral date, severity of diagnosis, travel distance, and outpatient appointments.
- Room assignments are not guaranteed until the morning of the anticipated arrival date.
- Each referral is reviewed by the House Managers.
- Exceptions allowing arrival the day before, or for departure after, an appointment may be made - depending on appointment time, travel distance, and current House census.
- We are unable to accommodate most single outpatient appointment stays.
- If a child must remain near the hospital after an appointment for medical reasons, appropriate documentation from the hospital medical team is required for the stay to continue.
- Guests will not be permitted to carry their stay through the weekend unless appointments are scheduled on a Saturday and/or Sunday.
- Home Healthcare visits (e.g., nursing visits to the House) do not qualify as appointments that extend a family's eligibility to stay.

Appointment-Based Stay Requirements:

- A complete schedule of appointments from the patient's medical portal or a screenshot of MyHealth must be submitted before arrival (complete with hospital letterhead). Please email to **info@rmhcnashville.com**.
- House Managers will review the appointment schedule and stay expectations (including check-in and check-out timing) during confirmation calls up to two days prior to anticipated arrival.
- If the patient has multiple appointments scheduled, they need to be within two days of each other, including the weekend (e.g., if an appointment is on Monday, then the next appointment can be no later than Thursday).
- If additional appointments have been scheduled onto the original appointment(s), the follow-up/new appointments must be within two days of the original appointment(s). Appropriate documentation from the patient's medical portal must be provided for approval by the House Managers.

Missed or Cancelled Appointments:

- Families must inform RMHC staff immediately if an appointment is missed or cancelled.

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