



**INFORMATION PACKET
For
HOSPITAL REFERRAL SOURCES**

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Main Webpage: www.secufamilyhouse.org

Webpage with info for Hospital Staff: www.secufamilyhouse.org/hospital
(includes link to Patient-Family Information Packet)

SECU FAMILY HOUSE AT UNC HOSPITALS
Referral and Admission Policies
4/21

Summary of Referral Process

- Submit completed referral form via fax or email. Give patient/family a copy of the Patient-Family Information Packet.
- Remind the family to call the House between 11 am and 2 pm the DAY OF ARRIVAL to be sure space is available.
- If a room is confirmed but will not be used, please call or ask the family to call the House so that the room can be offered to another family.

Basic Policy Regarding Referral/Admission

1. Guests must be patients, family members, or caregivers of adult patients at UNC Hospitals receiving hospital inpatient care, outpatient therapeutic care, or undergoing outpatient surgical procedures. Outpatients must be able to care for themselves or have a caregiver stay with them. Admission is restricted to immediate family members or those who are directly involved with the care of the patient. SECU Family House serves all regardless of race, religion, creed, color, gender, sexual orientation, nationality, or economic status.
2. **A UNC Hospitals staff member must refer a patient or family for initial admission.**
3. For the protection of patients with impaired resistance to infections, guests with infectious illnesses cannot be admitted. Those acquiring infectious illnesses during their stay must be discharged. Infectious illnesses include, but are not limited to: chicken pox, shingles, measles (rubella), hepatitis A, tuberculosis (TB), Influenza (the “flu”), Mumps, and gastroenteritis. Guests with draining wounds, lesions or unhealed burns must be able to confine the drainage within a dressing. Ideally, a guest should have no draining lesions on the face or hands. Patients with AIDS and patients and family members known to be HIV-positive **may** be admitted.
4. Patients or families referred to SECU Family House must have a permanent residence elsewhere. Exceptions may be made on a case-by-case basis for burn patients who are relocating due to a fire.

Admission Prioritization

Priority is given to guests according to the following categorizations, highest priority being Category A.

Category A: Adult (18 years and older) patients, including donors, requiring evaluation or outpatient treatment for bone marrow transplantation, organ transplantation and cancer treatment, including radiation therapy; patients in the partial hospitalization program for Eating Disorders; Burn patients requiring outpatient treatment.

Category B: Family members of patients who are terminally ill or in critical condition.

Category C: Family members of patients who are inpatient on the floor, in a transplant unit or coming to UNC Hospitals for a routine clinic visit.

Category D: Family members or patients who are being treated at UNC Hospitals who live within the 50-mile radius of SECU Family House. This category may stay only on a night-to-night basis.

Referrals

1. A referral for admission is made to SECU Family House by a health care provider or coordinator (physician, chaplain, discharge planner, physician's office staff, social worker, nurse) who serves as the liaison between the guest and SECU Family House, providing initial screening and admissions information. SECU Family House depends on the professional health care providers to convey information about services SECU Family House offers and how it can be of help to families. The Patient-Family Information Packet can be helpful in explaining our services and house policies. Referrals may be made no earlier than three months in advance.
2. Return guests may make their own requests for future stays.
3. Referrals by fax or email may be made to the Admissions Office from 9:00 am to 9:00 pm, seven days a week. Families must check into the House prior to 9:00 pm, seven days a week.
4. Guests must live at least 50 miles away from Chapel Hill or have a physician's order limiting travel time (a lower admission priority is assigned to patients living closer than 50 miles).

Waiting Lists

All admissions are on a wait-list basis. No rooms are reserved or guaranteed at the time of referral.

Occupancy/Use of the House

1. Guests must agree to abide by the House rules and may be asked to leave for failure to do so. They and their referring agent will be notified verbally, and subsequently in writing, of the reason(s) for any decision made about a guest's being asked to leave.
2. Guests with special medical equipment needs are welcome at SECU Family House, but they must make their own arrangements with the Home Care Agency. Guests will be completely responsible for such equipment.
3. Only one room per family and one family per room. Room occupancy is based on the capacity of each room and limited by housing code restrictions. Regular rooms are limited to 3 guests and suites are limited to 4 guests.

Screening Checklist

- Patient is 18 years old or older. During the COVID-19 Pandemic, no children under the age of 18 are permitted to stay at SECU Family House. We apologize for any inconvenience.
- Family lives more than 50 miles from Chapel Hill or has physician's order to stay within a 40- minute drive (if not, family falls within lowest priority category and, if admitted, will only be able to stay on a night-by-night basis).
- Family has a permanent address (exceptions will be considered for families who have become homeless as a result of a house fire).
- Family is cooperative and respectful of hospital rules and policies.
- There are no suspected domestic dispute, alcohol or drug abuse issues within the family. SECU Family House is a communal living situation. We take extra care to ensure that everyone who stays here is an appropriate referral. If you are in doubt, please have a social worker screen the family before completing the referral process.

Transplant Patients

SECU Family House has 16 suites available to safely house transplant patients and other patients with impaired resistance to infection who are unable to cook, eat, and otherwise mingle with other patients. These suites will accommodate 4 guests and include a kitchenette, with stove, refrigerator, microwave, and table, and a separate bedroom with 2 beds.

Patients and their Families

Referrals for Pediatric patients and their families must go to the Ronald McDonald House of Chapel Hill.

Other Housing Options

In the event that rooms are not available at SECU Family House, we will make referrals to local hotels who offer a discount to our patients/guests. These arrangements will be made at the time it is determined that there is no space available for the patient or guest at SECU Family House.