



**INFORMATION PACKET
for
HOSPITAL REFERRAL SOURCES**

123 Old Mason Farm Road
Chapel Hill, NC 27517 Phone:
919-932-8000
Fax: 919-918-3830

Main Webpage: www.secufamilyhouse.org

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

SECU FAMILY HOUSE AT UNC HOSPITALS

Referral and Admission Policies

Summary of Referral Process

- Submit the completed [referral form](#) via fax or email. Give the patient/family a copy of the Patient-Family Information Packet. Mention that there is also a visual tour and other information for guests on our website. <https://www.secufamilyhouse.org/staying-here>
- Remind the family to call the House after 9:30am the **DAY OF ARRIVAL** to be sure space is available.
- If the patient or family member has been placed on the waitlist, but will not need a room please call or ask the family to call the House so that the room can be offered to another family.

THE BASICS

- Guests must be patients, family members, or caregivers of adult patients at UNC Health living **at least 50 miles** from Chapel Hill. Outpatients must be able to care for themselves or have a caregiver stay with them. SECU Family House serves all regardless of race, religion, creed, color, gender, sexual orientation, nationality, or economic status.
- **A UNC Health staff member must complete and submit a referral for a patient or family before any placement on a waitlist.**
- Our daily rates are \$54 for a standard room and \$72 for a Suite. (Suites are for long-term guests only)
- Family House operates on a wait-list basis only. At the time of referral, **no rooms are reserved or guaranteed.**
- To protect our other guests and patients, individuals with infectious illnesses cannot be admitted to Family House. Those acquiring infectious illnesses during their stay will be dismissed. Patients with AIDS and patients and family members known to be HIV-positive **may** be admitted.
- Patients or families referred to SECU Family House must have a permanent residence and home address.

ADMISSION PRIORITIZATION

Priority is given to guests according to the following categorizations, the 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 being cared for in a regular hospital floor, in a transplant unit, or coming to UNC Hospitals for a routine clinic visit.

REFERRALS

- A referral to stay at SECU Family House is to be made by a UNC Health care provider or coordinator (such as a nurse, care manager, social worker, surgery coordinator, etc). They serve as the liaison between the guest and SECU Family House, providing initial screening and admissions information. SECU Family House depends on professional health care providers to convey information about services SECU Family House offers and how they can be of help to families. The Patient-Family Information Packet can be helpful in explaining our services and house policies. [Our website is also a great source of information for the patient's families, including videos.](#)
- Referrals may be made no earlier than three months in advance. Guests returning within two years do not require an additional referral. These return guests may make their own requests for their future stays within this time period.
- All new guests must check into the House prior to 6:00pm day of arrival, seven days a week.

WAITING LIST SYSTEM

All intended stays for Family House operate on a wait-list basis only. At the time of referral, **no rooms are reserved or guaranteed**. Potential guests will be contacted on a prioritized basis on the day of arrival. Since other guest departures may change, statuses will not be available until the day of arrival.

OCCUPANCY/USE OF THE HOUSE

- For the safety and comfort of all guests, guests must agree to abide by the [House policies](#) 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 being asked to leave.
- 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 are completely responsible for such equipment including return and removal from Family House.
- We can accommodate only one room per family and one family per room. Room occupancy ranges from one to four guests, depending on the established housing code for each specific room.

SCREENING CHECKLIST

- Patient is 18 years old or older. Patients under 18 years of age, should be referred to the Ronald McDonald House.
- Family lives more than 50 miles from UNC Hospitals
- Family must have a permanent address

SUITES AND TRANSPLANT PATIENTS

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

PATIENTS AND THEIR FAMILIES

Referrals for pediatric (under 18) patients and their families should be referred to the Ronald McDonald House of Chapel Hill. Any Family House guests with children that are under age 14, must be accompanied by an adult at all times while staying at Family House.

OTHER HOUSING OPTIONS

In the event that rooms are not available at SECU Family House, we can make referrals to local hotels that offer a discount to our patients/guests. The hotel charges are at the guests' expense. Any attempted arrangements for alternative accommodations are not addressed until it is determined that there is no space available for the patient or guest at SECU Family House.

For questions, please email admissions@secufamilyhouse.org or call 919.932.8000

THANK YOU!