



CLINICAL PRACTICE GUIDELINE

Ronald McDonald House : Booking accommodation at

This document should be read in conjunction with the [Disclaimer](#)

Aim

To describe the process to be used at KEMH for booking accommodation at Ronald McDonald House (RMH).

Key Points

1. Accommodation at RMH **may not** be booked for
 - Oncology / gynaecology patients
 - Women living closer than 100km from the Perth CBD
2. RMH does not require any clinical information.
3. The RMH Accommodation Application forms can be obtained from the PSS Administrative Assistant Extension 1410.
4. RMH provides Breakfast and Dinners for families staying there, KEMH will provide lunch for the patient. This is organised by Patient Support Services (PSS).
5. A patient information sheet is available from the Discharge Co-ordinators or PSS administrative assistant.
6. If an inpatient has a baby in the Special Care Nursery the O&G and SCN Discharge Coordinators need to be aware of the accommodation arrangements and hand this over to the Hospital Clinical Manager after hours.
7. The relevant PATS forms must be completed and sent off to the relevant PATS office prior to the patient going to RMH by the relevant discharge co-ordinator or social worker.
8. There is a shuttle bus from RMH to KEMH available to patients to book with RMH. The service is Monday to Friday only. On weekends taxi vouchers can be issued if patients have financial difficulties and cannot afford a taxi to travel between RMH and KEMH.


Procedure

1. The relevant Discharge Coordinator/Social Worker shall assess the patient for suitability against RMH criteria.
2. The Discharge Coordinator/Social Worker must complete the top half of the RMH Accommodation Application Form (this includes the estimated stay, Parent/Guardian Contact details and Patient Information) or alternately an e-mail with this information included is acceptable. RMH prefers all forms or requests for accommodation to be e-mailed to them, if it is urgent phone them. During normal working hours Monday to Friday 0800-1600hrs the above information is sent to the Patient Support Services (PSS) Administrative Assistant on e-mail PatientSupportServices.KEMH@health.wa.gov.au, Saturday and Sunday 0700-1530hrs the Discharge Coordinators, and all other after hours times this information is given to the Hospital Clinical Manager.

3. The PSS Administrative Assistant then liaises with the Operations Manager at RMH on e-mail bookings@rmhwa.com.au or telephone 9346 9000 and will feedback to the relevant Discharge Coordinator/ Social Worker if patient is accepted.

After hours / on weekends this function will be performed by the Discharge Coordinator/Hospital Clinical Manager who shall liaise with the RMH Family Liaison Officer on e-mail bookings@rmhwa.com.au or telephone 9346 9000 The PSS Administrative Assistant PatientSupportServices.KEMH@health.wa.gov.au should be cc'd into all out of hours e-mail requests.

4. Once the accommodation is confirmed the discharge co-ordinator / social worker / HCM will inform the patient .

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