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**Boston Hotel Lodging Pilot**

Our patient hotel lodging program is being re-launched in the Boston Area on **February 1, 2021.** Below are the eligibility requirements, program details and an outline of our process.

**Patient Eligibility**

To be eligible to receive lodging, patient must:

* Be traveling for a cancer-related medical appointment, 40 miles + or an hour drive.
* Need lodging near your treatment center.
* Have a permanent residence.
* Credit card required at check-in for incidentals.
* Patient must be staying in room. Caregivers are allowed and encouraged to accompany patient, but we are unable to take reservations for Caregivers only.
* Be able to care for personal needs or travel with a companion who can assist them.

*(As stated above, caregivers are encouraged to accompany patients. The number of people accompanying the patient must not exceed the number of sleeping spaces in the available room.) Children younger than 18 years old must be supervised by a responsible adult at all times.*

* Patient/Caregiver must not have cough or fever, be free of respiratory illness and has not been in close contact with someone having respiratory illness in the last month.

(If by chance they answer Yes to having symptoms or being exposed, we request that they be symptom free for 2 weeks before pursuing lodging assistance with ACS.)

**Program Details**

* A minimum of 5 business days advance notice is required for lodging requests. This means if a patient calls on Monday the earliest lodging request date that we could potentially accommodate would be the following Monday.
* We can book up to three weeks of lodging nights at a time. If additional lodging is needed patient will be instructed to call back with additional requests.
* The program is typically available Sunday through Thursday nights. Exceptions for other nights may be made if there is a medical necessity and there is space available at a participating hotel.

**-Exceptions for weekend nights (Fri-Sat):**

-If the patient is travelling 200 miles (or 4 hours) or has an appointment on the weekend

-Has an appointment after 5 pm on Friday

-A medical reason to stay over the weekend that has been confirmed with a healthcare professional

-If patient calls on the day, they are scheduled to return home because they feel too ill to travel.

* Requests for smoking rooms are not accepted.
* Requests for hotels allowing pets are accepted and depend on hotel availability.
* Check-in and checkout times are designated by the hotel.
* Patient is eligible for up to 30 nights per year through this program
* Hotels participating in the program are commercial establishments and use standard

cleaning procedures. No medical assistance or special sterilizing procedures will be provided. (Patients will be informed of hotels current cleaning protocol due to pandemic.)

**Program Process**

1. Hospital partner identifies a cancer patient with lodging needs. (There is no need for a referral or “medically necessary lodging stay permission” from provider)
2. ACS is contacted by requestor by phone 1.800.227.2345 or patient referral form.
3. ACS receives request, qualifies patient, creates a Case and assigns to local staff
4. Mission Support team calls constituent to confirm eligibility and gathers all details from patient for lodging needs. (Staff will make 2 phone call attempts, leaving message when we can, that “we are calling from the American Cancer Society, returning their call”

Our 3rd attempt will be to send an ‘Unable to Contact’ email/or letter (if no email provided). Our direct contact information will be included urging patient to call back as soon as possible.

1. Mission Support staff check hotel availability and make reservation with patient on the phone if possible.
2. Mission Support notifies patient of successful reservation and sends confirmation email with all necessary details.
3. Mission Support monitors and documents any cancellations/additions/changes to original request. We are asking patients to stay on top of cancellations and inform us as soon as possible. (See below for cancellation procedures)

**Important Information**

**Credit card**

A credit card is required at the time of check-in (debit-only cards and pre-paid cards are not accepted). This card will only be used by the hotel to cover additional charges you may incur.

**All New Reservation Requests**

For New reservations please call 1-800-227-2345 (\*Please note this number is specifically for new reservation, see number below for existing reservations).

**If You Need More Than Three Weeks Accommodations**

If you need lodging beyond 3 weeks for ongoing treatment, please be sure to contact American Cancer Society at 1-800-227-2345 to request any additional nights, we ask for as much advance notice as possible, but we require at least 5 business days. The more time that we have the better the chance we have of finding a hotel able to accommodate.

**Cleaning process**

We will share with guests that cleaning processes have changed per Covid guidelines. And inform them of the cleaning protocol followed at the hotel they will be staying at.

**Cancellation Procedures and Policy**

If you need to change or cancel this reservation, **during the week, Monday through Friday from 8:30am-4:00pm** please email us at NER.Mission@cancer.org OR call **1-866-699-1726** (if there is less than 24 hours from reservation please CALL US and if you can’t connect with a “live” person at the American Cancer Society please leave us a message and then call the hotel directly.

To request a change and/or cancellation on **weekends, weekdays after hours or holidays**, patients should:

1. Contact the hotel directly (Phone number will be provided to them at time of reservation and through a confirmation email)

**AND**

1. Contact ACS bycalling **1-866-699-1726** and leaving message orsending an email to ACS at NER.Mission@cancer.org with details of reservation change/cancellations and confirm that they have contacted hotel to avoid any unnecessary delays or additional charges.

Communicating all cancellations and changes with us in a timely manner is very important so we can stay on top of reservations and avoid additional charges.

When cancellations are last minute and after our normal business hours, we ask that patients follow the instructions above to ensure ACS and hotel are apprised of cancellation.

Our goal is help as many patients with lodging as we can with the resources that we have.

Cancellations and changes not reported to us will count towards balance of 30 nights.