



Boston Hotel Lodging Pilot

Our patient hotel lodging program 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.
- Patient is eligible for up to 15 nights per year through this program (depending on funding and availability). Hotels that participate in this program are willing to offer patients a discounted rate for stays that go beyond the nights that ACS is able to provide.
- We accept requests for up to 30 days in advance, beyond that we ask for patients to call as date gets closer.
- 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 5pm 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.
- Hotels participating in the program are commercial establishments and use standard cleaning procedures. No medical assistance or special sterilizing procedures will be provided.

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 Mission Support staff
- 4) Mission Support staff 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.
- 5) Mission Support staff check hotel availability and make reservation with patient on the phone if possible.
- 6) Mission Support staff notifies patient of successful reservation and sends confirmation email with all necessary details.
- 7) Mission Support staff 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).

Cleaning Process

To learn more about hotel COVID cleaning procedures, patients can visit hotel website or inquire when they “check-in” at hotel.

Cancellation Procedures and Policy

If you need to change or cancel a 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.

For 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

- 2) Contact ACS by calling **1-866-699-1726** and leaving message or sending 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 to 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 15 nights.