

**Guidelines for Social Service use of**

**Financial relief for Patient/Families**

1. Request for financial assistance must be for emergency situations that relate to a medical condition and are recommended as one time only.
2. Payments are made only to vendors and bills/supporting documents must accompany request.
3. Check requests can take 4-6 weeks, provided documentation and forms are fully completed.
4. Please call Anaceilys Sanchez (6-2605) for unique and unusual requests.

**Basic Needs Max**

* Utilities-Tax ID Required $250
* Grocery Card-Stop & Shop and Market Basket $100
* Petty Cash $15

**Summer Camp Max**

* Patient who will benefit medically and psychologically by a camp experience. $375
* Children of patient who would benefit from a camp due to a parent’s illness or

stress caused by illness.

**Lodging (temporary)**

* Patients undergoing active treatment or family members of an inpatient.
* One room per family may be ancillary.
* Family or patients should be asked to share some of the expense-($15).
* Patient/Family cannot be homeless, drug seeking/dependent or be in a DV situation.
* Checkout must be no later than the following when day treatment ends.
* For more details fill out lodging request and submit to Sharon Scott. See form.

**MBTA/Public Transportation**

* MBTA Charlie cards are available for patients coming for outpatient treatment or visiting immediate inpatient family.
* MGH Shuttle Service is recommend for any patient/family member travelling to or near a shuttle stop.
* MBTA Charlie cards can be picked up at ACC front desk or Strong box.

**Child Care**

* Childcare at MGH Facility.
* Outside facility not covered.

**Medical Supplies & Equipment**

* One-time medical supplies will be approved for patients being

discharged or follow-up ambulatory visits.

**Rent/Mortgage Max**

* May be requested because of illness patient fell behind in payments, $2,000

or if threat of eviction puts on going health care in jeopardy.

* Not pay for security deposit, first and last month’s rent.
* Must have a vendor TAX ID or Landlord Social Security number. (legal requirement)

**Cremation Assistance**

Based on the determination of financial need the Social Work Department will assist in paying for cremation.

The cost of cremation ranges from $1,295.00 to $1,595.00 depending on the funeral home contacted.

Here are a few funeral homes we have previously worked with to assist families in need:

* Robert F. Lawler & Crosby 617-323-5600
* Casper Funeral & Cremation Services 617-890-6181
* Hamel Lydon 617-472-5888

It the family wishes to engage with a different funeral home that is okay, we will still cover the cost of cremation up to $1,595.00

Steps:

* Social Worker contacts funeral home to inform MGH Social Work is assisting in a particular case and confirms cost of cremation
* Family engages with funeral home to complete paper work
* Funeral home will contact MGH Morgue to coordinate release of body into their care
* Funeral home to email or fax invoice to Susan Morrissey’s attention: [semorrissey@partners.org](mailto:semorrissey@partners.org) or fax 617-726-7676