



— Ronald McDonald House Charities® Eastern Wisconsin —

How to Stay

www.RMHCHOME.org 414.475.5333

To qualify to stay at the Ronald McDonald House, you must be a parent/legal guardian who:

- ♥ Has a child 21 years or younger being treated at a Milwaukee area hospital.
- ♥ Lives outside of these four counties: Milwaukee, Waukesha, Washington, Ozaukee.
- * Beginning January 25, 2016, Racine county families will qualify for staying at the RMHC if their child is receiving inpatient treatment at an area hospital.

If you qualify to stay at the Ronald McDonald House, you must do the following:

- ♥ If you have never stayed at RMHC you will need to get a referral. If you have a patient receiving care at CHW contact CHW Patient Relations Department (414.266.3465)/your social worker who will submit your referral. Once the referral is submitted to RMHC directly and you are added to a waiting list, an RMHC Family Services staff member will call you once we receive the referral to confirm information.
- *For all other hospitals the family needs to get in contact with a social worker at the hospital where the child is being treated. The social worker can request the form from referrals@rmhcmilwaukee.org, and submit the completed form to the same email. Same day referrals must be submitted by 8pm. Any questions can be directed to the Family Services Office 414.935.6510.

Returning Guests:

If you have stayed at the Ronald McDonald House in the last 2 years, the primary caregiver may self-refer by calling the house directly at 414.935.6510. Call when you know the specific date that you will need the room, but no more than five days in advance of your anticipated arrival date. For example if the room is needed on June 20th, the earliest you can be added to the wait list is June 15th.

If you are currently at CHW hospital and would like to stay at the House, the following people can refer you:

Monday – Friday	8:00 am - 4:30 pm	CHW Family Services
Monday – Friday	4:30 pm - 8:00 pm	CHW Social Worker
Weekend/Holiday	9:00 am - 8:00 pm	CHW Social Worker

The person referring you to the House will need the following information: Name of parents, family address, city, state, zip code, home and cell phone, child's name and birthday. You will also need the date the room is needed, the number of days you anticipate to stay, the number of people staying at the House and whether the patient will be inpatient or outpatient. If your child is being seen on an outpatient basis, you will need to bring a printout of the appointment schedule at check-in. RMHC requires three appointments per week to stay on an outpatient basis.

- ♥ Check availability: Once on the RMHC waiting list, an RMHC Family Services staff member will contact the family between 8:00-9:00am for room availability. The Ronald McDonald House is not able to "reserve" a room for you. Your name is added to a "waiting list."

Rooms are assigned in order, based on the date and time your name is placed on the waiting list.

- ♥ We are unable to take reservations because we never know how long a child may need to be in the hospital. Families may be placed on the waiting list up to five days in advance. First time families must be referred by the hospital social worker. Same day referrals must be submitted by 8pm. If your plans change and you no longer need the Ronald McDonald House, please call 414.935.6510 and ask to speak to the manager on duty so that we can remove your name from the waiting list.

♥ Families are admitted as availability permits.

Important to know before you check in:

- ♥ One room per patient family with a maximum of five persons per room (3 adults & 2 children maximum).
- ♥ Every person over 18 years of age staying overnight at RMHC must present a valid photo identification upon check-in.
- ♥ Families may check-in between the hours of 9am-830pm. Please allow at least 30 minutes for the check-in process, which includes a brief orientation/tour and minimal paperwork.
- ♥ **Check-ins must be completed by 9 pm (RMHC does not have 24 hour overnight check-ins).**
- ♥ We require everyone staying to be infection-free. If a patient is in isolation please note on referral for follow-up.
- ♥ We have a suggested donation of \$20 per night, however no family is ever turned away if they are unable to pay.
- ♥ The building and grounds of Ronald McDonald House are drug and smoke-free.
- ♥ Families clean their rooms before check-out.
- ♥ Families must be respectful and tolerant of other families who are equally concerned about the well-being of their children.

What does the Ronald McDonald House include?

The House includes: rooms with two single beds or a queen bed, a private bathroom, a television and a phone. Cribs, cots, and sleeping bags are available upon request. Linens and towels are provided. There are fully equipped community kitchens and dining areas. Families have access to pantries that provide an assortment of food choices, as well as our meal program that provides a meal almost every day. Families are responsible for maintaining their rooms' cleanliness and doing their own laundry. There are washers and dryers provided at no cost. Parking spaces are provided for any guest with a car.

Please visit our website to get a virtual tour of RMHC at www.RMHCHOME.org

There is a free van service to provide transportation to and from the hospital. The van will pick up and drop off families in the front of the hospital main entrance. A van schedule is available on the RMHC website as well as provided in the guest check-in folder. Please remember our van service is staffed by volunteers and occasionally we may not have a driver. RMHC will post a notice if van service is unavailable.