

## Contact List for the Families/Patients of Arkansas Children's

Whom to Call:	Family Services Assistant Ext 4-1247	Social Work Ext 4-1406	Interpreter Services Ext 4-6590	Patient/ Family Rep Ext 4-1198	Child Life & Education Ext 4-1412	Clinical Nutrition Ext 4-1264
<b>Type of Need:</b>	<ul style="list-style-type: none"> <li>▪ Meal Assistance Program for inpatient caregivers (Central Waiting House) Breakfast 8:30-9:45 Lunch 11-12:30 Dinner 5-6:30</li> <li>▪ Lodging guides/overnight accommodations.</li> <li>▪ Ronald McDonald House</li> <li>▪ Washers &amp; Dryers</li> <li>▪ Laundry detergent</li> <li>▪ Clothing assistance</li> <li>▪ Toiletries / Hairdryer / Iron</li> <li>▪ Transportation info (Rock Region Metro, Medicaid)</li> <li>▪ Family Services will not pay for bus passes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ All issues related to child abuse, domestic violence, psychiatric problems, end of life issues, counseling needs, psychosocial assessment, referral to community resources, consent issues or adjustment to illness problems</li> <li>▪ Food insecurity</li> <li>▪ Barriers to discharge transportation</li> <li>▪ Psych hospital referrals</li> <li>▪ End of Life/ Bereavement support</li> </ul>	<ul style="list-style-type: none"> <li>▪ Foreign language or hearing impaired interpreter via technology or in person</li> <li>▪ Written translation</li> <li>▪ 3 way calls</li> </ul>	<ul style="list-style-type: none"> <li>▪ Complaints about care that cannot be resolved at the unit level</li> </ul>	<ul style="list-style-type: none"> <li>▪ DVDs, Games, Books, Toys, etc.</li> <li>▪ Assist with schoolwork, 504 and IEP plans with schools</li> <li>▪ Preparation for IVs, surgery, and other medical procedures</li> <li>▪ Access to playrooms</li> <li>▪ Animal-Assisted Therapy</li> <li>▪ EOL Resources</li> <li>▪ Beads of Courage</li> </ul>	<ul style="list-style-type: none"> <li>▪ Facilitation of WIC prescriptions</li> <li>▪ Special formula needs</li> </ul>
Whom to Call:	Volunteer Engagement Ext 4-1825	Financial Counselor (Admissions) Ext 4-1230	Discharge Planning/Case Management Ext 4-1200	Security Ext 4-4444	Unit Nurse	Pastoral Care Ext 4-1824
<b>Type of Need:</b>	<p>Call ext. 4-1825 to <b>Donate:</b> (if a family donates new items, please give contact info to VE office so they can send a thank you note):</p> <ul style="list-style-type: none"> <li>▪ <u>NEW</u> clothes, toys, games, toiletries, items for parents, etc.</li> <li>▪ Gift cards</li> <li>▪ Donations of tickets to special events, visitors, local venues, concerts</li> </ul>	<ul style="list-style-type: none"> <li>▪ Applications for Medicaid, AR Kids, SNAP; information on hospital bill assistance</li> <li>▪ Approval for prescriptions through ACH pharmacy when they have no funds</li> <li>▪ Out of state referrals for treatment</li> <li>▪ SSI initial application</li> <li>▪ Uber Health</li> </ul>	<ul style="list-style-type: none"> <li>▪ Home Health Services</li> <li>▪ Home Equipment</li> <li>▪ Transportation to medical facilities</li> <li>▪ Nursing home or rehab placements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Altercations</li> <li>▪ Threats or hostile behavior</li> <li>▪ Suspicious visitors</li> <li>▪ Lost and Found</li> </ul>	<ul style="list-style-type: none"> <li>▪ Long distance phone Line</li> <li>▪ Unit related complaints or concerns by family</li> <li>▪ Extra sleeping accommodations or visitors in the room</li> <li>▪ FMLA (with physician)</li> <li>▪ Hygiene issues</li> <li>▪ UBER Health</li> </ul>	<ul style="list-style-type: none"> <li>▪ Spiritual and religious needs</li> <li>▪ Daily devotional services</li> <li>▪ Support at end of life</li> </ul>

**General Resources:** Anyone can make MLP or Family Resource Center Referral